



LINDSTROM METRIC, INC

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QUALITY ASSURANCE MANUAL

Manual Number: _____

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INTRODUCTION

LINDSTROM METRIC, INC. has developed a quality management system to better satisfy the needs of its customers and to improve management of the company. The quality system complies with the international standard ISO 9002, 1994, and its technical equivalent, ANSI/ASQC Q9002. In addition, this manual complies with the intent of MIL-I-45208, Quality System Requirements. It covers purchasing of product for resale, receiving inspection, in-process inspection, where applicable, and final inspection.

This manual is divided into 20 sections corresponding to the quality system requirements of the ISO 9002 standard. Each section begins with a policy statement expressing the general principles and commitment to implement specific actions pertaining to the quality system element that is the subject of the section. The policy statement is followed by a general and brief procedure outlining how these activities are carried out and referencing the operating procedures that provide more detailed descriptions.

The purpose of this manual is to document the company's quality system, to instruct and guide employees whose actions affect product quality, and to inform the company's customers what controls are implemented to assure product quality.

Branch Manager: _____

Date: 09/23/97

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QUALITY POLICY

The Quality Policy of Lindstrom Metric, Inc. is based on customer satisfaction. We strive for continuous improvement in our quality systems, to the objectives of our company: Supplying products that meet or exceed our customer's requirements; Providing a service that results in customer satisfaction; Continuous development of a dependable vendor base. We are committed to continuous improvement in quality, and the assessment of the quality system to assure its suitability to meet the requirements of our company and the requirements of our customers.

The objectives of our company are:

1. Defect free products.
2. Customer satisfaction
 - a) On time delivery.
 - b) All contract requirements are met.
 - c) Exceptional product quality.
 - d) Exceptional service quality.
3. Assist vendors - Work with subcontractors to reduce late deliveries and delivery of defective product.

This policy has been formulated by the President of LINDSTROM METRIC, INC.. The policy is explained and discussed at the general orientation training given to all existing and new employees. The policy is also posted in conspicuous locations throughout the company.

President:  Date: 09/23/97

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MANAGEMENT RESPONSIBILITY

COMPANY POLICY

The executive management is ultimately responsible for establishing, implementing and maintaining the quality system. Specific responsibilities comprise: formulating the quality policy, defining organization, assigning authorities and responsibilities, appointing the management representative, periodically reviewing the quality system, and making available the resources and personnel necessary to maintain the system.

1. MANAGEMENT REPRESENTATIVE

- 1.1 LINDSTROM METRIC, INC. appoints as the Management Representative the Director of Quality. He has the authority and responsibility to ensure that the quality management system is maintained and its efficiency continuously improved, and that the system always complies with the requirements of ISO 9002.
- 1.2 The Branch Manager is appointed as the alternate Management Representative in the event the Director of Quality is unavailable.

2. ORGANIZATION

- 2.1 Interrelation of personnel who manage, perform, and verify work affecting quality is defined in the organization chart enclosed at the end of this section.
- 2.2 The LINDSTROM METRIC, INC. quality organization comprises four departments:
 - ◆ Sales department headed by the Sales Manager
 - ◆ Purchasing department headed by the Branch Manager
 - ◆ Warehouse department headed by the Director of Quality
 - ◆ QA(Quality Assurance) department headed by the Director of Quality

Each department head reports directly to the Branch Manager. The President, the Branch Manager, and the department heads constitute the executive management.

3. RESPONSIBILITIES

- 3.1 President
Formulates the quality policy

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3.2 Branch Manager

Initiates and supervises the quality system
 Provides resources necessary to maintain the system
 Conducts management reviews of the quality system

3.3 Sales

Advertises and promotes company's products emphasizing their quality aspects
 Monitors the quality of competitors
 Carries out contract and order reviews
 Provides customer liaison
 Handles customer complaints

3.4 Purchasing

Selects qualified subcontractors
 Prepares and approves purchasing documents

3.5 Warehouse

Fills customer orders from inventory
 Package product in accordance with good commercial packaging practices or as specified by the customer
 Ship and receive product

3.6 Quality Assurance

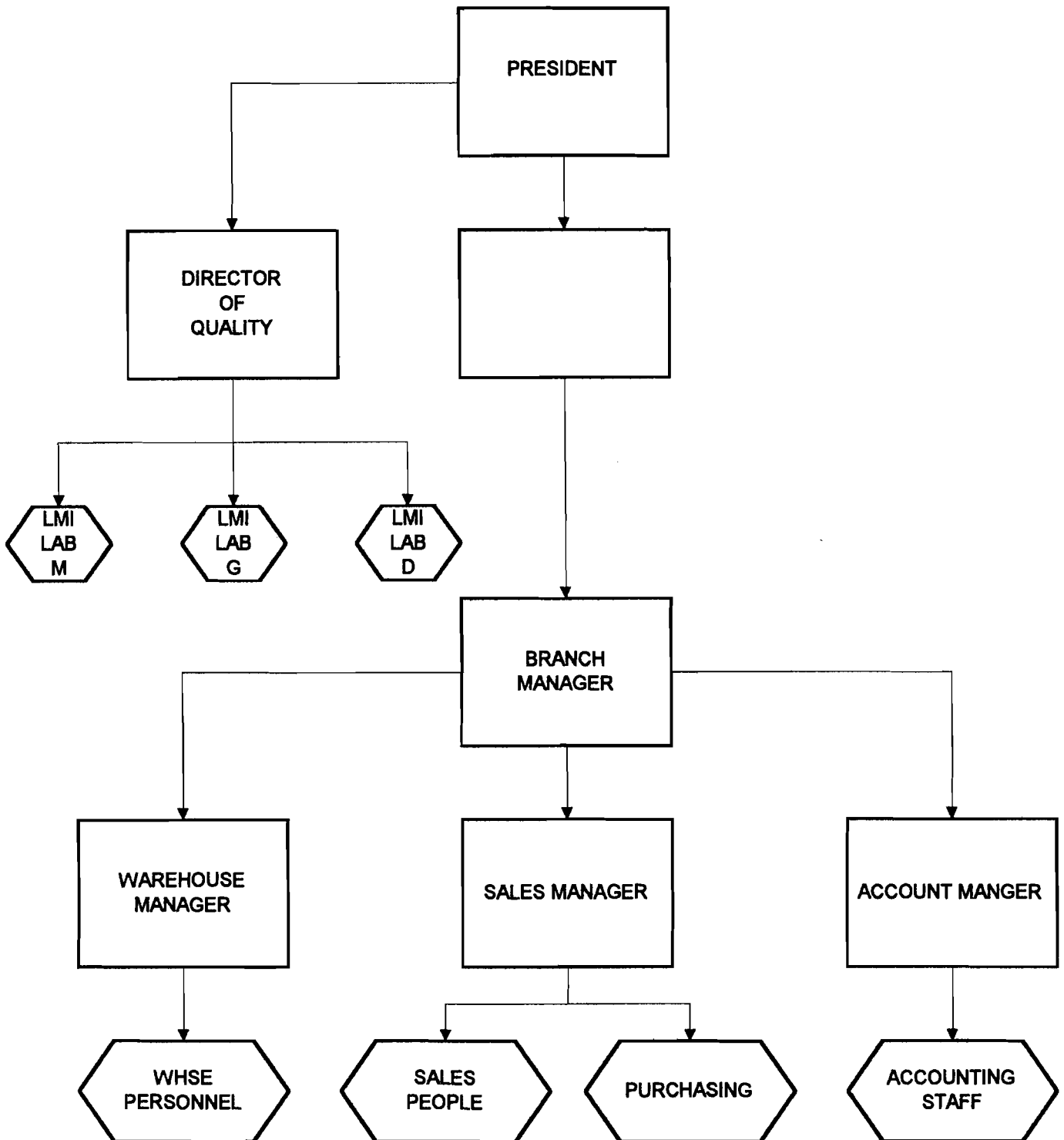
Establishes and maintains the quality management system
 Audits implementation of the quality system
 Initiates requests for, and follows up on, corrective actions
 Maintains and calibrates measuring and test equipment
 Carries out subcontractor quality surveys and audits
 Performs inspections and testing in accordance with the quality plans
 Handles nonconforming products
 Coordinates document control activities
 Maintains inspection records

4. MANAGEMENT REVIEW

4.1 The company's executive management reviews the quality system at least once a year. The purpose of the review is to assess the effectiveness and continuing suitability of the quality system. The Branch Manager is responsible for scheduling and conducting the review. Conclusions of the review are documented. Detailed instructions for scheduling, conducting and documenting the review are provided in Procedure QOP-1-1, Management Review.

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ORGANIZATION CHART



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QUALITY SYSTEM

COMPANY POLICY

LINDSTROM METRIC, INC. has a documented and implemented quality management system that satisfies the requirements of ISO 9002 (ANSI/ASQC Q9002). The quality system is documented in the quality manual, operating procedures, work instructions, national and international standards, and the quality plans. Implementation of the quality system is regularly audited and reviewed.

1. QUALITY SYSTEM

- 1.1 The structure of the quality system is defined in the following documents:
- ◆ Quality manual contains the company policy.
 - ◆ Operating procedures define how we achieve our quality policy.
 - ◆ Work instructions give employees detailed instructions on how to achieve results within the quality policy.
 - ◆ Applicable standards to meet the requirements of customer contracts.
 - ◆ Quality plans
- 1.2 The documents collectively define a quality system that complies with ISO 9002 (ANSI/ASQC Q9002) 1994.

2. QUALITY SYSTEM IMPLEMENTATION

- 2.1 All personnel who manage, perform and verify work affecting quality are responsible for implementing the quality system. The Director of Quality is responsible for coordinating, monitoring and auditing the system.
- 2.2 Implementation of the quality system is assessed regularly by way of internal and external audits and management reviews.

3. QUALITY PLANNING

- 3.1 A standard quality plan consists of our quality manual, operating procedures, and work instructions.
- 3.2 When necessary, additional operating procedures or work instructions will be prepared in accordance with Procedure QOP-2-1, Quality Planning.

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CONTRACT REVIEW

COMPANY POLICY

All contracts and orders are reviewed to assess if customer's requirements are adequately defined, are well understood, and if the company has the capacity to meet contract requirements.

1. APPLICATION

- 1.1 The Sales department is responsible for conducting contract and order reviews. When necessary, the Quality department will provide assistance.

2. SCOPE OF REVIEW

- 2.1 The contract review comprises verification that the customer's requirements are adequately defined and documented and have been well understood, and that the company has the capacity to meet the contract requirements. Contract reviews are governed by Procedure SOP-3-1, Contract Review.

3. RECORD

- 3.1 Sales personnel conducting contract reviews make a record of each review. The record is made entering the order into the computer system. Authorized orders will bear the initials of the person conducting the review. More details regarding establishment and maintenance of contract review records are provided in the above mentioned procedure SOP-3-1.

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DESIGN CONTROL

The scope of this system does not include quality-system requirements for design control. Design control is not a requirement of ISO 9002 or ANSI/ASQC Q9002. This section is included to align the clause numbering with ISO 9001 and ANSI/ASQC Q9001.

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DOCUMENT AND DATA CONTROL

COMPANY POLICY

The purpose and scope of quality system documents are defined. All documents are reviewed and approved prior to issue. Appropriate documents are available at locations where they are intended to be used. Obsolete documents are removed from points of use. The Director of Quality is responsible for coordinating, enforcing and auditing the document control related activities. Documents maintained on electronic media are controlled.

1. QUALITY SYSTEM DOCUMENTATION

1.1 Quality system documentation comprises the following types of documents:

- ◆ Quality manual
- ◆ Operating procedures
- ◆ Work instructions
- ◆ Standards and other reference material
- ◆ Product drawings and specifications
- ◆ Quality plans

1.2 The purpose, scope and responsibility for controlling each type of document are defined in Procedure QOP-5-1, Quality System Documentation.

2. DOCUMENT APPROVAL AND ISSUE

2.1 Documents and document changes may be initiated by anyone in the organization but may only be issued by an authorized department as defined in Procedures QOP-5-1, Quality System Documentation, and QOP-5-2, Document and Data Control. All documents are reviewed and approved prior to issue.

3. DOCUMENT PLACEMENT

3.1 Documents are distributed to personnel and locations where they are used. When appropriate and relevant, documents display a distribution list. Document placement is regulated by Procedure QOP-5-2.

4. DOCUMENT CHANGES

4.1 Document changes are reviewed and authorized by the same authority that issued the original document. Revised portions of documents are distributed with a change brief, and obsolete documents are removed. Each department maintains a master list specifying the latest issues and revisions of its documents.

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5. STANDARDS, SPECIFICATIONS AND OTHER REFERENCE MATERIALS

- 5.1 Industry standards, specifications and other reference materials are maintained up to date via a revision service. Revised documents are reviewed for impact prior to issue.
- 5.2 Customer furnished drawings and specifications are maintained up to date by the customer.

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PURCHASING

COMPANY POLICY

The company assesses its subcontractors and purchases only from those that can satisfy the company's quality requirements. Purchasing documents clearly and completely describe ordered products, including quality requirements. Purchasing documents are reviewed and approved prior to release.

1. ASSESSMENT OF SUBCONTRACTORS

- 1.1 The company defines subcontractors as vendors who deliver their standard catalogue products, as vendors who design and/or manufacture products from the company's drawings or specifications, or vendors who perform processing operations.
- 1.2 Assessments of subcontractors are carried out by the Purchasing and QA departments.
- 1.3 Quality performance of all subcontractors is monitored. Those showing inadequate performance are asked to implement corrective actions and are discontinued if there is no improvement or desire to improve.
- 1.4 Purchasing maintains a subcontractor list. Orders may only be placed with those on the list, or those who are in the process of qualification.
- 1.5 Detailed rules and instructions for assessment of vendors are given in Procedure POP-6-1, Subcontractor Assessment.

2. PURCHASING DATA

- 2.1 Purchasing documents are prepared by the sales department. The documents clearly and completely describe ordered products. They include precise identification of the products, reference applicable standards and state quality requirements. The sales person reviews and approves all purchasing documents prior to release.
- 2.2 Rules applicable to preparation, review and approval of purchasing documents are provided in Procedure POP-6-2, Purchasing.

3. VERIFICATION OF PURCHASED PRODUCT

- 3.1 Company's customers have the right to verify, at the subcontractor's premises, that the purchased products conform to specified requirements. Customer verification does not absolve the company from the responsibility to deliver a quality product. Procedure POP-6-2 contains further instructions regarding customer verification of products.

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CONTROL OF CUSTOMER SUPPLIED PRODUCT

COMPANY POLICY

Customer supplied products are handled in the same manner as other products purchased for resale. When specified in a contract, special handling instructions from customers will take precedent over the company's standard procedures. Loss, damage or unsuitability of a customer's product is documented and reported to the customer.

1. GENERAL

- 1.1 Customer supplied products are reviewed, inspected, tested, marked if applicable, and stored in the same manner as other purchased products. Procedure POP-7-1, Customer Supplied Product, contains detailed instructions in this regard.

2. LOSS OR DAMAGE

- 2.1 The customer is contacted in the event of loss, damage, deterioration or unsuitability of product.

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PRODUCT IDENTIFICATION AND TRACEABILITY

COMPANY POLICY

Products are identified by a part number or description correlated to corresponding drawings, specifications and other technical documents.

1. PART AND PRODUCT IDENTIFICATION

- 1.1 All products are identified with the actual product part number or where only a description exists, the company's internal part numbers assigned by the Sales department.
- 1.2 Containers of products are identified by the part number and/or the internal lot control number / manufacturer's lot control number prior to shipment or placing into stock.

2. RECORD

- 2.1 The Sales department maintains the part number lists.

3. REFERENCE PROCEDURES

- 3.1 Activities pertaining to this section of the quality system are regulated by Procedure QOP-8-1, Product Identification and Traceability.

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PROCESS CONTROL

COMPANY POLICY

Individual operations such as Purchasing, Inspection and Packaging are planned and documented. Work instructions are provided to each department, as required.

1. WORK INSTRUCTIONS

- 1.1 Work instructions are established by each department.
- 1.2 The work instructions detail the operations and their sequence of each process.
- 1.3 Procedure AOP-9-1, Process Control, details the requirements for establishing work instructions. Procedure QOP-5-1, Quality System Documentation, details the requirements of the Quality Documents. Procedure QOP-5-2, Document and Data Control, details the requirements as they apply to the issue and maintenance of the Quality Documents.

2. NEW OR MODIFIED PROCESSES OR EQUIPMENT

- 2.1 New or modified processes or equipment will, prior to implementation and use, be planned, evaluated and proven for effectiveness and suitability and to ensure that all conditions are controlled, as necessary. Controlled conditions shall include the following:
 - ◆ Documented procedures where the absence of such procedures could adversely affect quality;
 - ◆ Use of suitable equipment and a suitable working environment;
 - ◆ Compliance with reference standards/codes, quality plans, and/or documented procedures;
 - ◆ Monitoring and control of suitable process parameters;
 - ◆ The approval of processes and equipment, as appropriate;
 - ◆ Criteria for workmanship, which shall be stipulated in the clearest practical manner such as work instructions and written standards;

3. RECORDS

- 3.1 Records shall be maintained for qualified processes, equipment and personnel.

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INSPECTION AND TESTING

COMPANY POLICY

Inspection and testing are conducted when purchased product is received, after completion of subcontracted processes, and, if required, prior to shipment. The objective of the inspections and testing is to verify conformance with specified requirements. Products are prevented from use until the required inspections are completed. Records of inspections are established and maintained to evidence that products comply with stated requirements.

1. RECEIVING INSPECTION

- 1.1 Purchased products are subjected to receiving inspection. Nonconforming products are segregated and prevented from shipping to the customer or from further processing.
- 1.2 Procedure QOP-10-1, Receiving Inspection, sets forth detailed rules for performing and recording the receiving inspections.

2. IN-PROCESS INSPECTION

- 2.1 Products that require in-house processing will be subjected to In-Process Inspection. Nonconforming products are segregated from the normal flow of materials.
- 2.2 Procedure QOP-10-2, In-Process Inspection, sets forth detailed rules for performing and recording the in-process inspections.

3. FINAL INSPECTION

- 3.1 Products that required additional processing by subcontractors will receive a final inspection prior to shipment. Where required by the customer, stock products will require a final inspection prior to shipment. Performing and recording the final inspection is regulated by Procedure QOP-10-3, Final Inspection.

4. INSPECTION AND TEST RECORDS

- 4.1 All types of inspections are recorded and signed off by the personnel performing the inspections. Rules for establishing the inspection records are described in procedures QOP-10-1, QOP-10-2, and QOP-10-3, while filing and maintenance of the records are regulated by QOP-16-1, Control of Quality records.

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CONTROL OF INSPECTION, MEASURING AND TEST EQUIPMENT

COMPANY POLICY

The required measurement accuracy is known and appropriate equipment is selected to perform measurements. All measuring and test equipment is calibrated with traceability to a national or international standard. Calibration certificates are maintained and the calibration status of measuring equipment is identified. The equipment is well maintained and its placement and use are controlled. The calibration system is in accordance with ISO 10012-1, "Quality Assurance Requirements for Measuring Equipment - Part 1: Metrological confirmation system for measuring equipment".

1. GENERAL

- 1.1 All activities to this section of the quality system are regulated by Procedure QOP-11-1, Control of Inspection, Measuring and Test Equipment.

2. MEASUREMENT IDENTIFICATION

- 2.1 Measurements and the required accuracy are identified on drawings and in specifications supplied by customers or in international or national standards and specifications. Unless noted otherwise, traceability is maintained through the National Institute of Standards and Technology.

3. CALIBRATION AND MAINTENANCE OF EQUIPMENT

- 3.1 All equipment used for inspection, measuring and testing of products is calibrated with traceability to national or international standards. Calibration status of equipment is identified by calibration stickers. QA maintains a list of measuring and test equipment, providing identification, placement and calibration status for each piece of equipment. If utilized, jigs, templates and patterns are checked regularly for accuracy. Measuring and test equipment is maintained to preserve its accuracy and fitness for use. All calibration related activities are regulated by a written procedure (QOP-11-1).

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INSPECTION AND TEST STATUS

COMPANY POLICY

Inspection status of a product is identified to assure that only product that has passed inspection is shipped to the customer, placed into stock or subjected to further processing. Authority responsible for the release of conforming product is defined.

1. GENERAL

- 1.1 Inspection status and identification measures to prevent product from being shipped, placed into stock or processed before it passes the required inspections are described in Procedure QOP-12-1, Inspection and Test Status.

2. IDENTIFICATION SYSTEM

- 2.1 Products that pass the receiving inspection will have their packing slip stamped indicating acceptance.
- 2.2 Products that require in-process and/or final inspection will have their record stamped indicating acceptance.
- 2.3 Products that fail any of the inspections will have their packing slip stamped indicating rejection and will be moved to the hold area.

3. AUTHORITY TO RELEASE PRODUCT

- 3.1 The QA inspector performing the inspection has the authority to release product for shipment, entry into stock or processing. An acceptance stamped inspection record is evidence that the product has been released for shipment, entry into stock or processing.
- 3.2 Inspection stamps will be controlled in accordance with Procedure QOP-12-2, Control of Inspection Stamps.

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CONTROL OF NONCONFORMING PRODUCT

COMPANY POLICY

Nonconforming product is identified, documented, evaluated and prevented from being shipped, entered into stock or processed. Responsibility for disposition of nonconforming product is defined and, when required, the customer is contacted for concession. Repaired or reworked product is reinspected.

1. IDENTIFICATION AND DOCUMENTATION

- 1.1 It is a firm policy of the company to identify and document all nonconformities, regardless of how insignificant they seem to be or how easily they can be repaired.
- 1.2 Documentation of a nonconformity is made on the Discrepant Material Report, following the rules provided in Procedure QOP-13-1, Control of Nonconforming Product. Nonconforming products will be accompanied by a HOLD Ticket and segregated from conforming product.

2. NONCONFORMITY REVIEW AND DISPOSITION

- 2.1 The Director of Quality, with assistance from Sales or Executive management, where appropriate, will make all decisions regarding disposition.
- 2.2 The disposition decision may be:
 - ◆ Reworked or repaired to meet the specified requirements, or
 - ◆ Accepted with or without repair by concession, or
 - ◆ Sort for defective product, or
 - ◆ Rejected and returned to vendor, or
 - ◆ Scrapped
- 2.3 When required, the customer is contacted for acceptance by concession or rework/repair of a nonconforming product.
- 2.4 Detailed rules for nonconformity review, making the disposition decision and recording these activities are provided in Procedure QOP-13-1, Control of Nonconforming Product.

3. REINSPECTION

- 3.1 Repaired or reworked products are reinspected in accordance with procedures QOP-10-1, QOP-10-2, or QOP-10-3, as applicable.

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CORRECTIVE AND PREVENTIVE ACTION

COMPANY POLICY

Quality records and customer complaints are analyzed to detect any sources of potential quality problems. Causes of nonconformities are investigated and corrective actions are requested to prevent recurrence. Controls are applied to ensure that corrective actions are implemented and that they are effective.

1. INITIATION OF CORRECTIVE ACTION

- 1.1 Anyone in the company may propose initiation of corrective action, but only the Branch Manager or Director of Quality may request a corrective action.
- 1.2 Corrective actions are initiated as a result of:
 - ◆ Identification of product nonconformity
 - ◆ Noncompliances during audits
 - ◆ Customer complaints
 - ◆ Nonconforming deliveries from subcontractors
- 1.3 Procedure QOP-14-1, Corrective and Preventive Action, describes in detail the rules that apply to initiation of corrective action.

2. FOLLOW UP

- 2.1 Each corrective action is followed up by the Branch Manager or Director of Quality to determine if the corrective action has been implemented and if it is effective.
- 2.2 The process of serving a corrective action request, documenting the proposed action and the follow up are governed by Procedure QOP-14-1, Corrective and Preventive Action.

3. PREVENTIVE ACTION

- 3.1 Information such as customer concessions, internal and external audit results, quality records, customer satisfaction questionnaires and customer complaints will be used to detect, analyze and eliminate potential causes of nonconformities.
- 3.2 Preventive action analysis is conducted during the management meetings.
- 3.3 Changes made as a result of preventive action will be reviewed to determine their effectiveness.

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HANDLING, STORAGE, PACKAGING, PRESERVATION AND DELIVERY

COMPANY POLICY

Methods and means of handling that prevent product damage and/or deterioration are provided. Receipt and dispatch to and from storage areas are controlled. The condition of stored products is assessed regularly. Packaging is specified and controlled. Products are protected prior to and during delivery.

1. HANDLING

- 1.1 The Director of Quality is responsible for product handling and, in particular, ensuring that containers are adequate and clean, that equipment used for internal transportation of product is maintained in proper working order, and that operators are trained in the use of the equipment, and that the product is protected through receiving, storage, and delivery.
- 1.2 Procedure MOP-15-1, Product Handling, describes in more detail the rules that apply.

2. STORAGE

- 2.1 The storage areas and their operation are the responsibility of the Director of Quality. Only products that are properly identified and that have passed the mandatory inspections are authorized to enter and leave the storage area. The storage areas are kept clean and stock is inspected in order to assess its condition.
- 2.2 Procedure MOP-15-2, Storage, governs the operation and inspections of the storage areas.

3. PACKAGING, PRESERVATION AND DELIVERY

- 3.1 Packaging is in accordance with good commercial practice unless otherwise specified by contract or purchase order. Special requirements are communicated to personnel via the shipping order. Packaging is designed for the intended means of delivery.
- 3.2 After inspection acceptance, products are protected and stored in adequate conditions to prevent damage and deterioration.
- 3.3 The activities of packaging, preservation and delivery are governed by Procedure MOP-15-3, Packaging, Preservation and Delivery.

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CONTROL OF QUALITY RECORDS

COMPANY POLICY

Quality records demonstrate achievement of the required quality and effective operation of the quality system. The records are identified, indexed and stored in a suitable environment to minimize deterioration. Records are normally stored by the department that is responsible for their establishment. Retention periods for quality records are defined.

1. PROCEDURE

- 1.1 The activities, collection, indexing, access, filing, storage, maintenance and disposition of quality records are governed by Procedure QOP-16-1, Control of Quality Records. Also, other procedures that call for establishing of a record explain how it should be done, who is responsible and what rules apply for its filing and storage.

2. SCOPE

- 2.1 All quality records collected and stored by the company, their storage locations and their retention periods are listed in Procedure QOP-16-1.

3. IDENTIFICATION AND STORAGE

- 3.1 Records are identified to the product, person, or activity involved. When relevant, they are signed and dated. The indexing system facilitates retrievability. Records are normally filed by the department that initially established the record. Records are stored in a dry and clean environment. Identification, handling and storage of quality records are prescribed in Procedure QOP-16-1, Control of Quality Records.

4. ACCESS

- 4.1 Access is limited to company employees. Where additional controls are required, access will be limited to authorized personnel, as needed.

5. DISPOSITION OF RECORDS

- 5.1 Records are placed in archives periodically and stored on premises, unless otherwise noted.

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INTERNAL QUALITY AUDITS

COMPANY POLICY

Comprehensive, planned and documented quality audits are carried out at least once a year. Audits are scheduled on the basis of the status and importance of the activity. Identified nonconforming conditions are brought to the attention of those responsible for the condition and, if appropriate, a corrective action is requested.

1. PLANNING AND SCHEDULING

- 1.1 The Director of Quality establishes an internal audit plan and schedule in accordance with Procedure QOP-17-1, Internal Quality Audits. Every activity and area is audited at least once a year, but more frequent audits may be scheduled if required.

2. AUDIT TEAM AND PREPARATION FOR AUDIT

- 2.1 Only personnel independent of the audited activities are assigned to conduct an audit. Normally the Director of Quality leads an audit team, but QA activities are audited by the President. Audits are prepared by a review of applicable standards and procedures, a review of quality records, and establishment of questionnaires and checklists. Selection of an audit team and the preparation activities are described in Procedure QOP-17-1.

3. FOLLOW UP

- 3.1 When nonconforming conditions are identified, the manager responsible for the affected area or activity is requested to propose and implement corrective action. Implementation and effectiveness of the action are verified by a follow-up audit. Conducting and documenting of audits and follow ups are governed by Procedure QOP-17-1.

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INTERNAL QUALITY AUDITS	QUALITY ASSURANCE MANUAL	09/23/97	T.P.	NEW	1 of 1

TRAINING

COMPANY POLICY

The company identifies training needs of all personnel and provides the required training. Personnel performing specific tasks are qualified. Records of personnel qualifications and training are maintained.

1. REFERENCE PROCEDURES

1.1 Identifying training needs and providing training is governed by Procedure AOP-18-1, Training.

2. TRAINING NEEDS

2.1 All employees are assessed once a year by their supervisors and managers to determine if their qualifications are adequate and if they need to be supplemented by additional training.

3. TRAINING

3.1 The company provides new employee training to all employees. Other training is provided as required. Procedure AOP-18-1 describes in detail the training program and training policies of the company.

3.2 Where applicable, only trained personnel will be assigned to the areas of management, verification activities, internal quality audits, areas where a lack of specialized training would be detrimental to the job function, and specific job functions requiring personnel to be certified.

4. TRAINING RECORD

4.1 The Personnel department maintains records of all internal and external training provided to employees.

SECTION TITLE	DOCUMENT TYPE	REVISED	APPVD	LTR	PAGE
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SERVICING

The scope of this system does not include quality-system requirements for servicing. This section is included to align the clause numbering with ISO 9001/9002 and ANSI/ASQC Q9001/Q9002.

SECTION TITLE	DOCUMENT TYPE	REVISED	APPVD	LTR	PAGE
SERVICING	QUALITY ASSURANCE MANUAL	09/23/97	T.P.	NEW	1 of 1

STATISTICAL TECHNIQUES

COMPANY POLICY

Where and when appropriate, statistical techniques are employed to verify the acceptability of process capability, product characteristics, company performance, and vendor performance.

1. STATISTICAL SAMPLING

- 1.1 When required and directed by the QA department, statistical techniques are employed in statistical sampling. Personnel using statistical techniques are provided with charts, tables and other instructions in the use of the techniques. Procedure QOP-20-1, Statistical Techniques, governs the activities pertaining to this section of the quality system.

2. IDENTIFICATION OF NEED

- 2.1 Should situations arise where the need for statistical analysis is required, the process or situation will be analyzed to determine the type of analysis required, the technique or method to be employed and if personnel training in the particular technique or method is necessary.

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