Weiss Industries Inc.

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QUALITY POLICY MANUAL M1E-0-A
ISO 9001:2008

ISSUE A

Approval and revision status

0-A	Henry A		07/23/12	All pages, Electronic based document
Rev	Originator	Approved	Date	Pages affected & reason for revision

CONTENTS

COMPANY PROFILE

Weiss Industries is a resourceful, savvy group with over 50 years experience in industry and an attitude for excellence. We are large enough to handle the most challenging medium to high volume jobs in all light gauge metals, yet not so large as to be disinterested in medium to low volume specialty work.

Our core competencies are deep in;

- Tooling, Gauges and Fixturing
- Metal Stampings
- Heat Treating

We freely offer our customers access to these resources as though we are an extension of their engineering departments. By effectively using the capabilities of our engineers and craftsmen, we are able to produce prototype samples of new metal components that we will eventually produce in volume, quickly and with a minimum of change.

Our Engineering Staff can provide prototypes of remarkably difficult metal-formed shapes using;

- Wire EDM
- Laser, Plasma, Rotopunch or Water-Jet cutting
- Hydroforming
- Spinning
- Welding (Mig, Tig, Plasma, Resistance and Laser)
- Machining
- “Soft” Tooling
- Multiple Operation Processes

For new metal components requiring heat treatments, our staff metallurgist will provide an assessment and work closely with our customer to develop effective thermal treatments.

Weiss Industries is a diverse, flexible and adaptable group willing to take on customer challenges from the development stage through volume production.

QUALITY POLICY STATEMENT
AND
MANAGEMENT PHILOSPHY

The pursuit of quality is a never-ending journey and continuous improvement is the key to staying on track along the way. At Weiss Industries, the function of Quality Management is administered by the Quality Manager or designee. This team is comprised of the Quality Coordinator, The Quality Technician, the General Manager, the Manufacturing Manager of the Metal Stamping Div, the Manufacturing Manager of the Heat Treat Div, the Purchasing Agent and the Customer Service Representative. The Quality Coordinator has primary responsibility for managing QMS activities, however in his absence the General Manager can assign QMS activities of an immediate nature to a team member or members based on their specific qualifications. All final decisions related to QMS activities require the approval of the Quality Coordinator or the General Manager in the absence of the Quality Coordinator.

Our commitment to exceed our customer's expectations and remain a world class supplier shall be demonstrated by our conformance to the ISO 9001:2008 Quality Management Standard, and by meeting our objectives in customer satisfaction, productivity improvements, employee development, technological innovation, performance and competitiveness.

Quality problems arising in various areas are to be identified and solved with speed, technical efficiency, and with a continuous improvement attitude. The Quality Manager or designee is authorized to ensure that the requirements of this Quality Management System are implemented. Any problems that cannot be resolved between departments or personnel shall be brought to the General Manager's attention for final resolution always with customer service and satisfaction in mind.

Mr. Rudy M. Weiss, President

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Mr. Paul E. Jamieson, General Manager

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QUALITY MANUAL CONTROL

The Quality Manager or designee is responsible for the administration, control, review and distribution of the Quality Policy Manual M1E-0-A, Procedures & Forms Manual M2E-0-A, and Work Instruction Manuals M3E-0-A and M4E-0-A.

Revisions are identified by numeric characters 0, 1, 2, 3, ... issues are identified by alphabetic characters, A, B, C, ... The issue and revision status are indicated on each page. The front page of the manual shows the issue status, revision status, approval and reasons for revision. e.g. This manual is M1E-0-A. The M and 1 identify it as the first of the 4 manuals which comprise the QMS documentation. The E signifies that the electronic copy is the master. The 0 signifies that it is revision 0 of the current issue. The A signifies that it is issue A of the initial release.

Revisions are issued in the form of loose replacement pages in controlled hardcopies. A maximum of nine revisions are allowed in any issue, after which the whole manual will be re-issued as a new issue and the revision number starts again.

Only those changes or revisions approved and issued in writing by the Quality Manager or designee shall be official. Text affected by the most recent revision is red. The front page is updated with every change.

The electronic copy is the controlled copy. It is available in a pdf format to company personnel on the “s” drive. Printed hardcopies will have the word “CONTROLLED” present as a diagonal watermark in red on all pages.

The Quality Manager or designee shall provide a controlled copy to the Manufacturing Managers. Controlled copyholders will receive future revisions and issues.

The Quality Manager or designee will make uncontrolled versions available in hardcopy to customers on an as needed basis. These manuals shall be the current issue and revision at the time they are provided. Such copies will have the phrase “UNCONTROLLED (current at time of issue)” present as a diagonal watermark in red on all pages. Holders of uncontrolled copies will not receive future revisions or issues.

GENERAL

Scope:

This Manual describes the Quality Management System used by Weiss Industries Inc. The aim is to ensure that:

A. The products supplied by Weiss Industries have the desired quality;

B. The customer and statutory and regulatory authority requirements are recognized and consistently implemented; and

C. The technical, administrative and human factors affecting quality are under control and oriented towards the reduction, elimination, improvement and, most importantly, the prevention of quality deficiencies.

The Quality System is based on the applicable requirements of ISO 9001:2008

Application:

The Quality Management System described in this manual is applicable to all work undertaken by Weiss Industries. If an inconsistency exists between this manual and the contract or order requirements, the inconsistentcy must be resolved prior to start of production.

Reference Documents (for the QMS):

ISO 9001:2008, Quality Management Systems
M1E-0-A, Quality Policy Manual
M2E-0-A, Quality System Procedures & Forms Manual
M3E-0-A, Work Instructions-Metal Products Div.
M4E-0-A, Work Instructions-Metallurgical Div.

Definitions:

Company/Organization: Weiss Industries, Inc. POB 157, 2480 N. Main St., Mansfield, OH 44901 shall be referred to as the Company henceforth in this document unless otherwise stated.

Product: The result of activities or processes. The term "product" is used throughout the Quality Management System documentation to denote as appropriate, processed material, and service or a combination thereof and shall apply to "intended product" only.

Quality Management System (QMS) The organizational structure, responsibilities, procedures, processes and resources for implementing quality management.

Sub-contractor: Person or company engaged by Weiss Industries, Inc. to supply or manufacture any of the work included in the Company's scope of work. Sub-contractors include suppliers and vendors.

4 QUALITY MANAGEMENT SYSTEM

4.1 General Requirements

The Company has developed and implemented a Quality Management System conforming to the ISO 9001:2008 International Standard (hereafter referered to as the Standard) to ensure that products conform to specified and expected requirements. The System is maintained and managed to continuously improve its effectiveness in accordance with the requirements of the Standard. The Company has:

A. Determined processes needed for the quality management system and has determined the sequence and interaction of these processes.

B. Determined the criteria and methods needed to ensure effectiveness of operation and control of these processes.

C. Provided ample resources and information needed to support and monitor all required processes with appropriate analysis and measurements.

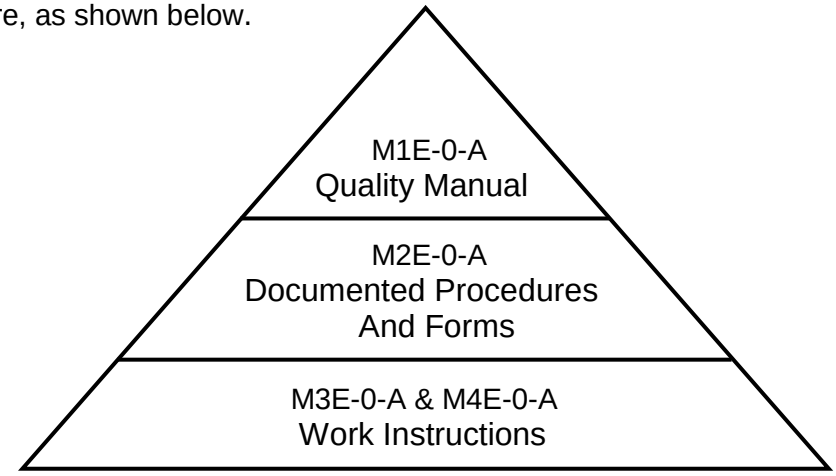
D. Implemented plans and actions necessary to achieve planned and continuous improvement of these processes.

E. Ensured that these processes shall be managed in accordance with the requirements of the Standard.

F. Determined procedures for monitoring and control of outsourced processes that affect product conformity with requirements. Ensuring control of outsourced processes does not absolve the Company of responsibility to product requirements.

4.2 Documentation Required

The Company's Quality Management System documentation is produced in a three-tier structure, as shown below.



4.2.1 Quality Management System documentation of the Company has been created to match the needs of the organization while satisfying the intent of

ISO 9001:2008 International Standard and all statutory and regulatory requirements. Documentation includes quality policy, quality objectives, quality manual, procedures required, documents needed by the Company for effective control, and well organized record retention.

4.2.2 Quality Manual

A. Quality Manual (M1E-0-A) is the first tier document. It is a "policy manual" that describes and includes general management policy with regard to quality, organizational structure, responsibilities, and scope. It summarizes what is being done, or shall be done, in the various departments and functions of the organization, to achieve the quality objectives.

B. Procedure Manual (M2E-0-A) with Forms, is a second tier document, through which the policies of each activity are implemented. It describes in detail, as applicable, the purpose and scope of the activities; what shall be done and by who, when, where and how it shall be done; what materials, equipment and documentation shall be used; and how they shall be controlled and monitored.

C. All other documents which may describe the interaction between processes and tasks of the quality system, such as Work Instruction M3E-0-A and M4E-0-A, Methods Statements, Work Orders, Tooling Specifications, Plans, Forms, Records may amplify a procedure, detail the manner in which specific tasks are carried out or equipment operated.

4.2.3 Control of Documents

A. Documentation required by the quality management system shall be controlled as detailed by Manual M2E-0-A, Procedure No. P2E-0-A. Documents and data can be generated by the Company or issued by the external organizations. QMS documents, the controlled copy of which is a hardcopy, shall be maintained legible and readily identifieable by the Quality Manager or designee.

B. All documents and data are reviewed and approved for adequacy by authorized personnel prior to issue. Master lists of controlled documents identifying the current revision status are maintained and readily available in the Quality Office in order to preclude the use of invalid or obsolete documents.

C. All changes to the documents and data are reviewed and approved by the same personnel that are responsible for the original issue, unless specifically designated otherwise. The nature of any changes is identified in the document, appropriate attachments or a separate list.

D. Required issues of applicable documents are made available at work locations where operations essential to effective functioning of the quality system are performed.

E. The Company undertakes timely review, distribution and implementation of external documents, e.g. Customer Engineering Specifications/Standards and changes. The Company maintains a record of the date on which each change is implemented in production.

F. Obsolete documents retained for legal, reference or knowledge preservation purposes are suitably identified.

G. All documents of external origin are identified and their distribution controlled.

4.2.4 Control of Quality Records

A. All records (established to provide evidence of conformity) are properly collected, identified, indexed, filed, accessed, stored, maintained and destroyed as per Manual M-02 Procedure P3E-0-A. These records include all pertinent sub-contractor records.

B. All quality records are legible and identifiable to the product involved. Records can be in form of hard copy or electronic media.

C. All records are stored and maintained in such a way that they are readily retrievable and in facilities that provide a suitable environment to minimize deterioration or damage and to prevent loss.

D. A list of records showing the responsibility, location and retention times is maintained by the Quality Manager or designee. The retention times of quality records are established and recorded after consideration to ISO 9001:2008 requirements, product liability, legal and statutory legislation. Records of product or system conformance can be used to defend the Company in the event of product litigation. It is understood that retention times established by statutory or legal authority will supersede those established by the Quality management System. Retention times established by statutory or legal authority will be identified in the contract review process prior to accepting a contract.

5. MANAGEMENT RESPONSIBILITY

5.1 Management Commitment

The President and the General Manager of the Company (Top Management) have provided evidence of their commitment to the implementation of the Quality Management System and it's continuous improvement by:

A. Implementing a consistent means of communicating to the organization, customer statutory and regulatory requirements.

B. Establishing a Quality Policy as well as Quality Objectives.

C. Initiating and maintaining a timely schedule of management reviews.

D. Ensuring the availability of financial and well-trained human resources.

5.2 Customer Focus

Top Management of the Company ensures that customer requirements and expectations are fulfilled and aims to always enhance customer satisfaction by:

A. Understanding needs and expectations of real and potential customers.

B. Identifying key product characteristics for specific customers.

C. Identifying and assessing competition to its market.

D. Identifying market opportunities, weaknesses and future advantages.

5.3 Quality Policy

5.3.1 Top Management with executive responsibility for quality has formally issued the Quality Policy. Detailed and measurable goals are also set and reviewed as part of Management Reviews.

5.3.2 The President, General Manager & Quality Manager or designee ensure that this quality policy is understood, implemented and maintained at all levels of the Company. The Company Quality policy is as follows:

A. Appropriate for the organization.

B. Reflects a commitment to quality requirements and continuous improvement.

C. Provides a framework for reviewing Quality Objectives.

D. Reviewed for continuing suitability.

5.4 Planning

5.4.1 Quality Objectives

The Company President, General Manager & Quality Manager or designee ensure that quality objectives needed to meet and satisfy requirements of the product are established at all appropriate levels and functions of the organization. Quality objectives are measured and are consistent with the quality policy.

5.4.2 Quality Management System Planning

The General Manager and Quality Manager or designee ensure that Quality Management System planning is accomplished on a timely basis, maintaining integrity and quality of the system while incorporating appropriate changes. This is achieved through Work Orders, Inspection Forms and other documented procedures for product, projects and contracts. In planning, consideration is given to the following activities:

A. Strategies and objectives of the organization

B. Define needs and expectations of the customer

C. Statutory and regulatory requirements

D. Evaluation of past performance, similar processes and desired date of product delivery

E. Opportunities for improvement and risk assessment

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority

A. The Company Organization Chart shown on Page 13 shows the interrelationships of positions and functions within the organization, and the paths of responsibility and authority in relation to quality.

B. The responsibility, authority and interrelationship of every person who manages, performs and verifies work-affecting quality are defined in “Job Description and Specifications”. These are issued to all personnel, maintained in personnel files and are available for review at the Company’s premises.

C. All persons may in their absence delegate their responsibility and authority to others as specified in their “Job Description and Specifications”. These along with documented procedures define the responsibility and authority of personnel for all pertinent quality matters such as:

1. Nonconformance relative to product and process.

2. Initiation of solutions through designated channels.

3. Verifying solution implementation .

4. Control further processing, delivery or installation of nonconforming products until deficiencies have been resolved.

5.5.2 Management Representative

A. The President with executive responsibility for quality has named the General Manager as the Company’s “Management Representative”. He has the full organizational freedom to stop, reject and resolve any work or services non-conforming to the requirements of the quality system.

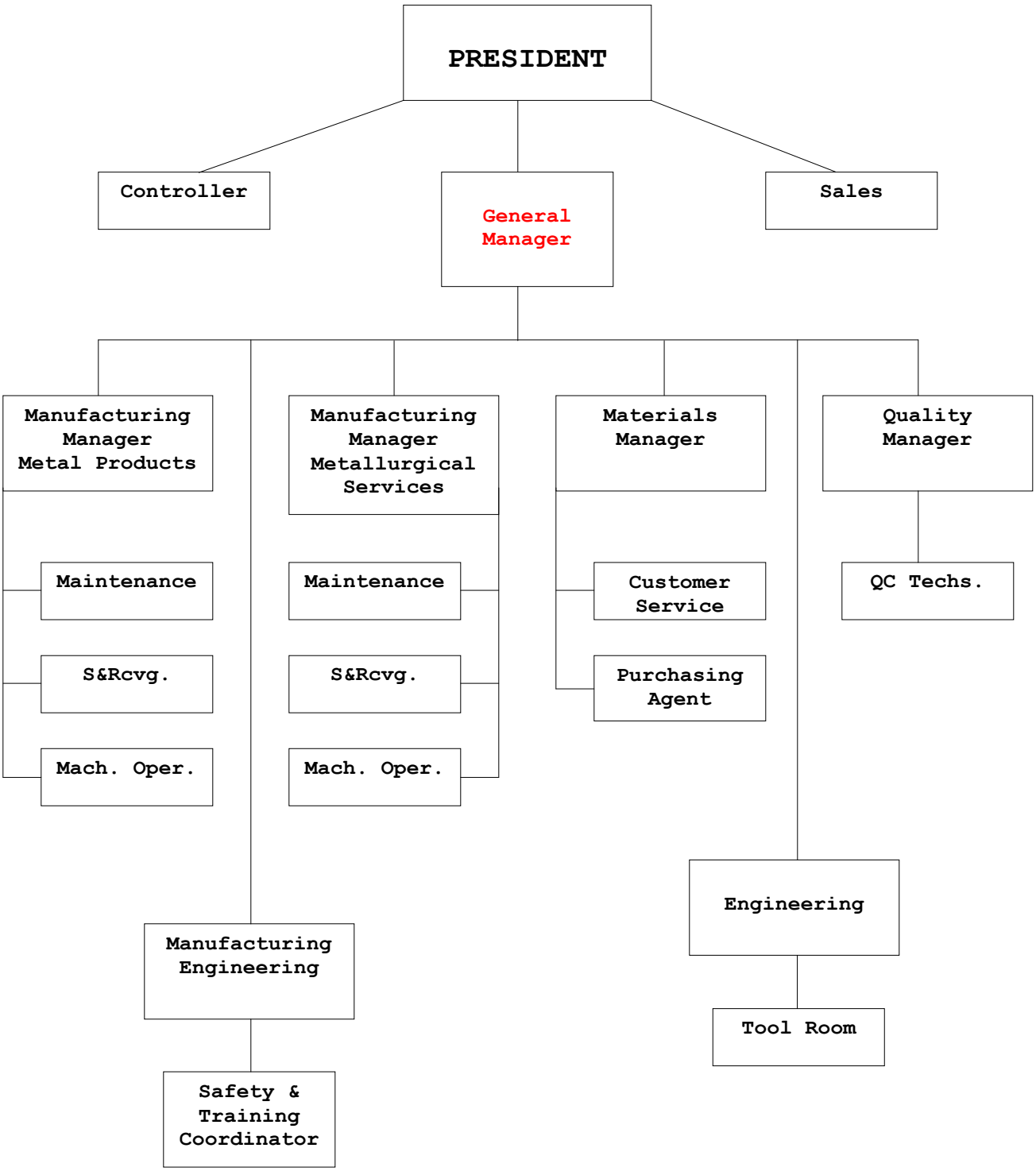
B. The General Manager acting as Management Representative is responsible and has authority to:

1. Ensure that requirements specified in this manual (based on ISO 9001:2008) are implemented and maintained.

2. Promote awareness of customer requirements throughout the organization.

3. Reviews the performance of the quality system during a Management Review and/or at any time appropriate.

4. Coordinate with various internal departments or external bodies on matters relating to the company’s quality system and its improvement.



Weiss Industries Inc.

5.5.3 Internal Communication

A. The General Manager and Quality Manager or designee have defined and implemented an effective and efficient process for communicating quality policies, requirements, objectives and accomplishments.

B. The General Manager also encourages feedback from all personnel in the organization. Activities for communicating may include:

1. Management-led communication in work areas

2. Team briefing and other meetings

3. Achievement recognition.

4. Bulletin boards, newsletters, company journals

5. Employee surveys and suggestion schemes

5.6 Management Review

5.6.1 The General Manager of the Company shall review the Quality Management System at planned intervals to ensure its continuing stability, suitability, adequacy, and effectiveness in satisfying the following:

A. Stated company policies and objectives

B. Customer expectations and needs

C. All elements of ISO 9001:2008 and other statutory and regulatory requirements

D. Improvement Opportunities

5.6.2 Review Inputs

The Management Review is conducted by the General Manager and attended by the Quality Manager or designee, and any other personnel deemed necessary to complete the review. (Procedure P4-0E-A) Review Inputs includes information, as appropriate, on:

A. Customer feedback

B. Audit results and other self-assessment data

C. Process performance and product conformity

D. Status of corrective action

E. Follow-up from pervious reviews

F. Planned changes to quality management system

G. Recommendations for improvement

H. Supplier performance

I. Market related factors; technology, economy, competition

J. Resource requirements

5.6.3 Review Outputs

A. The output of Management Review is thoroughly documented and includes all decisions and actions related to, and/or are consequences of, review and discussions concerning any inputs listed in 5.6.2.

B. Special attention is given to outputs relative to effectiveness of the quality system, improvement of product and resource allocation and needs.

C. Management review results are recorded and maintained and the personnel concerned implement all decisions and actions.

6 RESOURCE MANAGEMENT

6.1 Provision of Resources

6.1.1 The Company has identified resources needed to implement and maintain the Quality Management System, to continuously improve its effectiveness and to enhance customer satisfaction by meeting and exceeding customer requirements.

6.1.2 Adequacy of resources and personnel are formally reviewed as part of the Management Review. Resources and personnel requirements are also reviewed as part of contract or order review.

6.2 Human Resources

6.2.1 Company personnel engaged in work affecting specifically assigned quality tasks are qualified on the basis of education, training and/or experience. Training needs of all personnel performing activities affecting quality are identified annually and suitable training and record of such is maintained by the General Manager and located in personnel files.

6.2.2 Competence, Awareness and Training

The Company views training as a strategic issue affecting all personnel. All levels of personnel in the company are properly instructed and trained in the task they are expected to perform. The Company has:

A. determined the personnel competencies necessary to perform quality work.

B. provided training and other actions to satisfy these needs.

C. evaluated the effectiveness of actions taken.

D. informed personnel of the importance of their activities and competence to achieve quality objectives.

E. made provisions to maintain appropriate records of education, training, skills and experience of its personnel.

6.3 Infrastructure

6.3.1 The Company provides and maintains the infrastructure needed to achieve conformity to product requirements and worker comfort and safety through annual review of the buildings, workspaces and associated utilities, process equipment, both hardware and software, and support services such as transport and communications.

6.3.2 The Company ensures compliance with all applicable government safety and environmental regulations including those concerning handling, recycling, eliminating or disposing of hazardous materials. Objective evidence in the form of certificates or letters of compliance is maintained.

6.4 Work Environment

6.4.1 The Company maintains a healthy and safe work environment for its employees with appropriate consideration to ergonomics, workplace location, social interaction, facilities, hygiene, cleanliness, noise, vibration and pollution suitable to achieving conformity to product requirements.

6.4.2 The Company provides as appropriate, safety and protective equipment including safety rules and guidelines for all personnel as prescribed in appropriate work instructions.

7 PRODUCT REALIZATION

7.1 Planning of Product Realization

7.1.1 Product Realization Planning is done in the form of Work Orders, Inspection Instructions and Forms, Drawings and Tooling Specifications. A Control Plan, when required, documents those activities, practices and resources necessary to ensure that specified requirements are met and identifies specific inspection and test requirements necessary for a particular product or family of products.

7.1.2 During Product Realization Planning, consideration is given to the following activities:

A. Quality objectives and requirements of the product.

B. Identification of appropriate processes, documents and resources.

C. Identification of suitable verification, validation, monitoring, inspection and test activities specific to the product and product acceptance.

D. Preparation of records to provide evidence of realization processes effectiveness.

E. Process monitoring and operator instructions which may take the form of process sheets, inspection and test instructions, routing documents, test procedures, standard operation sheets, etc.

7.2 Customer Related Processes

7.2.1 For effective product realization the company determines;

7.2.1

A. Required customer specifications, including delivery and post delivery;

B. Requirements not stated but required for the known intended use;

C. Statutory and regulatory requirements related to the product;

D. Any additional requirements determined by the organization.

7.2.2 Review of requirements related to the product

A. The Company reviews all requirements related to the product as detailed in manual M2E-0-A and procedure P7-0E-A. All contracts placed on the Company by any means (telephone, fax, mail, e-mail) are also reviewed before acceptance. For orders received by verbal means, the Company ensures that the order requirements are documented and agreed with by the customer. The review is to ensure that;

B. Customer's requirements are adequately defined and documented;

C. There are no differences between contract requirements and the quoted terms and conditions;

D. Any variation or amendments to the contract shall be reviewed as per original. The amendments or variations received from the customer are clearly identified. Information and details of variations are promptly communicated to the affected departments including sub-contractors;

E. Records of contract reviews are maintained.

7.2.3 Customer Communication

The Company has implemented an effective arrangement for communicating with customers in relations to,

A. Product information.

B. Contracts, order handling including changes and amendments.

C. Customer feedback, including customer complaints.

7.3 Design and Development

The Company excludes Product Design and Development and Service Provisions from its Quality Management System processes and produces products exclusively to specifications set forth in the customer purchase orders. These ISO 9001:2008 elements specifically related to Product Design and Development and Service Provisions are not applicable to Weiss Industries, Inc. and do not affect the Company's ability to provide products that meet customer and applicable statutory and regulatory requirements.

7.4 Purchasing

7.4.1 Purchasing Process

A. Details for controlling purchasing activities are contained in Manual M2E-0-A, procedure P8-0E-A. The Company ensures that the purchased product conforms to the specified requirements.

B. The Company evaluates and selects suppliers based on their ability to supply product in accordance with the organization's requirements. Criteria for selection and re-evaluation have been established. Records of evaluation and supplier performance are maintained.

C. The Company ensures that all materials used in part manufacture shall satisfy applicable government, safety and statutory requirements (including toxic, hazardous, environment, electrical and electromagnetic considerations).

7.4.2 Purchasing Information

The Company ensures the correctness and adequacy of specified purchase requirements prior to their communication to the supplier. Purchasing information shall describe the product to be purchased, including where appropriate.

A. Requirements for approval of product, procedures, processes, and equipment

B. Requirements for qualification of personnel.

C. Quality Management system requirements.

7.4.3 Verification of purchased products

A. The Company has established and implemented inspection and other activities necessary for ensuring that purchased products meet specified purchase requirements, as detailed in Manual M2E-0-A, Procedure P11-0E-A.
B. Where the Company elects to verify the purchased product at the supplier premises, verification arrangements and methods of product releases are specified in the purchase order.

7.5 Production and Service Provision

7.5.1 Control of Production and Service Provision

All production, installation and servicing processes, which directly affect quality, are identified and planned to ensure that the processes are carried out under controlled conditions. Controlled conditions include the following as applicable;

A. Availability of information that describes the characteristics of the product in the form of drawings, work orders, routers, control plans, and other special processing Instructions;

B. Availability of documented procedures or work instructions defining the manner of production, installation and servicing, where the absence of such instructions would adversely affect quality;

C. Use of suitable production, installation and servicing equipment;

D. The availability and use of suitable monitoring and measuring devices;

E. Implementation of monitoring, measurement and control of suitable process parameters and product characteristics during production, installation and servicing;

F. Implementation of release, delivery and post-delivery activities, if appropriate.

7.5.2 Validation of Processes for Production and Service Provision

A. The Company shall give special consideration to the manufacture, inspection and testing processes, the results of which cannot be fully verified by subsequent inspection and testing of the product. This includes any process where deficiencies become apparent only after the product is in use or the service has been delivered.

B. Such process validation requires pre-qualification of their process capability and are classified as “Special Processes”. All Special processes would be

carried out by qualified personnel using qualified process procedures, documentation and equipment or by qualified suppliers.

C. Outsourced special process suppliers are monitored through the supplier qualification process, certification of components and the Company's incoming inspection processes.

7.5.3 Identification and Traceability

A. Where appropriate the company's product identification system enables positive identification of each product and its components for applicable drawings and specifications, from receipt through all stages of production and testing for which the Company is responsible.

B. All products are identified with respect to their monitoring and measuring requirements.

C. Where traceability is required the Company utilizes appropriate controls and records to trace the flow from raw material to finished product.

7.5.4 Customer Property

Customer supplied products from receipt onwards are treated as any other procured products and are controlled according to the requirements of this manual. Any product that is damaged, lost, nonconforming or otherwise unsuitable for use, is recorded and reported to the customer and records are maintained.

Special consideration is given to Customer Tooling. Records of customer tooling indicating history of usage, maintenance, repairs and any and all alterations as applicable are maintained in the specific tool history.

7.5.5 Preservation of Product

In order to maintain conformity to requirements, the Company ensures that all products from time of receipt to delivery are properly handled, identified, stored, packed, preserved/protected and delivered. Preservation also applies to the constituent part of a product. This includes all customer tooling.

7.6 Control of Monitoring and Measuring Devices

7.6.1 Manual M2E-0-A Procedure P9-0E-A and third tier documents contain details and instructions for control, calibration and maintenance of inspection, measuring and test equipment used to demonstrate the conformance of the product to the specified requirements.

7.6.2 All inspection, measuring and test equipment including test software whether owned by the Company or on loan is calibrated or verified as scheduled.

7.6.3 The Company has established processes and procedures to ensure that test equipment shall be used in a manner which is consistent with the required measurement capability.

7.6.4 Where necessary to ensure valid results, measuring equipment is:

A. Calibrated or verified at specific intervals or prior to use, against measurement standards traceable to international or national measurement standards; where no such standard exist the basis used for calibration or verification will be recorded.

B. Adjusted or re-adjusted as necessary.

C. Identified to reveal calibration status with stickers, suitable indicators or approved identification records.

D. Safeguarded from adjustments that would invalidate the measurements results where appropriate.

E. Properly handled, preserved and stored such that accuracy and fitness for use is maintained.

8 MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 General

Understanding the importance of fact-based decisions the Company has implemented a variety of monitoring, measurement, analysis and improvement processes, including appropriate statistical techniques needed;

A. To demonstrate conformity to the product;

B. To ensure conformity of the Quality Management System;

C. To continually improve the effectiveness of the Quality Management System;

D. To monitor progress toward specified objectives.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

As one of the measurements of the performance of the Quality Management System, the Company monitors information relating to customer satisfaction. Depending on the information needed, the methods used could be as follows:

A. Satisfaction surveys.

B. Internal Audits

C. Financial measurements

D. Self-assessment

8.2.2 Internal Audit

The Company conducts internal audits with details prescribed in the Manual M-02 Procedure P10.0. Audits are conducted at planned intervals in order to verify that the Quality Management System is effectively implemented and maintained and to ensure that quality activities and related results comply with planned arrangements,

A. All elements and aspects pertaining to the quality system are audited annually as per the documented procedure. Audits are scheduled on the basis of the status and importance of the activity and results of prior audits.

B. Competent and well-trained personnel who are independent of and have no direct responsibility for the activity being audited, perform the audits.

C. The results of the audits are recorded and reported to the General Manager. The General Manager assigns responsibility for resolving any identified non

conformances to personnel having managerial responsibility in the area to which the non conformance applies. The management personnel responsible for the area will take timely corrective action to resolve the deficiencies found during the audit. Additional personnel, departments and resources can be assigned in support of the resolution effort as required.

D. After corrective actions have been implemented, follow-up audits and actions are carried out as per the documented procedure. Implementation and effectiveness of the corrective actions are verified and recorded during follow-up.

E. Internal audit findings and the associated corrective actions taken to resolve them are reviewed by the General Manager and where necessary additional steps are taken to improve the quality performance of the organization. Providing and maintaining a suitable working environment is considered as part the internal audit.

8.2.3 Monitoring and Measurement of Processes

The Company has developed and applied suitable methods for measuring Quality Management System processes. The measurements are used to demonstrate the ability of the processes to achieve planned results, and to take corrective action as needed to ensure conformity of the product.

8.2.4 Monitoring and Measurement of Product

The Company monitors and measures the characteristics of the product as per Procedure P11-0E to verify that product requirements are fulfilled. In-process, final and other inspections as required are conducted per instructions.

A. As appropriate, documented procedures are carried out at appropriate points during production, installation and servicing to verify conformity of the product. These activities are signed-off on route sheets and/or recorded if required on separate records, such as inpection and test reports.

B. No product is released for further processing until the required inspections and test procedures are completed.

C. No product is released for delivery until all activities specified in the Work Order, Control Plan and or other documented procedures have been satisfactory completed and the associated data and documentation approved.

D. All inspection and test records, which give evidence that the product has been inspected and tested are established and maintained. These records show clearly whether the product has passed or failed the inspection and or test according to defined acceptance criteria. Records also indicate the person(s) authorizing release of the product.

E. Records shall identify the inspection authority responsible for the release of the product for shipment to customers.

8.3 Control of Nonconforming Products

8.3.1 The Company's Procedure Manual M2E-0-A, Procedure P5-0E-A contains details for ensuring that product that does not conform to specified requirements, is prevented from inadvertent use, installation or delivery to customers.

8.3.2 Controls for identifying, documenting, segregating, reviewing, notification and disposing of nonconforming product (including suspected product) are established and maintained.

8.3.3 Non-conformances observed in suppliers (sub-contractor) products are reported to the supplier and disposition and corrective action is taken as per mutual agreement.

8.3.4 The responsibility and authority for the review and disposition of nonconformance is defined and documented in the Procedure P5-0E-A.

8.3.5 Non-conforming product observed at any stage, e.g. receiving inspection, in–process inspection, final inspection and reviews, is identified, held, recorded, reviewed and disposed of as per documented Procedure P5-0E-A.

8.3.6 Disposition may be one of the following:

A. Rework to meet specified requirements

B. Accept with or without repair by concession.

C. Re-grade for alternative application.

D. Reject or Scrap

8.3.7 When required by the contract, the proposed use of repair of a product that does not conform to specified requirements will be reported for concession to the customer or his representative.

8.3.8 All reworked or repaired items are re-inspected as per work order and/or documented procedures or to the requirements developed as part of the non-conforming product disposition. The description of non-conformity that has been accepted, and of repairs, is recorded to denote actual condition.

8.3.9 Records of occurrence of non-conformance, their nature and extent, their disposition and subsequent re-inspection and test results are maintained.

8.3.10 When non-conforming product is detected after delivery or use has started, the Company takes action appropriate to the effect of the potential effect of the product.

8.4 Analysis of Data

8.4.1 The Company determines, collects and analyzes appropriate data to demonstrate effectiveness of the Quality Management System and to determine opportunities for continuous improvement efforts. This includes data generated by various monitoring and measurements and other relevant sources.

8.4.2 The analysis of data provides information relating to:

A. Customer satisfaction

B. Conformance to Product Requirements

C. Characteristics and trends of products and processes

D. Opportunities for preventive action

E. Suppliers

8.5 Improvement

8.5.1 Continual Improvement

The Company's objective is to continually improve the effectiveness of the Quality Management System and the efficiency and effectiveness of various organizational and production processes. Improvements range from small-step ongoing continual improvements to strategic breakthrough improvement projects.

8.5.2 Corrective Action

The Company's Procedures Manual (M2E-0-A), Procedure P12-0E-A contains details for investigating conditions adverse to quality and implementing corrective action appropriate to the effect of non-conformities encountered. A documented procedure has been established to define requirements for:

A. Determining potential non-conformities and their causes.

B. Evaluating the need for action to prevent occurrence of non-conformities.

C. Determining and implementing action needed.

D. Evaluating the need for action to ensure that non-conformities do not recur.

E. Determining and implementing needed action.

F. Records of the results of action taken.

G. Reviewing corrective action taken.

8.5.3 Preventive Action

The Company's Procedures Manual (M2E-0-A), Procedure P12-0E-A contains details about action to be taken in order to eliminate causes of potential non-conformities and to prevent their occurrence. Preventive action taken is appropriate to the effects of potential problems. A documented procedure has been established to define requirements for:

A. Determining potential non-conformities and their causes.

B. Evaluating the need for action to prevent occurrence of non-conformities.

C. Determine and implementing action needed.

D. Records of results and action taken.

E. Reviewing preventive action taken.