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AS9100 Revision C Quality Manual

APPROVED *Nikhil Mukherji*
MANUAL NUMBER *Uncontrolled*
ISSUED TO *N/A*
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Introduction

Advanced Measurement Labs, Inc. is a service company. Its only business is to inspect parts to customer specifications, consult and advise customers on technical issues. Advanced Measurement Labs, Inc. does not assemble or manufacture in part or whole any customer product. Advanced Measurement Labs, Inc. is currently in compliance with ISO 9001:2008, SAE AS9100 revision "C" (exclusions for Design Activity 7.3.; Post Delivery Support 7.5.1.4; Validation of Process for Inspection Provisions 7.5.2), and customer requirements. Procedures and necessary documentation for implementing the Quality Management System (hereafter referred to as Q.M.S.) are established and dictated by the complexity of the process and customer product design. The Quality Manager has reviewed the Quality System Manual for compliance to the requirements set forth in the latest revision of ISO 9001:2008 and AS9100 revision "C" as well as applicable customer requirements and revises this manual as required. Inspection Data or documentation created prior to the implementation of this Quality System Manual may not show evidence of compliance to AS9100 revision "C" requirements. Any change to this Quality System Manual will not be initiated until approved by Advanced Measurement Labs, Inc. (hereafter referred to as AML) management and any affected customer.

Approvals

Signature

Date

President:

Bipin Mukherji

10 / 1 / 11

Management
Representative:

Nikhil Mukherji

10 / 1 / 11

Quality System Manual Revisions

Revision	Issue Date	Nature of Changes	Approved By
"N/C":	10/01/03	Written To ISO9001:2000	B.M.
"A":	07/01/2006	Written To ISO 17025:2005 For Customers Requiring ISO17025 Compliance	B.M.
"B":	12/01/2006	Written To ISO 9001:2000	B.M.
"C":	07/01/09	Written to ISO9001:2008 and AS9100 Revision "B" as Applicable	B.M.
"D"	5/5/2010	Address change only. Added reference to new Quality Assurance Procedure 6.4	B.M.
"E"	10/1/2011	Upgraded to ISO9001:2008 and AS9100 Rev. "C"	B.M.

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1001	C	Management Representative	Issued 7/1/09
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1001	E	Management Representative	Issued 10/1/11
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1.0 Scope, 1.1 General

The Quality Program assures that the specifications of ISO 9001:2008, AS9100 Revision "C", regulatory as applicable (regulatory requirements will be contract customer product or process based such as FAA, Hazardous, or DOD, etc. This element is not implied to require objective evidence for Federal, State, or Local regulatory general requirements imposed as normal business operational requirements) and customer requirements are applied to all contracts requiring the assurance that all processes are in control, and that the acceptability of inspection services through the detection and prevention of nonconformity. Additional customer requirements are applied per purchase order requirements. The scope of the Q.M.S. is to comply with AS9100 Revision "C" and customer Quality Requirements with exclusions for Design Activity 7.3, Post Delivery Support 7.5.1.4, and Validation of Process for Inspection Provisions 7.5.2 The justification for these exclusions are that AML only inspects customer products to customer requirements. It does not market, control, or determine utility for the customer product. AML does not design any customer products, nor does it service any customer product it inspects or performs quality/inspection consulting service functions. For AS9100 "C" application, Product as noted in AS9100 has been replaced with inspection, which is our main service since no customer production is performed.

1.2 Application

The Q.M.S. is applicable when customer product specifications are stated in terms of an established manufacturer's specification from the customer or, when customer product is specified by the customer for unique demands where no specification exists, but customer acceptance criteria has been delegated to AML .

1.3 Scope of Registration (as applicable)

The Scope covers AML Q.M.S. for: Inspection service per customer requirements; excluding design and post delivery activities, and validation of processes for inspection provision.

2.0 Normative References

Documents related to this Quality Manual include all procedures referenced within the pages of this document, matrix or procedures manual. Work instructions that directly or indirectly have impact on inspection of customer product or process and forms, reports, or data used in conjunction with the procedures and work instructions described in this manual or the procedures manual.

3.0 Terms and Definitions

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

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 customer product or process complexity, past experience and customer 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.

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

3.4 Key Characteristic: An attribute or feature whose variation has a significant effect on customer product fit, form, function, performance, service life or producibility, which requires specific actions for the purpose of documenting inspection variation.

Customer Supplied Product: Any type of service or material supplied to be utilized in the inspection of customer-owned property.

Customer Product: Any item for inspection supplied by the customer that is to be inspected.

Quality Records: Documentation of those activities wherein records of said activities must be maintained, will be specified in the procedure or work instruction level documents, as applicable

Service: Is used in this document, it's defined "As the task of inspecting a customer product to customer requirement and not as a function of installing, repairing, or supplying labor to perform customer required tasks".

Special Processes: Processes that cannot be fully verified by subsequent monitoring or measurement and as a consequence, deficiencies may become apparent only after the customer product is in use, or the service has been delivered.

4.0 Quality Management System, 4.1 General requirements

This Q.M.S. has been established, documented, implemented and is being maintained and will be continually improved to achieve compliance with ISO 9001, AS9100 and customer requirements. AML Executive Management has determined that outside professionals, in-house experts, and employees from all departments are part of the Q.M.S.; for all customer, supplier and internal quality issues as applicable. "Quality Management" is not limited to Quality Department Personnel. AML determines the process needed for the Q.M.S. and their applications. These consist of flow charts for required processes; AML determines the sequence and interaction of these processes, and illustrated them on the process flow diagrams. The sequence of operations, inspections, and performance requirements are documented.

Work instructions are used for determining the criteria and methods of ensuring that both the operations and controls of the processes are effective. Management determines the required resources, information, and monitoring, measuring where applicable and the analysis of the process required for ensuring the performance of the required processes; based on the task, complexity, and applicable requirements. The requirements are defined in the documented procedures, work instructions, forms, internal audit data and any applicable quality data. Management achieves planned results by means of *work instructions, flow charts, procedures, documented training* and "as required" company documents. AML ensures the type and extent of the control over outsourced processes (with requirements) that will affect customer product conformity inspection. AML ensures the control over such processes by the process detailed in procedure 7.4. AML has identified outsourced processes as follows: calibration, inspection service support and inspection equipment. The information necessary for the operation and monitoring of these processes is found within available controlled documents. Upon the completion of measurement and monitoring of the processes, appropriate action is taken to assure intentions are achieved and opportunities for improvement are acted on.

4.1a Right of Access

To protect customer confidential information, AML data, and proprietary processes, the President or the Quality Manager must approve access by regulatory agency personnel, external auditors, customer representative, or other non-AML personnel. Only after approval by the President or the Quality Manager, may non-AML personnel be allowed into the working area of AML. The examination of data, or to witness AML processes non-AML personnel must have a contractual "right to access" of our facility.

4.2 Documentation Requirements

4.2.1 General

While considering the size of our organization, the complexity and interaction of the processes in our Q.M.S. and the current workforce, we chose to include the following documents in our Q.M.S. documented, this Quality Manual, Company Procedures, Quality Policy and Quality Objectives and the records required by AS9100 and ISO9001 quality documents and records determined by AML to be necessary to ensure the effective planning, operation and control of its processes, Quality system requirements imposed by the applicable regulatory authorities; such as federal, state, or county, safety, regulatory, or legal authorities. AML ensures that personnel have access to Q.M.S. relevant documentation and are aware of any Q.M.S. changes as applicable. This will be accomplished through documented training and/or meetings records. Customer and/or regulatory authorities' representatives have access to Q.M.S.

documentation. All documentation and records of all processes are controlled as quality records by procedure 4.2.4. For a description of the interactions specific to individual processes. *See QMS Processes and Interactions below.*

4.2.2 Quality Manual

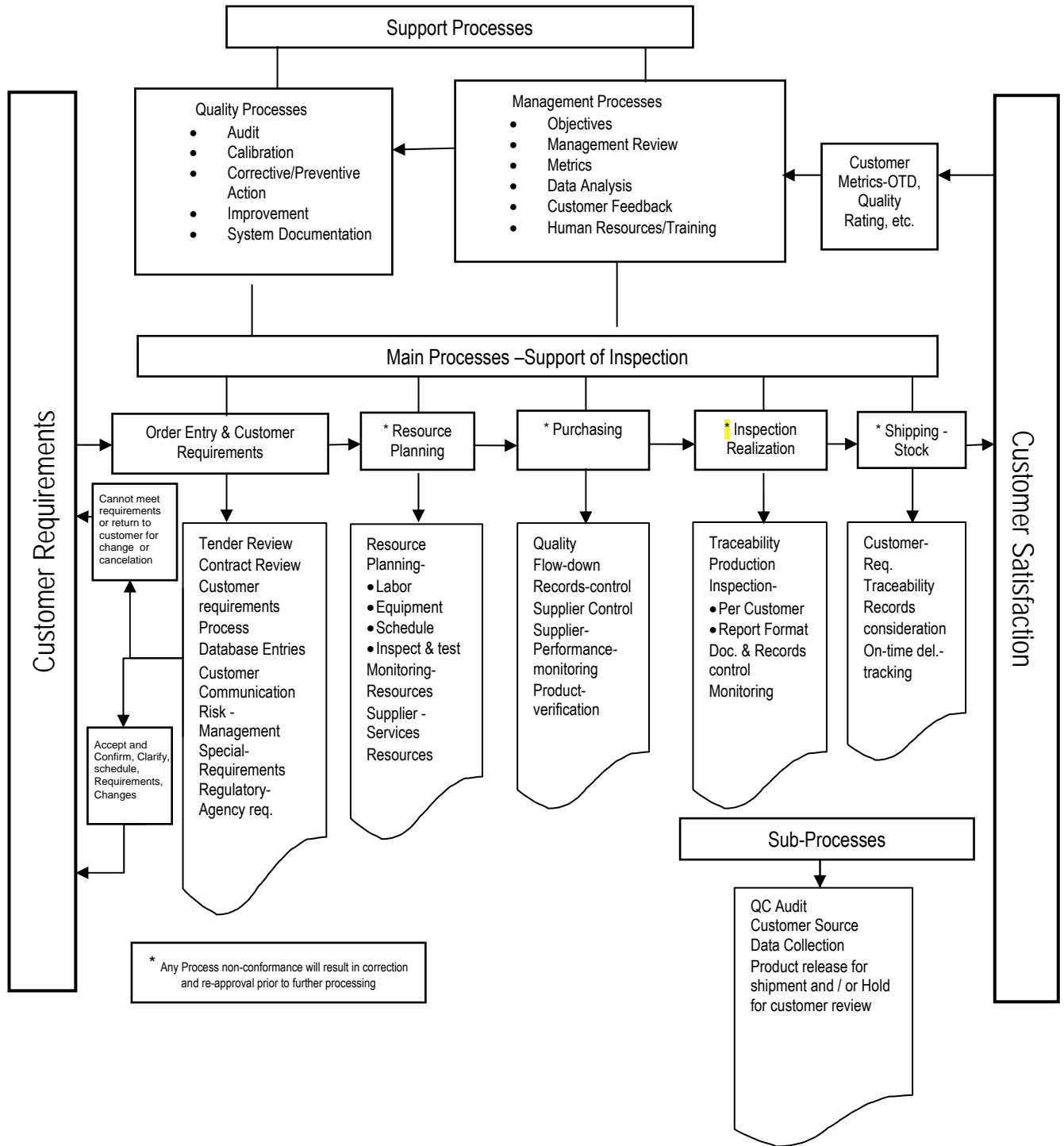
See *Section 1* for the Scope of the Q.M.S. and the details and justifications for the exclusions taken. AML has established and shall maintain this quality manual that includes

- a) The scope of the quality management system is noted in section 1.3, including details of and justification for any exclusions are noted in the Introduction,
- b) The documented procedures established for the quality management system, or reference to them, as noted in the following matrix.
- c) A description of the interaction between the processes of the quality management system is noted in the QMS Process and Interaction Flow Chart.

Table A

AS9100 Section	AS9100 Element Title	Procedures	Quality Manual
4.2.3	Control of Documents	4.2.3	4.2.3
4.2.4	Control of Records	4.2.4	4.2.4
6.2.2	Competence, Awareness, And Training	6.2.2	6.2.2
7.0	Inspection Realization and Implementation, Control Of Inspection Equipment, Tools Fixtures, and Software Programs, Foreign Object Damage Prevention	7.0, 7.6,	7.0
7.2	Customer Related Processes- (Contract Review)	7.2.1	7.2
7.4	Purchasing	7.4	7.4
7.5.5	Preservation of customer Product	7.5.5	7.5.5
7.6	Control Of Inspection, Measuring, And Test Equipment	7.6	7.6
8.2	Monitoring and Measurement, Inspection, Statistical Process Control	8.2.4, 8.1	8.2
8.2.2	Internal Quality Audits	8.2.2	8.2.2
8.3	Control Of Nonconforming Customer Product (Customer Notification)	8.3	8.3
8.5.2	Corrective Action	8.5.2	8.5.2
8.5.3	Preventive Action	8.5.3	8.5.3

QMS Processes and Interactions



4.2.3 Control of Documents

The Document and Data Control Procedure, controls all documents and data that relate to the requirements of all customer Q.M.S. requirements including, to the extent applicable, documents of external origin such as standards and customer drawings. Relevant external documents and data are controlled and maintained to the latest version or revision level. Documents and data can be in the form of any type of media, such as hard copy or electronic media. This process is detailed in Procedure 4.2.3.

4.2.4 Control of quality records

The Control of Quality Records Procedure defines the requirements for identification, control, and disposition of quality records. Quality records shall be controlled to demonstrate conformance to specified requirements and the effective operation of the quality system. Pertinent quality records from the subcontractor are part of our quality record system. All quality records are legible, readily identifiable, and retrievable and are stored and retained in such a way that they are readily retrievable in facilities that provide a suitable environment to prevent damage or deterioration and to prevent loss. This process is detailed in Procedure 4.2.4.

5.0 Management Responsibility, 5.1 Management Commitment

The following are expressions of AML management commitment to develop and improve the Q.M.S. Communication occurs throughout the company about the importance of fulfilling customer, legal and regulatory requirements. That communication happens through the use of: general and customer product specific training or retraining when and where shortfalls appear. Displays and postings of Customer Communication and or Scorecard data, AML meetings, memos and/or emails, Quality Policy and Quality Objectives, the Management Review records within the company in high traffic areas of the facilities. AML ensures the availability of resource as required by customer requirements (as determined through contract review), company policies, or AS9100 requirements. This process is detailed in Procedure 5.0.

5.2 Customer focus

The Quality Manager assures that customer requirements are determined and are being met with the aim of enhancing customer satisfaction by reviewing contracts, rejection data, customer correspondence, delivery data, and customer corrective action request as applicable.

Management measures and documents "customer product conformity" and "on-time delivery" and takes appropriate remedial and as required corrective actions when planned results are not or cannot be achieved. Customer correspondence or data showing customer expectations were not met are reviewed by the Quality Manager, or required Manager for resolution, continuous improvement, or corrective action. The Quality Manager reviews customer feedback, rejection data, delivery data, and contract review data for verification that the customer focus was met and for trends or continual improvement. This process is detailed in Procedure 5.2.

5.3 Quality policy

The Quality Policy is a commitment to meet requirements and continually improve the effectiveness of the Q.M.S. It provides a framework for establishing quality objectives. The Quality Policy is communicated and understood within the organization and is reviewed during the Management Review meetings for its continuing suitability to our organization.

The quality policy reads as follows:

Quality Policy

Advanced Measurement Labs, Inc. strives to deliver the service and value that meet or exceed our customer requirements.

We are committed to:

- Constant improvement by review and planning of our quality system.
- Review of quality objectives.
- Training our staff.
- Upgrading equipment.
- Eliminating non-essential practices.

AML monitors, measures, and analyzes its processes for continuous improvement. This Quality Policy is carried out and implemented at all levels in the organization. Top management ensures that the quality policy is communicated to all

employees. It is included in new employee training and training on the QMS. It is posted in prominent places throughout the facility to maintain high standards within our organization.

5.4 Planning

5.4.1 Quality objectives

Top management ensures that quality objectives are established through the process and communicated to the employees. Quality objectives are established at relevant functions throughout the inspection, quality, documentation, purchasing, and administrative functions. The quality objectives are measurable by the acceptance of customer product and by the satisfaction of our customers. The quality objectives are consistent with the company policy.

5.4.2 Quality management system planning

Having created sound measurable quality objectives, AML ensures the planning of the Q.M.S. is relevant to meet the requirements given in 4.1, by means of work instructions, procedures, and documented training. The integrity of the Q.M.S. is maintained when changes to the Q.M.S. are planned and implemented. This is accomplished by having procedures and instructions for quality related tasks, and by having cross training of key quality tasks to more than one employee. Planning process is detailed in Procedure 5.4.

5.5 Responsibility, authority and communication

5.5.1 Responsibility and authority

The Organization Chart defines the responsibility and authority of personnel within the AML Q.M.S. Personnel who need the organizational freedom to initiate actions relating to customer product, prices, and quality system, identify and record any problems relating to customer product, prices, and quality system, initiate or recommend solutions through designated channels, verify implementation of corrective or preventive actions, Control further processing, delivery, or installation of nonconforming customer product until deficiencies can be resolved has been documented. AML provides adequate resources, including trained personnel, for management, performance, and verification of all quality system activities.

5.5.2 Management representative

The Customer Service Representative has been appointed as the "Management Representative" with the responsibility and authority for ensuring that processes for the Q.M.S. are established, implemented, and maintained. Reporting the performance and or any need for improvement of the Q.M.S. to the highest level of management. Ensuring the promotion of awareness of customer requirements to the degree necessary throughout the organization. The organizational freedom and unrestricted access to top Management to resolve matters pertaining to Quality management issues. The responsibility of the management Representative can include liaison with external parties on matters relating to the Q.M.S.

5.5.3 Internal communication

The performance of the Q.M.S. is shared throughout AML by memos or data generated concerning topics of the Q.M.S. These items may include as applicable; Delivery reports, Internal and/or Customer Reject reports, Customer Scorecards, Continual Improvement plans, Preventive actions or any other data relevant to the performance of the Q.M.S.

5.6 Management review

5.6.1 General

AML management reviews the quality system at planned intervals (currently once per calendar year as a minimum), sufficient to ensure its continuing suitability, adequacy and effectiveness in satisfying customer Q.M.S. requirements.

The Management Review includes AML's accessing its opportunities for improvement, the need for changes to the Q.M.S. including the company's Quality Policy and Objectives. Management Review Records are maintained.

5.6.2 Review input

The Management Review Meeting will include the following topics as a minimum: *Audit Results (Internal Audits,*

Process Audits, 3rd Party Audits, Customer Audits, Regulatory Audits, Etc.), Customer Feedback (Surveys, Scorecard Data, Complaints Data, Reject Data), Process Performance and Product Conformance Data, (On-Time Delivery Data, Internal Rejection Data, and Monitoring data), Preventive and Corrective Action Status (Internal, Customers, Supplier, Status, Follow-up, and Closer), Follow-up Action Item from Prior Management Reviews, Changes that Could Affect the Q.M.S, any Recommendations For Improvement, Quality Objective Data, and the Quality Policy Suitability.

5.6.3 Review output

Actions and decisions relating to the topics discussed at the Management Review Meeting are included in the Management Review Report and include as a minimum: *Improvement of the Effectiveness of the Q.M.S and its Processes, Improvement of Product related to Customer Requirements and any Resources Needs.* Responsibility for required actions is assigned to members of the management review team. This process is detailed in Procedure 5.6.

6.0 Resource Management, 6.1 Provision of resources

AML has determined and continually provides the resources to implement and maintain the Q.M.S. and to continually improve its effectiveness by reviewing data for opportunities to improve the Q.M.S. and its processes and to ensure customer satisfaction by meeting customer requirements.

6.2 Human Resources

6.2.1 General

AML personnel performing work affecting conformity to customer product requirements must be competent on the basis of appropriate education, training, skills, and experience. Records of education, training, skills, and experience can be found in the employee personnel file and/or files maintained by Human Resources.

6.2.2 Competence, Training, and Awareness

The Training Procedure describes the method for identifying training needs and then planning and delivering training for all personnel performing quality activities. Personnel performing specific tasks are qualified based on appropriate education, training, skills, and experience. Appropriate records of training are maintained. This process is detailed in Procedure 6.2.2.

6.3 Infrastructure

AML determines, provides, and delegates the maintenance to the Maintenance Personnel or outside service to maintain the infrastructure needed to achieve conformity to customer product requirements as applicable. Consideration is given to the following, Buildings, Workspace, associated Utilities, Process Equipment such as Hardware and Software. Supporting Services such as Transportation, Communication and Information Systems. When any change or improvement is identified, it is the responsibility of the Quality Manager or his designee to approve those changes necessary for the achievement of customer product conformity.

6.4 Work Environment

AML shall determine and manage the work environment needed to achieve customer product conformance to customer product requirements, including detecting and preventing Foreign Object Debris/Damage. This process is detailed in Procedure 6.4.

7.0 Inspection Process Realization, 7.1 Planning of Inspection Realization

AML Plans and Develops the processes needed for Product Realization. Planning is consistent with the requirements of the processes of the Q.M.S. The following are determined as applicable in the Planning of Product Realization: Quality Objectives and requirements for the customer products, Specific processes and Documents, and to provide resources specific for the customer product or service required, Verification, Validation, Monitoring, Measurement, Inspection, and Test Activities specific to the customer product and the criteria for customer product acceptance. Records required providing evidence that the realization processes and resulting customer product meet requirements. Configuration Management appropriate to the Product and Resources to support operation and maintenance of the customer product.

The output of AML planning is in a form that is suitable to our method of operation.

7.1.1 Project Management

AML Controls and Manages the Projects realization process; based on required data needed to inspect to customer controlled schedules, materials, design control parameters, and/or acceptance criteria. AML has determined that Project Management will be determined as required for customer product realization to meet customer requirements, at acceptable risks within resources and schedule constraints. Project Management responsibilities for the entire Product realization process has been assigned to the President who will delegate individual project management by process to Managers or supervisors of those processes.

7.1.2 Risk Management

AML has established, implemented, and maintains a process for managing risk to the achievement of applicable requirements that includes as appropriate to the organization and the customer product. Assignment of responsibilities for risk management has been delegated to the President, Quality Manager and Manufacturing Manager or their designees. The Definition of risk criteria (e.g., likelihood, consequences, risk acceptance), has been developed by tasks through FMEA's and task checklists. Identification, assessment and communication of risks throughout customer product realization has been accomplished by posted risk data based on tasks and department risks, flow charts, and FMEA's. Identification, implementation and management of actions to mitigate risks that exceed the defined risk acceptance criteria has been documented in FMEA's based on tasks and/or departments and will be based on individual contract, customer purchase order, and/or customer product. The contract review will note risk acceptance. Acceptance of risks remaining after implementation of mitigating actions will be based on individual contract, customer purchase order, and/or customer product. The contract review will note risk acceptance.

7.1.3 Configuration Management

AML has established implemented and maintains a Configuration Management process that includes as appropriate to the Product: *Configuration Management Planning*. AML configuration management planning shall be controlled by unique job numbers which include customer requirements, and quality requirements throughout all phases of customer product realization. *Configuration Identification*: AML will identify the customer product per customer P.O., identification traceability requirements and their configuration. *Change Control*: When any customer product configuration is changed by the customer, it will be implemented as determined by mutual agreement of AML and the customer. *Configuration Status Accounting*: AML will perform a Configuration Management Process Audit and or Monitoring once per calendar year as a minimum in order to support and enable an efficient configuration management process. This will be accomplished by verifying the customer product configuration information such as Part Number, Revision, Operational Status and Quantity.

7.1.4 Control of Work Transfers

AML has established, implemented and maintains a process to plan and control the temporary or permanent transfer of work (e.g., 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. The control of work transfers will be part of the Quality planning which may be noted on the work instructions or the outgoing purchase order as applicable.

7.2 Customer-related processes

7.2.1 Determination of requirements related to the customer product

AML identifies all applicable requirements from the incoming Customer Purchase Orders. This process is detailed in Procedure 7.2.1

7.2.2 Review of requirements related to the customer product

AML reviews all identified requirements for new business acceptance, changes, or amendments to current contract in accordance with Procedure 7.2.1

7.2.3 Customer communication

Customer service is a primary contact for customer communications. AML has determined and implemented effective

arrangements for communicating with customers in relation to: *Product Information, enquiries, contracts or other handling, including amendments and customer feedback, including customer complaints.* The Quality department coordinates customer feedback and customer complaints through the use of a Customer Complaint Log, Corrective and/or Preventive Action when required, or by means of reports, or memos noting the customer concern and the AML action required. These items will be reviewed at the Management Review Meeting.

7.3 Design and Development

AML does not design customer products as part of its normal business operations. The requirements of AS9100 revision "C" have been noted and considered as not applicable at this time. AML assists customers in any design function required, but as an aid to the customer and under the customer direction.

7.4 Purchasing

7.4.1 Purchasing process

AML assumes the responsibility for the quality of all materials, articles, software, and services purchased from subcontractors, including customer-designated sources. Purchasing makes subcontractor selection with approval of Quality Assurance. This process is detailed in Procedure 7.4.

7.4.2 Purchasing information

Purchasing documents contain the information and data clearly describing the customer product ordered. This process is detailed in Procedure 7.4.

7.4.3 Verification of purchased customer product

The processes for verification of purchased customer product or service are found in Procedure 7.4.

7.5 Inspection and Service Provision

7.5.1 Control of Inspection and service provision

AML plans and carries out inspection under controlled conditions. The control of Inspection operations are assured by the documented Work Orders that address as applicable: *The availability of information that describes the characteristics of the customer product, The availability of work instructions, as necessary, The use of suitable equipment.* The availability and use of monitoring and measuring equipment, The implementation of monitoring and measurement, The implementation of customer product release, delivery and post-delivery activities as required by customer contract, Accountability for all customer products during manufacture (e.g., parts quantities, split orders, nonconforming customer product), Evidence that all inspection operations have been completed as planned, or as otherwise documented and authorized, Provision for the prevention, detection, and removal of foreign objects, Monitoring and control of utilities and supplies such as water, compressed air, electricity and chemical customer products to the extent they affect customer product quality, and Criteria for workmanship, which are stipulated in the clearest practical manner (e.g., written standards, representative samples, or illustrations). Planning shall consider, as appropriate -establishing, implementing and maintaining appropriate processes to manage the inspection of customer product, including process controls where key characteristics have been identified, - and using tooling to measure variable data, - as per customer identified inspection/verification points when adequate verification of conformance cannot be performed at later stages of realization, and - special processes at the customer facility.

AML establishes process controls and the development of control plans where key characteristics have been identified by the customer. This process is detailed in Procedure 8.2.

7.5.1.1 Inspection process verification (First Article Inspection)

AML shall perform first article Inspection run per customer requirements to verify customer required product. This process is not associated with AML service, since no FAI applicable task or process is applicable at AML. This process is detailed in Procedure 8.2.4A

7.5.1.2 Control of Inspection process changes

Persons authorized to approve changes to Inspection processes are as follows the President or the Quality Manager.

Changes affecting processes, inspection equipment, tools, and programs are documented. Procedures or work instructions are available to control their implementation. The results of changes to Inspection processes are assessed to confirm that the desired effect has been achieved without adverse effects to customer product quality.

7.5.1.3 Control of Inspection equipment, tools, and software programs

Inspection equipment, tools and software programs used to automate and control/monitor customer product inspection validated prior to use and maintained. Product Assurance Software (PAS) plans per customer requirements may be used as the AML PAS policy. Storage requirements, are established for Inspection equipment or tooling in storage. This process is detailed in Procedure 7.6.

7.5.1.4 Post-delivery support

AML does not supply Post-delivery support as part of its normal business scope.

7.5.2 Validation of processes for Inspection provision

AML does not validate processes for Inspection provisions as part of its normal business scope. The requirements of AS9100 revision "C" have been noted and considered as not applicable at this time.

7.5.3 Identification and traceability

AML maintains the identification of the configuration of the customer product in order to identify any differences between the actual configuration and the agreed configuration. Customer Product Traceability and status is identified with respect to monitoring and measurement requirements throughout customer product inspection by the use of Work Orders, which document lot traceability, and serialization traceability as required by the customer design. When acceptance authority media are used (e.g., stamps, electronic signatures, passwords), the organization establishes and documents controls for the media. This is controlled by a log that identifies the person and their stamp or acceptance media. When Product Identification and Traceability is a requirement, AML shall control the unique identification of the customer product and maintain records. When traceability is lost, the customer product is controlled as nonconforming customer product per Procedure 8.3 until traceability and configuration is confirmed as acceptable. AML defines the means to identify the customer product from receipt and through all stages of Inspection and delivery; all the customer products inspected will be traceable to a job number that is traceable to the customer P.O. This process is detailed in Procedure 7.5.3.

7.5.4 Customer property

AML controls the Verification, Identification, Protection and shall Safeguard, customer property during all stages of the Inspection, handling, and shipping processes. If Customer Property is lost damaged or otherwise found to be unsuitable for use AML will report this back to the customer and maintain records. These records are kept per procedure 4.2.4. Verification by AML does not absolve the customer of the responsibility to provide acceptable customer product. Customer property can include intellectual property and personal data. This process is detailed in Procedure 7.5.4.

7.5.5 Preservation of customer product

AML shall preserve the customer product during internal processing and delivery to the intended destination in order to maintain conformity to requirements. As applicable; preservation shall include identification, handling, packaging, storage, and protection of customer products. Preservation shall also apply to documentation supplied by the customer. This process is detailed in Procedure 7.5.5.

7.6 Control of monitoring and measuring equipment

AML management determines the monitoring and measurements to be taken and the equipment needed to provide evidence of conformity of customer product to determine requirements. Inspection, measuring, and test equipment is used in a manner, which ensures that the measurement uncertainty is known and is consistent with the required measurement capability. This process is detailed in Procedure 7.6

8.0 Measurement, Analysis, and Improvement, 8.1 General

AML plans and defines the necessary monitoring, measurement, analysis and improvement processes needed to demonstrate conformity to customer product requirements, ensure conformity and continually improve the effectiveness of the QMS. The AML customer determines the applicable methods of monitoring, measurement, analysis and improvement, including applicable statistical techniques, *and the extent of their use.*

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

AML Monitors customer perception by using Customer Satisfaction Survey information as to whether or not we have met customer requirements. The information to be monitored as a minimum includes but is not limited to: Product Inspection Service Conformity, On-Time Delivery, Customer Complaints, and Corrective Actions requests. This information is reviewed and a plan for Customer Satisfaction Improvement is created as applicable. Determinations are made as to the response, corrections, and changes required and as to whether customer requirements were met. The results of any improvement plans will be reviewed for effectiveness as applicable. This process is detailed in Procedure 8.2.1.

8.2.2 Internal Audit

A strategic system of planned audits is implemented to verify compliance with all applicable Q.M.S., Customer and regulatory requirements, procedures and documentation as determined applicable by AML management. The selection of auditors and audit conduct shall ensure objectivity and impartiality of the audit process. This process is detailed in Procedure 8.2.2.

8.2.3 Monitoring and measurement of processes

AML determines and applies suitable methods for monitoring and, where applicable measurement of the Q.M.S. Processes. These methods will demonstrate the ability of the processes to achieve planned results and will be documented on the Data Monitoring and Analysis forms. When planned results are not achieved, correction and corrective action shall be taken, as appropriate. In the event of process nonconformity, AML takes appropriate action to correct the nonconforming process, Evaluates whether the process nonconformity has resulted in customer product inspection nonconformity, determine if the process nonconformity is limited to a specific case or whether it could have affected other processes or customer products. AML identifies and control the nonconforming customer product inspection in accordance with clause 8.3.

8.2.4 Monitoring and measurement of customer product

AML shall monitor and measure the characteristics of the customer product to verify that customer product requirements have been met. The monitoring and measurements will be documented on work orders and inspection reports that are created in order to assure conformity to customer requirements and/or specific customer product requirements. The monitoring and measurements of each customer product shall be performed at the appropriate stages as required by the customer and documented in their P.O. These are detailed in Procedures 8.2.4B & 8.2.4C.

8.3 Control of Nonconforming Customer Product and AML Inspection Service

AML ensures that customer product which does not conform to customer product requirements is identified and submitted back to the customer for their disposition. Nonconforming service of AML will be investigated for root cause, controlled to prevent its recurrence and corrections taken as applicable. The controls and related responsibilities and authorities for dealing with nonconforming of AML service are defined in a documented procedure. This process is detailed in Procedure 8.3 and 8.3A.

8.4 Analysis of Data

AML determines, collects, and analyses appropriate data to demonstrate the suitability and effectiveness of the Q.M.S. and to evaluate where continual improvement of the Q.M.S. can be made. The process for determining, collecting, and analyzing this data is determined by the President using customer information, monitoring and quality data, and internal audit data. Appropriate data includes data generated as a result of monitoring and measurement and from other relevant sources. The analysis of data provides information relating to assess customer satisfaction levels, Conformity to

customer product inspection requirements, characteristics and trends of process and including opportunities for preventive action and the performance of suppliers.

8.5 Improvement

8.5.1 Continual improvement

AML continually improves the effectiveness of the Q.M.S. through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review. AML will monitor the implementation of improvement activities and evaluate the effectiveness of the results. This process is detailed in Procedure 8.5.1.

8.5.2 Corrective action

The Corrective Action Procedure defines the requirements for actions or activities taken to correct and/or prevent potential nonconformities. Corrective actions shall be appropriate to the effects of the nonconformities encountered and the magnitude of problems and commensurate with the risks encountered. This process is detailed in Procedure 8.5.2.

8.5.3 Preventive action

AML will determine actions to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions shall be appropriate to the effects of the potential problem. This process is detailed in Procedure 8.5.3.

