



Quality Policy Manual

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Robinson Fin Machines, Inc. Quality Policies Manual
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1.0 Scope

This quality manual describes the Quality Management System. Quality policies and quality system procedures comprise the frame work of Robinson Fin's plan to assure compliance with specified requirements and achieve customer satisfaction.

The quality systems meets the ISO 9001 Quality Systems Requirements as defined in ISO 9001-2000 and ANSI/ASQ Q9001-2000 with the exception of service provision. If service provision becomes a specified contractual requirement then policies and procedures will be developed

Quality Manual Approval

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2.0 Company Profile

Robinson Fin Machines, Inc. Was founded in 1977 by James Robinson. Jim's goal was to build and sell the Robinson Fin Machine. In 1980 James Robinson passed away, and in 1983 Ruth and Fred Haushalter purchased Robinson Fin Machines, Inc. In 1984 Robinson Fin began to produce fin product along with the machine and by 1988 the fin product had become 80% of total sales and the fin machine 20%. In 1990 RFM boosted it's folded fin capability by producing a machine to fold 2" high fin, thus allowing our market to expand from aerospace, automotive, and medical to include electronics and electrical enclosure cooling. Robinson Fin was then in a position to compete with extruded heat sinks. In 1993 V.P. of Engineering, Fred Haushalter, passed away. In 2000, RFM again boosted it's folded fin capability by producing a machine to fold 4" high fin which allowed the company to compete in the air cooled high power market. Since that time, RFM has continued to foster growth in the aerospace automotive, medical, electronics, industrial air conditioning, and electrical energy production. As of 2006 fin product has become 95% of total sales.

3.0 Mission Statement, Quality Policy and Objectives

I Mission Statement

The mission of Robinson Fin Machines, Inc. is to sustain profitable growth through total customer satisfaction by providing innovative processes and products utilizing empowered employees and continuous improvement strategies.

II Quality Policy

To provide fin products that maximize customer satisfaction.

III Quality Objective

- On-time shipments greater than 90%
- External corrective actions less than 0.5% of shipments

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- Use call log to measure complaints/total number of shipments
- Internal reworks lower than 5%

4.0 Quality Management System

I A quality management system in accordance with the requirements of ISO 9001-2000 shall be established, documented, and maintained. Its effectiveness shall be continually improved.

A This manual, along with the appropriate supporting documentation will:

- 1 Identify the processes needed for the quality management system and their application.
- 2 Determine the sequence and interaction of these processes (See Quality Management System Flow D093001)
- 3 Determine criteria and methods needed to ensure that both the operation and control of the processes are effective.
- 4 Ensure the availability of resources and information necessary to support the operation and monitoring of these processes.
- 5 Implement actions necessary to achieve planned results and continual improvement of these processes.
- 6 Ensure control over outsourced processes that affect product conformity with requirements. Any requirements imposed by a customer will be required by the out source vendor.

II Documentation

A The quality management system documentation will consist of the following:

- 1 The quality policy and quality objectives.
- 2 This quality manual includes:
 - a The scope of the quality management system, including details of and justification for any exclusions (see Introduction 1.0).

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- b The documented procedures established for the quality management system, or reference to them.
- c A description of the interaction between the processes of the quality management system (see Quality Management System Flow D093001).
- d Documents needed and records required to ensure the effective planning, operation and control of it's processes.

B Control of documents

- 1 Documents required by the quality management system shall be controlled per documented procedure (See Document Control QP 4.2.3).

C Control of records

- 1 Records shall be established and maintained to proved evidence of conformity to requirements and the effective operation of the quality management system. Records shall remain legible, readily identifiable and retrievable. (See Control of Record QP 4.2.4).

5.0 Management Responsibility

I Executive management shall provide evidence of it's commitment to the development and implementation of the quality management system and continually improving its effectiveness by:

A Communication to the organization the importance of meeting customer as well as statutory and regulatory requirements through appropriate communication processes (See QM5 pp I.G. d)

- 1 Customer requirements shall be determined with the aim of enhancing customer satisfaction through the contract review process, RFM delivery performance, corrective actions and feedback from Sales' interaction with the customer and may be tracked on Call Log.

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- B Reviewing and updating the quality policy. During the Management Review, executive management shall ensure the quality policy:
- 1 it appropriate to the mission of the organization.
 - 2 Includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system.
 - 3 Provides a framework for establishing and reviewing quality objectives.
 - 4 Is communicated and understood within the organization.
 - 5 Is reviewed for continuing suitability.
- C Ensuring that quality objectives are established.
- 1 The quality objectives shall be reviewed in each management review and revised as needed; objectives established will be measurable and consistent with the quality policy.
- D Ensuring quality management system planning:
- 1 Thru the CIC, planning will be carried out to:
 - a Identify the processes needed for the quality management system.
 - b Determine the sequence and interaction of these processes and the criteria and method to ensure that the operation and control of these processes are effective.
 - c Continually improve the quality management system while maintaining the integrity of the system during the planning and implementation of changers. This is done through audits scheduled 2 times a year.
 - 2 Thru the Production Planning meetings, planning will be carried out to:
 - a Ensure the availability of resources and information necessary to support the operation, and to monitor, measure, and analyze these processes. During the

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production meeting a minimum of the projected shipping schedule, shipping statistics, and in-house reworks are reviewed.

b Implement actions necessary to achieve planned results.

E Conducting management reviews to ensure that the quality management system is planned and maintained.

1 Executive management shall review the organization's quality management system during management review, to ensure its continuing stability, adequacy and effectiveness. This review shall include assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives.

2 The input to management review shall include - but not be limited to - information on:

a results of audits

b customer feedback

c process performance and product conformity, including delivery performance and reworks.

d status of preventative and corrective actions.

e follow-up actions from previous management system.

f changes that could affect the quality management system

g recommendations for improvement.

3 The output from the management review shall include any decision and actions related to:

a improvement of the effectiveness of the quality management system and its processes.

b improvement of product related to customer requirements.

c resource needs.

4 Records from management reviews shall be maintained (See Management Review Planning WI D094001).

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- F Ensuring the availability of the resources.
 - 1 Executive Management shall ensure that responsibilities and authorities are defined and communicated within the organization through Job Descriptions (D053018) and the Organizational Chart (D093002), and shall ensure the availability of resources per QM6-Resource Management.

- G Assuring the internal communication takes place in the organization.
 - 1 Management Representative - Executive Management shall appoint a member of management who, irrespective of other responsibilities, shall have responsibility and authority that includes:
 - a Ensuring that processes needed for the quality management system maintained;
 - b Reporting to Executive management on the performance of the quality management system and any need for improvement.
 - c Ensuring that awareness of customer requirements is promoted through out the organization.
 - d And ensuring that appropriate communication processes are established, including but not limited to “
 - i Management review and results there from
 - ii Small Group Meetings.
 - iii Direct Communication
 - iv Training
 - v Memos
 - vi RFM Newsletter - Fin Facts.

6.0 Resource Management

- I Executive Management shall determine and provide the resources necessary to enhance customer satisfaction, maintain the quality system, and continually improve it’s effectiveness by:

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A Providing the necessary personnel with the appropriate education, training, skills and experience required to maximize customer satisfaction by:

- 1 Determining the necessary competence for personnel performing work affecting product quality through maintaining each employee's Qualification Form (D053007) and Job Description (D053018) based upon their job function and requirements for that function. Qualification forms and Job Descriptions will be updated, in necessary, during each employees evaluation.
- 2 Providing training based upon customer requirements, parts process knowledge, product knowledge, trainee knowledge and skills as well as other requirements. Trainees will have to necessary qualification and experience to perform the specific job function being taught.
- 3 Reviewing that training has been successfully completed and that the trainee has the ability to perform the necessary job function with minimal assistance. Employee education and skills will be reviewed annually and personal employee qualifications forms will be updated, if necessary, while referring to the latest revision of the firm.
- 4 Ensuring that personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives by establishing the appropriate communication processes (see QM5 I.F.1.d).
- 5 Personnel qualifications will be records and established in the individual personnel file which should include:
 - a Employee Qualification Form
 - b Education
 - c Previous Experience
 - d Special Training
 - e Physical limitations

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- f Awards, rewards, promotions
- B Determining, providing and maintaining the infrastructure needed to achieve conformity to the product requirements by:
 - 1 Reviewing requirements for buildings, workspace, associated utilities, process equipment and supporting services. This review is conducted on an as needed basis at each management review. Infrastructure requirements are determined through the review of the following:
 - a Current production schedule
 - b projected future business
 - c continuous improvement ideas
 - d Customer requirements
 - 2 Performing preventative maintenance.
 - a Manufacturing/Engineering will maintain the preventative maintenance schedule electronically. All necessary tasks will be performed as directed by the Preventative Maintenance schedule.
- C Determining and maintaining the work environments needed to achieve conformity to product requirements by implementing and maintaining.
 - 1 The RFM health and safety program
 - 2 A clean and environmentally controlled work area
 - 3 A suggestion program to allow employees to make recommendations to improve their work environment. Suggestions are now logged in the production software and merit ideas re logged Via CIC.

7.0 Product Realization

- I The processes needed for product realization will be planned and developed. Planning of product realization will be consist with the requirements of the other processes of the quality management system (see Product Realization Flow

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D093003). In planning product realization, RFM will determine the following:

A Requirements for the product which include:

- 1 Requirements specified by the customer, including the requirements for delivery and post delivery activities.
- 2 Requirements not stated by the customer but necessary for specified or intended use, where known.
- 3 Statutory and regulatory requirements related to the product.
- 4 Any additional requirements determined by the organization

B Requirements related to product:

- 1 Product requirements are defined
- 2 Contract or order requirements differing from those previously expressed are resolved.
- 3 The organization has the ability to meet the defined requirements.

C Effective methods for communication with the customer in relation to:

- 1 Product information
- 2 Inquires, contracts or order handling, including, amendments
- 3 Customer feedback, including customer complaints.

II When design is required Engineering will plan and control the design and development of the product. Projects will be designated as major design or minor design.

Major Design will include new machines, and changes on an existing machine that will effect the overall performance/ durability of the machine and will follow a 6-step design process:

- Planning
- Input
- Output
- Review
- Verification
- Validation

Minor Design will include new tool drawings; changes on an existing machine

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That will not affect the overall performance / durability of the machine; fixtures, EDM graphite cutouts and layouts, and non production related changes and will follow a 3 -step design process.

- Input
- Output
- Review

Minor design may be updated to major design if after Design Review, the part or machine must be re-evaluated due to a significant increase in input, verification or validation requirements. If, at any stage of development, the design requires a change, it will be go back to Input and the process with be started again.

The definitions of each step of the design and development process are as follows:

- A Planning
- B Input
- C Output
- D Review

- Sales - Will represent the customer as regards needs, specification and requirements.
- Engineering - will decide if the idea is feasible for design, provide pertinent information from previous deigns and other requirements essential for design and development.
- Production - will ensure that the projected design is possible and feasible for RFM to build and run efficiently, while meeting statutory and regulatory requirements.
- Quality - will ensure that the projected design will

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meet the production part specifications

- 1 Forma, documented review meetings will not be scheduled for minor design changes or old designs. Design Output will be reviewed and approved by the V.P. Engineering.

B Verification

1 Major Design

a The lead designer will organize a review to verify that the output (drawing, bill of materials, etc.) meets the requirements specified by the input meeting (see Input QM7.II.B). The design verification meeting will be recorded using the Design Verification meeting form (D040003).

b Verification may also include such activities as:

- i Performing alternative calculations.
- ii Comparing new design with similar, prove design, if available.
- iii Undertaking tests and demonstrations.
- iv Reviewing output documents before release.

2 Minor Design

a The Engineering Manager will verify that the output meets the input requirements.

C Validation

- 1 Design will be validated by assembling part and testing it within required constraints mandated in the design and development planning. If the product performs correctly, it will be approved and continue through production without further design documentation. If not, modifications to the design must be made (see Changes QM7.II.G)

D Changes

1 Major Design

a If during any stage of the design process a significant

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change must be made, the Engineering Project Plan will be routed back to the input stage and the design process started again.

2 Minor Design

a Identify problem and request change to be made using the Engineering Change Request form (D040001). The form must then be handed over to Engineering to be reviewed and approved or disapproved. If request is:

i Approved - changes will be made by Engineering to original print and all prints affected by revision.

Revisions will be noted on print and in ECR form.

After change is made, revision will be reviewed and corrected until approved. After approval, ECR will be fired and prints distributed per ECR directions.

ii Disapproved - ECR will be marked disapproved, filed and the requester will be informed.

III Purchasing

A Supplier Selection and Evaluation

B Purchasing Information

1 New suppliers will be evaluated based on their ability to provide product that meets the specified requirements. All suppliers that have an effect on the quality of the product will be reviewed during the Management Review. Suppliers will be reviewed based on on-time delivery, quantity shipped vs quantity ordered and corrective actions. Based on these reviews if further evaluation of the supplier is needed, the Continuous Improvement Committee will further evaluate the supplier. The evaluation and any resulting actions will be tracked in the supplier electronic profile. Hard copy documentation, if any will be in the suppliers paper file.

2 Based on the specific product requirements, purchasing will determine the type and extent of control applied to the supplier for

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each product ordered. Purchasing will create a purchase order, using the existing accounting program, that clearly describes the product if applicable in the following terms:

- a Requirements for product, procedures, processes and equipment which may include:
 - i Type, class, grade and/or other identifying factors.
 - ii Description and means of identification.
 - iii Lab certification if required.
 - b Requirements for qualification of personnel.
 - c Quality management system requirements.
- 3 Purchasing will ensure the adequacy of specified purchase requirements prior to their communication to the supplier by signing approval of the purchase order.

C Verification of Purchased Product

- 1 Receiving will ensure that the vendor has certified that the purchased product conforms to specified purchase requirements.
- 2 Where appropriate, a representative of RFM will visit the supplier's premises in order to verify conformance with specified requirements of the purchase order. Verification arrangements and the method of product release shall be specified by the purchase order. In the event that the customer deems it necessary to make an onsite verification of subcontracted product, any necessary information available will be supplied to the customer.

IV Production (REF ISO 9001:2000 7.5)

- A Control of Production - A production planning meeting will be held weekly in which various matters related to production will be discussed. Items discussed may include, but are not limited to: Shipping schedule, customer complaints, corrective and preventative action, holds/reworks, on time shipping review, and training plans. Information from this meeting will be recorded directly into the Job Management software program in the computer. Using the output from the production meeting,

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Production Operations shall carry out production under the following controlled conditions:

- 1 The job traveler and/or inspection paperwork are the central means of controlling a job from the time it is ordered to the time it ships. However, for jobs with multiple shipments, the daily schedule will be the means of controlling release dates following the first shipment. All pertinent information regarding each job as well as the processes required for each part will be called out on the traveler. Job specifications are also located on the shipping schedule.
- 2 Work instructions shall be available as necessary for each process.
- 3 Production operations will ensure the proper equipment is available.
- 4 Quality will ensure that the proper monitoring and measurement devices are available. Types of monitoring devices provided include but are not limited to Calipers and Micrometers.
- 5 Production Operations will ensure that the personnel are properly trained to monitor and measure the product.
- 6 Product released for delivery will be coordinated through the shipping schedule. Shipping will create the documentation necessary to ship the product per the purchase order or other customer instructions. All parts shall be packaged to meet best commercial practices based on the shipping method. All product shipments will be inspected to the job traveler and/or inspection paperwork and the packing list prior to shipment. Shipping paperwork shall be filed in the job file.

B Validation of Processes and Production.

- 1 All processes shall be maintained by measuring the output to the specified requirements and adjusting the process as necessary.

C Identification and Traceability

- 1 Material received will be inspected and directly received into the

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production software. The purchase order and the packing list will then be sent to the Process Controller when receiving is finished (see receiving work instruction in K:Help) The material will be marked appropriately and moved to the staging area and the location recorded for future reference.

- 2 Once the material is pulled for a job, it will be verified as being correct and the operator will begin production.
- 3 If a portion of the job is to be moved on to the next process before the previous process is completed, the traveler and/or inspections sheet will follow the parts. The remaining parts without a traveler and/or inspection sheet may be marked using a Part ID form (D084011).
- 4 If necessary the operator will fill out the appropriate in-process inspection form with all applicable information and keep this document with the job until completed.
- 5 after completion any unused raw material will be marked appropriately and then put in staging until place into inventory.
- 6 When the order is complete the extra parts and/or coils of material will be placed in a holding area to be scrapped or put into inventory with all applicable information and recorded in inventory database.

D Customer Property

- 1 Customer supplied product shall be inspected upon receipt for transit damage, quantity and proper identification. This information will be recorded on the Customer Supplied Material form which is printed from M1 and customer supplied material will be received into the production software for tracking purposes. The material will then be placed in the staging area with a tag marked "Cst. Supplied."

If tooling is provided by the customer a Customer Supplied

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Tooling form (D084005) will be completed.

- 2 If any material is suspected of non-conformance, the issue will be resolved before material is placed in the staging area. Any customer supplied product that is lost, damaged, or unsuitable for the use shall be recorded on Customer Supplied Material form, reported to the customer and appropriate disposition made.

E Preservation of Product.

- 1 Production Operations shall preserve the conformity of the product including the components of the product during internal processing and delivery to the intended destination. This preservation shall include:
 - a Identification (see Identification and Traceability QM7.IV.C.).
 - b Handling, by best commercial practices relating to size, weight and fragility.
 - c Packaging (see Packaging WI-D082010),
 - d Storage (see Inventory WI-D081003),
 - e Protection, during all process, to avoid damage.

V Control of Monitoring and Measuring Devices

A Per the job traveler, Quality will determine the monitoring and measurement to be undertaken. Any devices beyond the standard measuring tools will be specified on the traveler. All personnel will be trained on correct selection and use of standard measuring tools.

B Where necessary to ensure valid results, measuring equipment used in production shall:

- 1 Be calibrated or verified at specified intervals or prior to use, against measurement standards which are traceable to the National Institute of Standards and Technology (see Calibration WI-D072001). The results of calibration shall be recorded electronically. Where such standards do not exist the basis for calibration or verification shall be recorded.

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- 2 Be adjusted or re-adjusted as necessary . If the operator suspects that the tool is out of calibration, the tool will be taken to Quality for evaluation and re-calibration if necessary.
 - 3 Be identified to enable the calibration status to be determined (see Calibration WI-D072001).
 - 4 Be safeguarded from adjustments that would invalidate the measurement result and protected from damage and deterioration during handling, maintenance and storage. Employees shall be trained on correct use and handling of measurement tools.
- C If the measuring device is found to be out of calibration, quality shall assess and record the validity of the previous measuring results by re-inspecting, per the monitoring requirements, the suspect parts and taking the appropriate action.
- D Computer software is used in the monitoring and measurement of product and the software is maintained to ensure its ability to satisfy the intended application.

8.0 Measurement, Analysis and Improvement.

I Monitoring and Measurement

A Customer Satisfaction

- 1 In the Management Review, the information relating to customer perception will be reviewed and methods for using this information will be determined. This information may include:
 - a Customer Call Log.
 - b RFM Delivery Performance
 - c Corrective Actions
 - d Feedback from Sales' interaction with the customer

B Internal Audits

- 1 The CIC shall schedule internal audits at planned intervals to determine whether the quality management system is maintained and conforms to the planning of product realization, the requirements of the quality standard and to the quality

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management system requirements.

- 2 Internal audits will be scheduled by the CIC based on the status/importance of the activity being audited. The audit criteria, scope, frequency, and methods, shall be defined. Audits will be assigned by the CIC to be carried out by auditors not having direct responsibility for the activity being audited.
- 3 The responsibilities and requirements for planning and conduction audits and for reporting results and maintaining records shall be defined in a documented procedure (see QP 8.2.2).
- 4 Results and action resulting from internal audits will be given a reference number tracked by the CIC list.

C Monitoring and Measurement of Processes.

- 1 Methods for monitoring and measure of operations shall include:
 - a Internal Audit Results.
 - b Rework Statistics.
 - c Delivery Performance.

D Monitoring and Measurement of Product

- 1 First Piece Inspection is done at the beginning of each job and in-process inspections or audits will be done on all product during the fin forming operation and all secondary operations. This will ensure product conforms to customer requirements and will allow for any corrections in operations prior to final inspection.
- 2 Statistical control techniques may be used to establish control and verify process capability and product characteristics.
- 3 As each operation is completed any applicable inspection documents will be attached to the job traveler and/or inspection paperwork. When the job is completed through shipping the job traveler and/or inspection paperwork will be filed in Customer/Job files.
- 4 A Quality Audit is required on all product prior to shipment. Trained personnel will complete quality audit(s) and appropriate

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documentation will be filled out (see Final Inspection WI-D073006).

E Control of Non-Conforming Product

- 1 Documented procedures shall be established to ensure that product not conforming to specified requirements is not used or shipped or to assure the most effective and efficient disposition of customer returned product (see Control of Non-Conforming Product QP 8.3).
- 2 Internal non-conforming product will be processed in one of the following ways:
 - a Reworking and subsequent re-verification of the product.
 - b Requesting a deviation from the customer (Use Request for Deviation -D073004)or, changes may be made in Production software and Order Acknowledgment faxed for signature.
 - c Scrapping the non-conforming product and reproducing conforming product.
- 3 Records of the nature of non-conformities and any subsequent actions taken, including concession obtained, shall be maintained in the Customer/Job files and in production software.
- 4 If after shipment product is discovered to be non-conforming a non-conformance entry will be re-done in the production software. The customer will then be notified by sales and the response will be noted on the form. The appropriate action will be taken.
- 5 If the customer determines the product to be non-conforming Quality will determine the nature of the nonconformance and the appropriate action will be taken.

F Analysis of Data.

- 1 To continually improve the quality management system data will be collected which demonstrates the suitability and effectiveness

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of the quality management system. This information will be analyzed by the appropriate personnel.

- 2 The analysis of data, completed by the CIC, shall provide information relating to:
 - a Customer Satisfaction
 - b Conformity to product requirements
 - c Characteristics and trends of processes and products including opportunities for preventative action.
 - d Suppliers

II Improvement

- A The Continuous Improvement Committee will supervise the effectiveness and continual improvement of the quality management system.
- B Corrective Action - Appropriate action will be taken to eliminate the cause of non-conformities in order to prevent recurrence (see Corrective Action QP 8.5.2.).
- C Preventative Action - Appropriate reviews and actions will be taken to eliminate the causes of potential non-conformities in order to prevent their occurrences (see Preventative Action QP 8.5.3).

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