



*. . people producing
precision products*

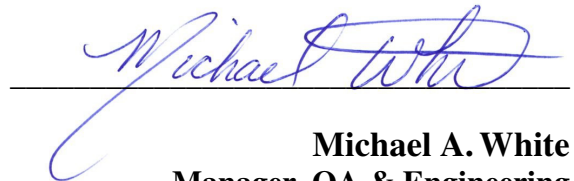
QUALITY MANUAL

D.L. MARTIN Co.

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Revision 12

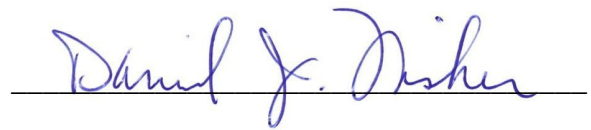
April 2009



**Michael A. White
Manager, QA & Engineering**

QUALITY POLICY

The D.L. Martin Co. will provide products that consistently meet the quality expectations of our customers.

A handwritten signature in blue ink that reads "Daniel J. Fisher". The signature is written over a horizontal line.

Daniel J. Fisher
President & CEO

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Section 1

Scope of Quality Management System

1.1 General

This D.L. Martin Co. Quality Manual specifies the requirements for our quality management system, which is in compliance with the requirements of International Standard ISO 9001:2008 and implemented as a means to

- a) demonstrate our ability to consistently provide products that meet customer and applicable regulatory requirements, and
- b) enhance customer satisfaction through the effective application of our quality management system, including processes for the continual improvement of our quality system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

To facilitate cross-referencing, the sections of this D.L. Martin Co. Quality Manual are organized according to the clause structure of International Standard ISO 9001:2008. Each clause of ISO 9001:2008 is addressed in the corresponding section of this quality manual. A cross-reference matrix (see Appendix B) is provided to show the correspondence between the sections of this quality manual and the applicable documented procedures in our D.L. Martin Co. Operating Procedures Manual.

This quality manual and our operating procedures are reviewed, updated and controlled under the authority of the Manager of QA & Engineering (see OPO5-1).

1.2 Application & Exclusions

The D.L. Martin Co. Quality Management System, as described in this quality manual, is designed to comply with all applicable requirements of ISO 9001:2008. Our organization is primarily involved in the design and manufacture of components for major Original Equipment Manufacturers (OEMs). Servicing, as defined by ISO 9001:2008 (Ref. 7.5.1), does not apply to our operations. Our organization provides product warranties, but does not offer after-sales agreements to provide periodic servicing of products. No other exclusions are deemed necessary.

Section 2

Normative Reference

In establishing the D.L. Martin Co. Quality Management System described in this quality manual, consideration was given to the provisions of the following normative document:

ISO 9000:2005, Quality Management Systems — Fundamentals & Vocabulary.

Section 3

Terms & Definitions

For the purposes of this D.L. Martin Quality Manual, the terms and definitions given in Appendix A apply.

Section 4

Quality Management System

4.1 General Requirements

Our quality management system is established, documented, implemented and maintained, and its effectiveness continually improved in accordance with the requirements of ISO 9001:2008.

Our organization

- a) determines the processes needed for our quality management system and their application throughout our organization (see 1.2),
- b) determines the sequence and interaction of those processes,
- c) determines criteria and methods needed to ensure that both the operation and control of those processes are effective,
- d) ensures the availability of resources and information necessary to support the operation and monitoring of those processes,
- e) monitors, measures where applicable, and analyzes those processes, and
- f) implements actions necessary to achieve planned results and continual improvement of those processes.

These processes are managed in accordance with the requirements of ISO 9001:2008.

Where processes that affect product conformity with requirements are outsourced, control over such processes is ensured. The type and extent of control to be applied to these outsourced processes are defined within our quality management system.

4.2 Documentation Requirements

4.2.1 General

Our quality management system documentation includes

- a) documented statements of our quality policy and quality objectives (see 5.3),
- b) this quality manual,
- c) documented procedures (see 4.2.3, 4.2.4, 8.2.2, 8.3, 8.5.2 & 8.5.3) and records (see 4.2.4) required by ISO 9001:2008, and
- d) documents, including records, determined by our organization to be necessary to ensure the effective planning, operation and control of our processes (e.g., procedures, work instructions & forms).

The extent of our quality management system documentation depends on

- a) the type of activity being performed,
- b) the complexity of the processes and their interactions, and
- c) the competence of personnel performing the activity.

4.2.2 Quality Manual

This D.L. Martin Co. Quality Manual includes

- a) the scope of our quality management system, including details of and justification for exclusions (see 1.2),
- b) a reference to documented procedures established for our quality management system (see Appendix B), and
- c) a description of the interaction between the processes of our quality management system.

4.2.3 Control of Documents

Documents required by our quality management system are controlled. Records, which are a special type of document, are controlled in accordance with the requirements of 4.2.4.

Documented procedures (see OP05-1, OP05-2 & OP05-3) are established to define the controls needed to

- a) approve documents for adequacy prior to issue,
- b) review, update and reapprove documents, as necessary,
- c) ensure changes made to documents and the current revision level of those documents are identified,
- d) ensure relevant versions of applicable documents are made available at points of use,
- e) ensure documents remain legible and readily identifiable,
- f) ensure documents of external origin determined by our organization to be necessary for the planning and operation of our quality management system are identified and their distribution controlled, and
- g) prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

4.2.4 Control of Records

Records established and maintained to provide evidence of conformity to requirements and of the effective operation of our quality management system are controlled.

A documented procedure (see OP16-1) is established to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records.

Records remain legible, readily identifiable and retrievable.

Section 5

Management Responsibility

5.1 Management Commitment

Our top management provides evidence of its commitment to the development and implementation of our quality management system and continually improving its effectiveness by

- a) communicating the importance of meeting customer as well as statutory and regulatory requirements,
- b) establishing our quality policy (see 5.3),
- c) ensuring that quality objectives are established,
- d) conducting management reviews (see 5.6), and
- e) ensuring the availability of resources (see Section 6).

5.2 Customer Focus

Our top management ensures that customer requirements are determined and are met with the aim of enhancing customer satisfaction (see 7.2.1 & 8.2.1).

5.3 Quality Policy

The following quality policy is established by the President & CEO of the D.L. Martin Co. and communicated and understood by all employees throughout our organization:

*The D.L. Martin Co. will provide products
that consistently meet the quality expectations
of our customers.*

Top management has the responsibility for developing and supporting our quality management system and ensuring that it is implemented to meet customer as well as any statutory and regulatory requirements.

Our employees strive to identify and eliminate the source of non-value adding waste as a means of continually improving the effectiveness of our quality management system in the areas of quality, cost and delivery. Our mission is to deliver the highest quality products, on time, every time, at world market competitive prices.

The D.L. Martin Co. operates a quality management system meeting the requirements of ISO 9001:2008 as the means by which the objectives of this quality policy are to be achieved. As a minimum, the suitability of this policy in conveying top management's quality objectives is reviewed on an annual basis (see 5.6).

The top management of the D.L. Martin Co. fully endorses the quality management system described in this quality manual and communicates to our organization the importance of meeting the requirements specified herein. All employees, at all levels of our organization, are to comply with the requirements of our quality management system as they apply to their respective assignments.

5.4 Planning

5.4.1 Quality Objectives

Our top management ensures that quality objectives, including those needed to meet product requirements (see 7.1 a), are established at relevant functions and levels within our organization and are measurable and consistent with our quality policy.

5.4.2 Quality Management System Planning

Our top management ensures that

- a) the planning of our quality management system is carried out in order to meet the requirements given in 4.1, as well as our quality objectives, and
- b) the integrity of our quality management system is maintained when changes to our quality management system are planned and implemented.

5.5 Responsibility, Authority & Communication

5.5.1 Responsibility & Authority

Our top management ensures that responsibilities and lines of authority are defined and communicated within our organization. The organizational structure pertaining to our quality management system is established.

5.5.2 Management Representative

Our Manager of QA & Engineering has the defined responsibility and authority for

- a) ensuring that our quality management system and related processes are established, implemented and maintained in accordance with the requirements of ISO 9001:2008,
- b) reporting on the performance of our quality management system to our Quality Management Team for review and as a basis for the continual improvement of our system, and
- c) ensuring the promotion of awareness of customer requirements throughout our organization.

5.5.3 Internal Communication

Our top management ensures that appropriate communication processes are established within our organization and that communication takes place regarding the effectiveness of our quality management system.

5.6 Management Review

5.6.1 General

Our quality management system is reviewed at planned intervals by our Quality Management Team to ensure its continuing suitability, adequacy and effectiveness in satisfying the requirements of ISO 9001:2008 and achieving the objectives of our stated quality policy (see 5.3). This management review includes assessing any opportunities for improvement and the need for changes to our quality management system, including our quality policy and its objectives. The results of internal audits (see 8.2.2), the analysis of relevant data (see 8.4), and corrective and preventive action (see 8.5.2 & 8.5.3) are elements of such management reviews.

Records of management reviews are maintained (see 4.2.4).

5.6.2 Review Input

Input to management reviews include information on

- a) results of internal audits,
- b) customer feedback,
- c) process performance and product conformity,
- d) status of corrective and preventive actions,
- e) follow-up actions from previous management reviews,
- f) changes that could affect our quality management system, and
- g) recommendations for improvement.

5.6.3 Review Output

Output from management reviews include any decisions and actions related to

- a) improvement of the effectiveness of our quality management system and its processes,
- b) improvement of products related to customer requirements, and
- c) resource needs.

Section 6

Resource Management

6.1 Provision of Resources

Necessary resources are determined and provided by our organization to

- a) implement and maintain our quality management system and continually improve its effectiveness, and
- b) enhance customer satisfaction by meeting customer requirements.

6.2 Human Resources

6.2.1 General

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

6.2.2 Competence, Training & Awareness

Our organization

- a) determines the necessary competence for personnel performing work affecting conformity to product requirements,
- b) provides training or takes other actions to achieve the necessary competence, where applicable,
- c) evaluates the effectiveness of the actions taken,
- d) ensures that our personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of our quality objectives, and
- e) maintains appropriate records of education, training, skills and experience (see 4.2.4).

6.3 Infrastructure

The infrastructure necessary to achieve conformity to product requirements is determined, provided and maintained. Our infrastructure includes, as applicable,

- a) buildings, workspace and associated utilities,
- b) process equipment (i.e., hardware & software), and
- c) supporting services (e.g., transportation, communication & information systems).

6.4 Work Environment

The work environment necessary to achieve conformity to product requirements is provided.

Section 7

Product Realization

7.1 Planning of Product Realization

Processes needed for product realization are planned and developed. Planning of product realization is consistent with the requirements of other processes of our quality management system (see 4.1).

In planning product realization, our organization determines the following, as appropriate:

- a) quality objectives and requirements for products;
- b) the need to establish processes and documents, and to provide resources specific to products;
- c) required verification, validation, monitoring, measurement, inspection and test activities specific to products and the criteria for product acceptance;
- d) records needed to provide evidence that realization processes and the resulting products meet specified requirements (see 4.2.4).

The output of this planning is in a form suitable for our organization's method of operations.

7.2 Customer-Related Processes

7.2.1 Determination of Product-Related Requirements

Our organization determines

- a) requirements specified by our customers, including requirements for delivery,
- b) requirements not stated by our customers but necessary for specified or intended use, where known,
- c) statutory and regulatory requirements applicable to products, and
- d) any additional requirements considered necessary by our organization.

7.2.2 Review of Product-Related Requirements

Product-related requirements are reviewed by our organization. Such reviews are conducted prior to our organization's commitment to supply products to our customers (e.g., submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders) and ensure that

- a) product requirements are defined,
- b) contract or order requirements differing from those previously expressed are resolved, and
- c) our organization has the ability to meet defined requirements.

Records of the results of such reviews and actions arising from those reviews are maintained (see 4.2.4).

Where our customers provide no documented statement of requirements, our customer's requirements are confirmed by our organization before acceptance.

Where product requirements are changed, our organization ensures that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

7.2.3 Customer Communication

Effective arrangements for communicating with our customers are determined and implemented in relation to

- a) product information,
- b) enquiries, contracts or order handling, including amendments, and
- c) customer feedback, including customer complaints.

7.3 Design & Development

7.3.1 Design & Development Planning

The design and development of products is planned and controlled.

During design and development planning, our organization determines

- a) the design and development stages,
- b) the review, verification and validation that are appropriate to each design and development stage, and
- c) the responsibilities and authorities for design and development.

Interfaces between different groups involved in design and development are managed to ensure effective communication and clear assignment of responsibility.

Planning output is updated, as appropriate, as design and development progresses.

7.3.2 Design & Development Inputs

Inputs relating to product requirements are determined and records maintained (see 4.2.4). These inputs include

- a) functional and performance requirements,
- b) applicable statutory and regulatory requirements,
- c) information derived from previous similar designs, where applicable, and
- d) other requirements essential for design and development.

Design and development inputs are reviewed for adequacy. Product requirements are complete, unambiguous and not in conflict with each other.

7.3.3 Design & Development Outputs

The outputs of design and development are in a form suitable for verification against design and development inputs and are approved prior to release.

Design and development outputs

- a) meet input requirements for design and development,
- b) provide appropriate information for purchasing and production,
- c) contain or reference product acceptance criteria, and
- d) specify characteristics of products that are essential for safe and proper use.

7.3.4 Design & Development Review

At suitable stages, systematic reviews of design and development are performed in accordance with planned arrangements (see 7.3.1) in order to

- a) evaluate the ability of the results of design and development to meet requirements, and
- b) identify any problems and propose necessary actions.

Participants in such reviews include representatives of functions concerned with the design and development stage(s) being reviewed. Records of review results, and any necessary actions, are maintained (see 4.2.4).

7.3.5 Design & Development Verification

Verification is performed in accordance with planned arrangements (see 7.3.1) to ensure that design and development outputs have met design and development input requirements. Records of verification results, and any necessary actions, are maintained (see 4.2.4).

7.3.6 Design & Development Validation

Design and development validation is performed in accordance with planned arrangements (see 7.3.1) to ensure that resulting products are capable of meeting requirements for the specified application or intended use, where known. Wherever practical, validation is completed prior to the delivery or implementation of products. Records of validation results, and any necessary actions, are maintained (see 4.2.4).

7.3.7 Control of Design & Development Changes

Design and development changes are identified and records maintained. Such changes are reviewed, verified and validated, as appropriate, and approved before implementation. Reviews of design and development changes include evaluation of the effect of changes on component parts and products already delivered. Records of change review results, and any necessary actions, are maintained (see 4.2.4).

7.4 Purchasing

7.4.1 Purchasing Process

Our organization ensures that purchased products conform to specified purchase requirements. The type and extent of control applied to suppliers and purchased products are dependent upon the effect of the purchased products on subsequent product realization or the final products.

Suppliers are evaluated and selected based on their ability to supply products in accordance with specified requirements. Criteria for selection, evaluation and reevaluation are established. Records of evaluation results, and any necessary actions arising from evaluations, are maintained (see 4.2.4).

7.4.2 Purchasing Information

Purchasing information describes products to be purchased, including, where appropriate,

- a) requirements for approval of products, procedures, processes and equipment,
- b) requirements for qualification of personnel, and
- c) quality management system requirements.

The adequacy of specified purchase requirements is ensured prior to their communication to suppliers.

7.4.3 Verification of Purchased Products

Inspections or other necessary activities are established and implemented to ensure that purchased products meet specified purchase requirements.

Where our organization or our customers intend to perform verification at a supplier's premises, the intended verification arrangements and method of product release is stated in the purchasing information.

7.5 Production Processes

7.5.1 Control of Production Processes

Production processes are planned and carried out under controlled conditions. Controlled conditions include the following, as applicable,

- a) the availability of information describing the characteristics of products,
- b) the availability of work instructions, where necessary,
- c) the use of suitable equipment,
- d) the availability and use of monitoring and measuring equipment,
- e) the implementation of monitoring and measurement, and
- f) the implementation of product release and delivery activities.

7.5.2 Validation of Production Processes

Production processes are validated where the resulting output cannot be verified by subsequent monitoring or measurement and, as a consequence, deficiencies become apparent only after products are in use.

Validation demonstrates the ability of such processes to achieve planned results.

Arrangements for such processes are established including, as applicable,

- a) defined criteria for review and approval of the processes,
- b) approval of equipment and qualification of personnel,
- c) use of specific methods and procedures,
- d) requirements for records (see 4.2.4), and
- e) revalidation.

7.5.3 Product Identification & Traceability

Where appropriate, products are identified by suitable means throughout product realization.

Product status with respect to monitoring and measurement requirements is identified throughout product realization.

Where traceability is a specified requirement, products are controlled and uniquely identified and records are maintained (see 4.2.4).

7.5.4 Customer Property

Care is exercised with customer property while it is under our organization's control or being used by our organization. Customer property provided for use or incorporation into products is identified, verified, protected and safeguarded. Any customer property that is lost, damaged or otherwise found to be unsuitable for use is reported to the customer and records are maintained (see 4.2.4).

7.5.5 Preservation of Products

Products, including any component parts, are preserved during internal processing and delivery to the intended destination in order to maintain conformity to requirements. Such preservation includes identification, handling, packaging, storage and protection, as applicable.

7.6 Control of Monitoring & Measuring Equipment

Monitoring and measurements to be undertaken, and the monitoring and measuring equipment needed to provide evidence of conformity of products to specified requirements, is determined.

Processes are established to ensure that monitoring and measurements can be and are carried out in a manner that is consistent with monitoring and measurement requirements.

Where necessary to ensure valid results, measuring equipment is

- a) calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification is recorded;
- b) adjusted or readjusted as necessary;
- c) identified in order to determine the calibration status;
- d) safeguarded from adjustments that would invalidate measurement results;
- e) protected from damage and deterioration during handling, maintenance and storage.

The validity of previous measuring results is assessed and recorded when measuring equipment is found to be out of calibration. Appropriate action is taken on such measuring equipment and any products affected.

Records of calibration and verification results are maintained (see 4.2.4).

When used for monitoring and measuring specified requirements, the ability of computer software to satisfy intended applications is confirmed. This is undertaken prior to initial use and reconfirmed, as necessary.

Section 8

Measurement, Analysis & Improvement

8.1 General

Necessary monitoring, measurement, analysis and improvement processes are planned and implemented to

- a) demonstrate conformity to product requirements,
- b) ensure conformity of our quality management system, and
- c) continually improve the effectiveness of our quality management system.

This includes determination of applicable methods, including statistical techniques, and the extent of their use.

8.2 Monitoring & Measurement

8.2.1 Customer Satisfaction

As one measurement of quality management system performance, information relating to our customer's perception of our performance is monitored. Methods for obtaining and using this information are determined.

8.2.2 Internal Audits

Internal audits are conducted at planned intervals to determine whether our quality management system

- a) conforms to specified documentation and implementation requirements (see 7.1), to the requirements of ISO 9001:2008, and to quality management system requirements established by our organization, and
- b) is effectively implemented and maintained to achieve stated quality objectives.

An internal audit schedule is planned and updated giving consideration to the status and importance of the processes and areas to be audited, as well as the results of previous internal audits. The criteria, scope, frequency and methods of auditing are defined. The selection of internal auditors and conduct of audits ensure objectivity and impartiality of the auditing process. Internal auditors do not audit their own work.

A documented procedure (see OP17-1) is established to define the responsibilities and requirements for planning and conducting internal audits, establishing records and reporting results.

Records of internal audits and the results are maintained (see 4.2.4).

Management personnel responsible for areas audited ensure that any necessary corrections and corrective actions are taken without undue delay to eliminate any detected nonconformities and their causes. Follow-up audit activities include verification of corrective actions taken and reporting of verification results (see 8.5.2).

8.2.3 Monitoring & Measurement of Processes

Suitable methods are applied for monitoring and, where applicable, measuring quality management system processes. These methods demonstrate the ability of processes to achieve planned results. When planned results are not achieved, correction and corrective action are taken, as appropriate.

8.2.4 Monitoring & Measurement of Products

Product characteristics are monitored and measured to verify that product requirements are met. This is carried out at appropriate stages of the product realization process in accordance with planned arrangements (see 7.1). Evidence of product conformity with acceptance criteria is maintained.

Records indicate the person(s) authorizing the release of products for delivery to the customer (see 4.2.4).

The release of products does not proceed until planned arrangements (see 7.1) have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer.

8.3 Control of Nonconforming Products

Products which do not conform to specified requirements are identified and controlled to prevent unintended use or delivery. A documented procedure (see OP13-1) is established to define the controls and related responsibilities and authorities for dealing with nonconforming products.

Where applicable, nonconforming products are dealt with by one or more of the following means:

- a) by taking action to eliminate detected nonconformities;
- b) by authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer;
- c) by taking action to preclude its original intended use or application;
- d) by taking action appropriate to the effects, or potential effects, of nonconformities when nonconforming products are detected after they have been delivered or are in use.

Corrected nonconforming products are subject to reverification to demonstrate conformity to requirements.

Records of the nature of product nonconformities and any subsequent actions taken, including concessions obtained, are maintained (see 4.2.4).

8.4 Analysis of Data

Appropriate data is determined, collected and analyzed to demonstrate the suitability and effectiveness of our quality management system and to evaluate where continual improvement of the effectiveness of our system can be made. This includes monitoring and measurement data and data from other relevant sources (see 5.6.1).

The analysis of data provides information relating to

- a) customer satisfaction (see 8.2.1),
- b) conformity to product requirements (see 8.2.4),
- c) characteristics and trends of processes and products, including opportunities for preventive action (see 8.2.3 & 8.2.4), and
- d) suppliers (see 7.4).

8.5 Improvement

8.5.1 Continual Improvement

The effectiveness of our quality management system is continually improved using the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions, and management review.

8.5.2 Corrective Action

Action is taken to eliminate the causes of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered.

A documented procedure (see OP14-1) is established to define requirements for

- a) reviewing nonconformities (including customer complaints),
- b) determining the causes of nonconformities,
- c) evaluating the need for action to ensure that nonconformities do not recur,
- d) determining and implementing action needed,
- e) records of the results of action taken (see 4.2.4), and
- f) reviewing the effectiveness of corrective action taken.

8.5.3 Preventive Action

Action is determined to eliminate the causes of potential nonconformities in order to prevent occurrence. Preventive actions are appropriate to the effects of the potential problems.

A documented procedure (see OP14-1) is established to define requirements for

- a) determining potential nonconformities and their causes,
- b) evaluating the need for action to prevent occurrence of nonconformities,
- c) determining and implementing action needed,
- d) records of results of action taken (see 4.2.4), and
- e) reviewing the effectiveness of preventive action taken.

Appendix A

Terms & Definitions

Activity - General term used when referring to departments, areas, processes, functions, etc. in an organization.

Concession - Permission to use or release products that do not conform to specified requirements.

Continual Improvement - Recurring activity to increase an organization's ability to fulfill requirements.

Customer Satisfaction - Customer's perception of the degree to which their requirements have been fulfilled.

Infrastructure - System of facilities, equipment and services needed for the operation of an organization.

Process - Set of interrelated or interacting activities which transforms inputs into outputs.

Product - Result of processes, including goods and services.

Qualification - Process to demonstrate the ability of an entity (e.g., process, equipment, personnel) to fulfill specified requirements. The term "qualified" is used to designate the corresponding status.

Quality - Degree to which a set of inherent characteristics fulfills requirements. The term "quality" can be used with qualifiers such as poor, good or excellent.

Quality Management System - Management system to direct and control an organization with regard to quality.

Quality Manual - Document specifying requirements of the quality management system of an organization.

Quality Objective - Something sought, or aimed for, related to quality, which is generally based on an organization's quality policy and specified for relevant functions and levels in the organization.

Quality Policy - Overall intentions and direction of an organization related to quality as formally expressed by the organization's top management.

Release - Permission to proceed to the next stage of a process.

Requirement - Need or expectation relating to quality that is stated, generally implied or obligatory. Such a need or expectation may be an internally-generated, customer-based or regulatory requirement.

Traceability – Ability to trace the history, application or location of that which is under consideration (e.g., origin of materials, processing history, distribution and location of products after delivery).

Validation - Confirmation through the provision of objective evidence that requirements for a specific intended use or application have been fulfilled. The term "validated" is used to designate the corresponding status.

Verification - Confirmation through the provision of objective evidence that specified requirements have been fulfilled. The term "verified" is used to designate the corresponding status.

Appendix B
Cross-Reference Matrix

QUALITY MANUAL/ISO 9001:2008		OPERATING PROCEDURES
1	Scope of Quality Management System	
1.1	General	
1.2	Application & Exclusions	
2	Normative Reference	
3	Terms & Definitions	
4	Quality Management System	
4.1	General Requirements	OP02-1
4.2	Documentation Requirements	
4.2.1	General	OP02-1
4.2.2	Quality Manual	OP02-1
4.2.3	Control of Documents	OP05-1 + OP05-2 + OP05-3
4.2.4	Control of Records	OP16-1
5	Management Responsibility	
5.1	Management Commitment	OP01-1
5.2	Customer Focus	OP03-1 + OP04-1
5.3	Quality Policy	OP01-1
5.4	Planning	
5.4.1	Quality Objectives	OP01-1
5.4.2	Quality Management System Planning	OP02-1
5.5	Responsibility, Authority & Communication	
5.5.1	Responsibility & Authority	OP01-1
5.5.2	Management Representative	OP01-1
5.5.3	Internal Communication	OP01-1
5.6	Management Review	
5.6.1	General	OP01-1
5.6.2	Review Input	OP01-1
5.6.3	Review Output	OP01-1
6	Resource Management	
6.1	Provision of Resources	OP01-1
6.2	Human Resources	
6.2.1	General	OP01-1
6.2.2	Competence, Training & Awareness	OP18-1
6.3	Infrastructure	OP09-1
6.4	Work Environment	OP09-1
7	Product Realization	
7.1	Planning of Product Realization	OP02-1 + OP10-1 + OP10-2 + OP10-3
7.2	Customer-Related Processes	
7.2.1	Determination of Product-Related Requirements	OP03-1 + OP04-1
7.2.2	Review of Product-Related Requirements	OP03-1
7.2.3	Customer Communication	OP01-1 + OP03-1 + OP14-1
7.3	Design & Development	
7.3.1	Design & Development Planning	OP04-1
7.3.2	Design & Development Inputs	OP04-1
7.3.3	Design & Development Outputs	OP04-1
7.3.4	Design & Development Review	OP04-1
7.3.5	Design & Development Verification	OP04-1
7.3.6	Design & Development Validation	OP04-1
7.3.7	Control of Design & Development Changes	OP04-1

Appendix B

Cross-Reference Matrix

QUALITY MANUAL/ISO 9001:2008		OPERATING PROCEDURES
7.4	Purchasing	
7.4.1	Purchasing Process	OP06-1
7.4.2	Purchasing Information	OP06-1
7.4.3	Verification of Purchased Products	OP06-1 + OP10-1
7.5	Production Processes	
7.5.1	Control of Production Processes	OP09-1 + OP15-1 + OP19-1
7.5.2	Validation of Production Processes	OP09-1
7.5.3	Product Identification & Traceability	OP08-1 + OP10-1 + OP10-2 + OP10-3 + OP12-1
7.5.4	Customer Property	OP07-1
7.5.5	Preservation of Products	OP15-1
7.6	Control of Monitoring & Measuring Equipment	OP11-1
8	Measurement, Analysis & Improvement	
8.1	General	OP10-1 + OP10-2 + OP10-3 + OP20-1 + OP20-2
8.2	Monitoring & Measurement	
8.2.1	Customer Satisfaction	OP01-1
8.2.2	Internal Audits	OP17-1
8.2.3	Monitoring & Measurement of Processes	OP17-1 + OP20-1 + OP20-2
8.2.4	Monitoring & Measurement of Products	OP10-1 + OP10-2 + OP10-3 + OP20-1 + OP20-2
8.3	Control of Nonconforming Products	OP13-1
8.4	Analysis of Data	OP20-1 + OP20-2
8.5	Improvement	
8.5.1	Continual Improvement	OP01-1
8.5.2	Corrective Action	OP14-1
8.5.3	Preventive Action	OP14-1