

AIRBORN, INC.
Document Cover Sheet

(X) Procedure
() Training Document

() Work Instruction
() Reference Document

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Description Quality Manual

Written By Joe DesRochers	Initial Release 9/19/94 <small>(Formerly AB-1-Q-P-0001 May '62)</small>	Page 1 OF 34
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Administrative	Evelyn Key 9/23/94, Jay G. McKie 9/29/94	
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AIRBORN INTERCONNECT, INC.
QUALITY POLICY

Meeting our customers' requirements for products and services
through continuous improvement.

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1. PURPOSE

- 1.1 The primary purpose of this Quality Manual is to describe and document the Quality Program currently in practice at AirBorn Interconnect, Inc..
- 1.2 This Manual is the central source of general policies, procedures, and responsibilities that in turn authorize and govern creation of subsidiary quality related documentation and activities. As applicable, a quality system requirements flow down to task specific work instructions/Job Aids will be documented.
- 1.3 This Manual provides comprehensive evidence to all customers, suppliers, and employees that AirBorn Interconnect, Inc. is committed to establishing and maintaining acceptable levels of measurable Quality in its products and services.
- 1.4 The requirements and procedures addressed in the Quality Manual are intended to meet the requirements of ISO9001:2008 and SAE AS9100:2009 and customer QA specifications.

2. SCOPE

- 2.1 This Quality Manual applies to all activities and personnel within AirBorn Interconnect, Inc. as specified herein and encompasses the design and manufacture of interconnect devices and systems.
- 2.2 This manual outlines the policy of AirBorn Interconnect, Inc. relating to its Total Quality Management System. The Quality Manual, issued and controlled by AirBorn Interconnect, Inc. defines the Total Quality Management System which is effective across all disciplines and at all levels within the Company.

3. DEPARTMENTS RESPONSIBLE FOR IMPLEMENTATION AND TRAINING

- 3.1 This manual is issued under the authority of the President of AirBorn Interconnect, Inc..
- 3.2 All departments are responsible for this procedure where they are noted within.

Training type and level per AB-0006:

GENERAL (), SPECIFIC - LEVEL I () II () III (), N/A (X)

4. PROCEDURE / PROCESS

4.1 ISSUE OF THE MANUAL

The Master copy of the manual will be held by the Document Control Department. The AirBorn Interconnect, Inc. senior manager responsible for quality will issue amendments to the Manual and withdraw obsolete information. Copies may be distributed to organizations or persons at the discretion of the senior manager responsible for quality. These will be current at the date of issue only and will not be subject to amendment action.

4.2 REVISIONS

The Controlled Manual will be updated and revised as required. The issue of revisions requires approval by management.

4.3 REVIEW

The Manual will be reviewed at a minimum annually and the Quality System audited over this 12 month period to affirm that the current practices conform to the policies set out in the manual.

4.4 ORGANIZATION

4.4.1 ORGANIZATIONAL REPORTING (Ref. AB-R017)

Individual facility organizations (Org Charts) are illustrated in AB-R029 through AB-R032.

PRESIDENT

- General Management
- Quality
- Engineering
- Marketing
- Manufacturing
- Finance
- Materials/MIS
- Human Resources

4.4.2 FUNCTIONAL RELATIONSHIP (Ref. AB-R012)

The interrelationship of AirBorn processes and Quality System clauses is illustrated in a matrix document AB-R012 and flowchart document AB-R033, which are attachments to the manual.

4.4.3 Limitations - Process site abbreviated participation:

- a) Design and Development processes are performed at Addison and Georgetown for the corporation and are thus not performed at Phoenix or Winnsboro although Configuration Management is applicable to all sites.
- b) Contract Review and order entry processes are performed at Addison and Georgetown for the corporation and are thus not performed at Phoenix or Winnsboro although contract flowdown is applicable to all sites via the site activity work order traveler
- c) Document Control processes are performed at Addison and Georgetown for the corporation and are thus not performed at Phoenix or Winnsboro although all sites control documents that are released to them for site specific use.
- d) Calibration processes are performed at Addison for the Winnsboro site.

4.4.4 Exclusions: AirBorn Interconnect, Inc. performs no “after sale” installation, maintenance, or repair function except as defined via the RGA system wherein product may be returned should it fail to meet specified design and performance requirements. As a result, “servicing” is not applicable.

4.5 QUALITY MANAGEMENT SYSTEM

- 4.5.1 **General Requirement** - This policy defines the quality system operated by AirBorn Interconnect, Inc. to ensure that all products and services conform to specified requirements. The Total Quality Management System is process oriented; customer focused, and promotes continual improvement through process interaction.
- 4.5.1.1 AirBorn Interconnect, Inc. will operate a Total Quality Management System based on policies and procedures which are documented and accessible to the responsible personnel, customers and statutory and regulatory authority representatives. This total Quality Management System shall be established, documented, implemented and maintained in accordance with the requirements of ISO9001:2008 and AS9100:2009.
- 4.5.1.2 The total quality management system will include requirements of customer, statutory and regulatory authorities with supporting documentation that identifies the processes needed for all functions and reflects the sequence and interaction of processes.
- 4.5.1.3 The appointed Management Representative bears the prime responsibility for establishing and maintaining an effective and economic Total Quality Management System.
- 4.5.1.4 The President and senior management will resolve any conflicts or difficulties involved in the implementation of the Total Quality Management System and will ensure that corrective action necessary to prevent recurrences of system shortcomings or non-conformance is implemented.
- 4.5.1.5 AirBorn will establish, implement and maintain a process for managing risk which includes:
- a) the assignment of responsibility for risk management,
 - b) definition of risk criteria,
 - c) process to identify, assess and communicate risks throughout the organization, including assembly processes,
 - d) identify, implement and manage actions taken to mitigate (negate) any unacceptable risk,
 - e) accept any risk remaining after mitigating action.
- 4.5.1.6 All functional department heads are responsible for the maintenance of the work instructions in their area required for the implementation and continued support of the Total Quality Management System.
- 4.5.1.7 Quality planning will include, but not be limited to the following: Identification, definition and control of processes, both internal and outsourced, and implement methods to monitor, measure, and analyze the processes for effectiveness and continual improvement; identify resources, skills, equipment, design and use of tooling and control plans to capture key characteristics and achieve planned results; development of process information and standards of acceptability; identification of verification points and inspection techniques; selection of subcontractors; etc.

4.5.1.8 It is the responsibility of all senior management to familiarize themselves with the Total Quality Management System requirements and to ensure that these are observed accordingly. Management will use information from the quality management system to effect continual improvement.

4.5.2 **Documentation Requirements** – The Total Quality Management System includes a documented Quality Policy and Company Objective, a Quality Manual, procedures required by the International Standard, documents needed to ensure effective planning, operation, and control of processes, records required by the international standard, and requirements imposed by applicable statutory and regulatory authorities. A configuration management system is established, documented, and maintained. Personnel shall be aware and have access to relevant documentation and changes.

4.5.2.1 Quality Manual - The Total Quality Management System is structured in three levels. Level One is documented in the form of a Quality Manual and contains the corporate policies and responsibilities. The manual includes, as a minimum, the scope of the Quality Management System including details of and justification for any exclusions, documented procedures established for the Quality Management System, and a description of the interaction between processes of the Quality Management System. Level Two contains the operating standard procedures of the Company which are referenced to the Total Quality Management System requirements of the Quality Manual. Level Three is the task specific support documentation. Work instructions, Job Aids, reference documents, and forms are examples of level three documents.

4.5.3 **Control of Documents** – The Company has established, documented and maintains a configuration management process. This policy defines the way in which all documentation, forming a part of the Total Quality Management System, will be controlled.

4.5.3.1 All documentation used to effectively plan, implement and control the Quality of the Company's products and services throughout design, development, purchasing, manufacturing, assembly, test and inspection, storage and subsequent shipping to the customer and installation, commissioning and maintenance will be controlled.

4.5.3.2 Such documentation will include Work Instructions, Procedures, Quality Control Instructions, Product Specifications, Drawings, Bills of Material and Bills of Operations and documents of external origin.

4.5.3.3 In addition, procedures forming the Total Quality Management System will be controlled. The issue and amendment of all such documentation will be authorized, controlled and recorded. The issue and amendment control procedures will ensure that current information and change information is available as required throughout the Company, that obsolete information is withdrawn from use, that obsolete documents will be identified as such and be controlled, and that documents remain legible and readily identifiable. Initial release of documents will be approved prior to issue.

4.5.3.4 Document and data amendments will be reviewed, verified and validated as appropriate, and approved by the same function that performed the original review

and approval, unless otherwise specified. Persons approved to make changes to production processes will be identified. All amendment information will be accessible. The amendment process will be documented to ensure timely review, distribution, approval, implementation, maintenance and coordination with customer, statutory and/or regulatory authority as required. As applicable, changes affecting design and development, processes, equipment, tools, and programs will be documented and will be assessed to confirm the desired effect has been achieved and determine the effect on delivered product. Records of the reviews, necessary actions, and approval will be maintained.

4.5.3.5 A control system will be established should any customer furnished digital data be submitted for design, production or inspection.

4.5.3.6 Documents of external origin will be identified and distribution controlled. Any external documents on file will be verified, by the user, for revision level prior to use.

4.5.3.7 The Engineering function is responsible for maintaining the document control center. It is the responsibility of the Senior Manager, responsible for quality, to ensure that the document control procedures are effective in meeting the requirements of this policy.

4.5.3.8 It is the responsibility of all company personnel originating, acquiring, or amending any process or material which falls within the scope of controlled documentation, to ensure that such activities are recorded in the appropriate documentation in accordance with the document control procedures.

4.5.4 **Control of Records** - All essential quality related activities will be the subject of records to fully demonstrate the achievement of specified requirements and the effective operation of the Company's Total Quality Management System.

4.5.4.1 Documented procedures shall define the method of controlling records created by and/or retained by AirBorn and suppliers. The procedure shall define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records.

4.5.4.2 Records will be suitably stored and maintained to ensure their safe keeping and subsequent retrieval.

4.5.4.3 The retention periods and the authority for the disposal of records will be defined by functional department heads and documented in the departmental Record Retention Schedule. Access to records will be made available to statutory and regulatory authorities, the purchaser, or his representative as required.

4.5.4.4 The Quality function is responsible for ensuring that the procedure which implements this policy is maintained and is effective.

4.5.4.5 The facilities function will coordinate any access to records in storage required by the customer or others. Access to active records will be coordinated by functional department heads.

4.5.4.6 It is the responsibility of all personnel to ensure that records are compiled in a complete, legible, identifiable and accurate manner and are correctly filed and stored in the location provided for retrievability.

4.5.4.7 Documents Implementing This Policy

AB-0001 - Document Control Procedure

AB-0004 - Engineering Change Control

AB-0008 - Control of Records

4.6 MANAGEMENT RESPONSIBILITY

4.6.1 **Management Commitment** – Management provides evidence of its commitment to the development and implementation of a Total Quality Management System and continually improving its effectiveness by the following:

4.6.1.1 **Customer Focus** – Management ensures that customer requirements are determined and fulfilled with the aim of enhancing customer satisfaction. Customer requirements and expectations are first considered in the design phase and carried throughout all steps of processing. Product conformity and on time delivery shall be measured with appropriate action taken if results are not achieved.

4.6.1.2 **Quality Policy** - The corporate quality policy of AirBorn Interconnect, Inc. is stated in the Company's Quality Policy and Company Objective which has been developed and agreed to by the senior management of the Company and communicated to the entire organization. This commitment seeks continual improvement of the system to achieve the Company mission and enhance customer satisfaction. Management will review the Quality Policy and Total Quality Management System on an annual basis to ensure its continued effectiveness and suitability. The Human Resources function is responsible for issuing a copy of the Company Quality Policy to new employees, and senior management is responsible for ensuring that their staff is conversant with the Company's Quality Policy and its Total Quality Management System.

4.6.1.3 **Quality Objectives** - AirBorn Interconnect, Inc. is committed to achieve this policy through the implementation and maintenance of a Total Quality Management System and established measurable quality objectives. Management will ensure that objectives are established at relevant functions and levels within the organization and support product and process requirements.

4.6.1.4 **Quality Management System Planning** - It is the responsibility of the President of AirBorn Interconnect, Inc. to identify and provide the resources and trained personnel necessary to manage, implement, maintain, verify, and improve the Total Quality Management System and objectives. Additionally, a suitable working environment and suitable equipment must be provided. Planned changes to the system will maintain system integrity.

4.6.1.5 **Responsibility, Authority and Communication** - Responsibility and authority are defined and communicated through job descriptions. It is a management responsibility to identify adequate personnel resources to address the required task.

This is accomplished, in part, by implementation and periodic review of job descriptions that adequately define resource skills, reporting structure, pay levels and function requirements. The Company is committed to ensuring that all staff are responsible for the quality of their work, and so verification is carried out by the personnel who perform the operations. Quality Assurance activity performed by operators will be proceduralized so that the tasks and responsibilities, that are authorized, are defined. Appropriate training per AB-0006 will be accomplished. An organizational chart shows organizational interrelationship and authority.

- 4.6.1.6 **Management Representative** - The AirBorn Interconnect, Inc. ISO9001:2008/AS9100:2009 Program Representative appointed by Management is responsible for the Quality System, coordination of the management review activity, and promotion of awareness of customer requirements. The overall performance of the system shall be reported to Management for their review as a basis for improvement. Additionally, the representative is responsible for all matters concerning the Quality Manual and shall interface directly with the ISO9001:2008/AS9100:2009 Program Registrar on matters connected with the program. The Representative shall have authority for ensuring that the Quality System is established, implemented, and maintained and have the organizational freedom and unrestricted access to resolve matters pertaining to quality and the quality management system.
- 4.6.1.7 **Internal Communication** - Appropriate communication processes will be implemented to convey information throughout the organization, including system effectiveness, the need to meet customer, regulatory, and statutory requirements, and other necessary data. Transmission of data, agreements or instructions, must be documented rather than verbal.
- 4.6.1.8 **Management Review** - The Quality System shall be reviewed at a minimum annually by the President and senior management to ensure its continued suitability, adequacy and effectiveness. Records of such reviews shall be maintained until the next review or as dictated by the applicable retention schedule.
- 4.6.1.9 **Review input** - The review shall address as a minimum the following input:
- Confirmation that the Statement of Policy and Authority is still valid and requires no change.
 - A review of the Quality Manual and Procedures to confirm that they meet the requirements of ISO9001:2008/AS9100:2009.
 - The identification of weaknesses and deficiencies in the Quality System, including those identified as a result of internal and external quality audits and consideration of possible improvements
 - While addressed as they occur, client complaints incurred throughout the year will be reviewed for total impact to identify possible savings and reconsideration of existing working practices
 - Verification that corrective/preventative action procedures are effective
 - Review of objectives.
 - Process Performance and Product conformance
 - Planned changes that affect the Total Quality Management System
 - Recommendations for improvement.

- Follow-up actions from previous management reviews.

4.6.1.10 **Review Output** - The management review shall be conducted in a group setting and following a documented agenda. The output of this review shall be documented and include but not be limited to Total Quality Management System process improvement, product improvement, and appropriate resources decision. Agreed non-compliances shall be processed in accordance with the Company's corrective action system.

4.6.1.11 Documents Implementing This Policy

AB-0005 - Implementation of Corrective Actions

AB-0011 - AirBorn Audits

AB-0024 - Procedure for Quality System Management

AB-0027 - Customer Complaint Procedure

AB-R028 – AS/ISO Management Review Agenda

4.7 RESOURCE MANAGEMENT

- 4.7.1 **Provision of Resources** – Appropriate resources will be determined and provided such that the Total Quality Management System can be implemented, maintained, its effectiveness continually improved upon resulting in enhanced customer satisfaction.
- 4.7.2 **Human Resources** – Competency of personnel shall be based on appropriate education, skills, experience, and training with appropriate supporting records. The working foreman or functional department head is responsible for ensuring that only personnel who are suitably qualified perform tasks requiring acquired skill and for maintaining the appropriate departmental training records. It is the responsibility of the functional department head to analyze instances of non-conformance (as identified by the Quality function through Corrective Actions or other means) for evidence of insufficient skill, job knowledge or training.
- 4.7.3 **Competency, Awareness, and Training** - Awareness and effectiveness of personnel competency may be established by training, reviews, audits, corrective actions, certifications, etc.. The Company shall ensure that all personnel are adequately trained for the tasks that they are required to undertake. All staff will receive appropriate training before carrying out manufacturing or testing operations. Training programs are devised to ensure complete familiarity with all requirements of the process. Records will be maintained of training given, and completion of training will be subject to an end of training review. Periodic reviews of training requirements will be made to ensure that training remains effective, and to identify needs for retraining. Additionally, they shall be made aware of the value of their activity and their contribution to the overall achievement of objectives. The Human Resources function will maintain training records for General Awareness and Level III Certification.
- 4.7.4 **Infrastructure and Work Environment** – To achieve conformity and consistency in product and process, and as a part of resource planning, the Company shall identify, provide, and maintain facilities, equipment, supporting services, such as IT, transport, etc., utilities, and appropriate work environment.

4.7.4.1 Documents Implementing This Policy

AB-0006 - Training Procedure.

4.8 PRODUCT REALIZATION

4.8.1 **Planning of Product Realization** - Planning of the product realization shall be consistent with other processes of the quality management system. This planning includes the input of supporting departments involved in the quality of product thereby resulting in structured and controlled planning that takes into account any risk, resource or schedule constraints. The planning process determines objectives, processes, resources, documentation, other verification, validation, monitoring and measuring activities, inspection and test activities, and resulting data records, the output of which will be a suitable form for AirBorn operations. The planning process will establish, implement and maintain a process for transferring work (from 1 organization to another, from 1 facility to another, from 1 supplier to another, etc.) and verify the conformity of the work.

4.8.2 **Determination of Requirements Related to Product** - Determining requirements related to the product include as a minimum, delivery and post delivery activities, product intended use even when not a customer requirement, statutory and regulatory requirements, other requirements as determined by Engineering, including but not limited to configuration management, product and personal safety, reliability, availability and maintainability, producibility and inspectability, suitability of parts and materials used in product. Planning shall include establishing process controls and control plans for key characteristics, identification of in-process verification points for characteristics that cannot be verified at a later stage, design, manufacture and use of tooling to take variable measurements, particularly key characteristics and any special process needs.

4.8.3 **Review of Requirements Related to Product** - Contract Review defines the way in which customer and supplier requirements will be established and reviewed.

4.8.3.1 The Company will identify potential markets and customers and establish their requirements. Additionally, providers of component product and value added processes will be identified and approved.

4.8.3.2 A customer drawing file will be established and regularly reviewed to ensure it continues to reflect the requirements of customers and the Company's ability to meet them.

4.8.3.3 Feedback on product performance will be relayed to design, development, manufacturing, and quality functions and will be used as the basis for design or process improvement.

4.8.3.4 Customer and supplier orders and order amendments will be reviewed prior to commitment and confirmed before acceptance. This ensures that the requirements are adequately defined and documented to identify any differences between the order and the original quotation, determines AirBorn's and its provider's ability to meet the specified requirements, determines any special product requirements and identifies any risks. This includes delivery evaluation and review of impact of new technology. Records of the review will be maintained. Customer contract requirements are confirmed regardless of whether the customer provides documented statement of those requirements. Initiation of contract amendments and resulting transfer of information to appropriate functions will be documented.

4.8.3.5 The Marketing function is responsible for the review of the customer drawing file.

- 4.8.3.6 The Marketing and Design Engineering functions are responsible for the review of customer specific project activities.
- 4.8.3.7 The Marketing function is responsible for the coordination of the contract review activity and maintaining the customer drawing files.
- 4.8.3.8 The Materials and Purchasing functions are responsible for the accuracy of sub-tier contractual requirements.
- 4.8.3.9 The Design Engineering function is responsible for documenting specific component design characteristics and managing projects involving products and processes in a controlled manner to achieve product realization.
- 4.8.3.10 The Procurement Teams are responsible for review of supplier quality system capability and compliance and resulting supplier performance.
- 4.8.3.11 The Quality function is responsible for developing Quality Plans which encompasses inspection and test, equipment, and documentation to be submitted to the customer.

4.8.4 Customer Communication – Communication with customers and/or statutory and regulatory agencies regarding new design requirements or changes to existing design requirements will be provided by Engineering and/or Marketing in various forms and shall be documented. Communication with customers and statutory and regulatory agencies regarding company ownership of manufacturing location will be provided by Marketing. Communication with the customer regarding contract issues and revisions will be provided by Customer Service and will be documented. Communication with customers and/or statutory and regulatory agencies regarding quality program plans, approved flows, product baselines, test procedures, qualification plans, etc. will be provided by the Quality group. Communication with customers regarding company status change, such as management, location etc., or change of status of AS9100 certification will be provided, as required, and be documented. When received, customer or statutory or regulatory agency feedback regarding above noted communications or product quality inquiries will be directed to the appropriate personnel. This will include, but not be limited to complaints, returned product and report cards. Transmission of data, agreements or instructions, must be documented rather than verbal.

4.8.4.1 Documents Implementing This Policy

AB-0010 - Drawing/Contract Review Procedure

4.8.5 Design and Development - Design Control defines the way in which design and development will be controlled in order to satisfy customer requirements and thereby achieve the Company objectives. The results of Design and Development will be captured by the configuration management methodology that includes configuration management planning, configuration identification, change control, configuration status and configuration audits.

4.8.5.1 Design and Development Planning - It is the policy of the Company to design, develop and supply a range of high quality, cost effective and innovative products

(including equipment, systems and services) which will satisfy the customers requirements.

- 4.8.5.2 In order to achieve this objective, the design and development activities will be based upon documented procedures. These will include design and development planning to include the sequence of tasks and mandatory steps and stages, design review, responsibility and authority, control of documentation, and design verification and validation by approval of design data. Consideration will be given to structuring the effort into significant activities and analyzing the tasks and resources within each activity. The analysis shall consider responsible personnel, design content, design constraints, input / output data consistent with requirements, and performance criteria. The input data specific to each element is reviewed to ensure consistency with requirements. Output data will be updated as design and development progresses.
- 4.8.5.3 The design and development functions will be periodically and systematically audited as part of the Company's documented procedures. Audits will be conducted both internally and externally as required. It is the responsibility of the audit team leader to ensure that internal and external design and development activities are audited in accordance with the Company's audit procedures.
- 4.8.5.4 During the design and development stages, safety and functional objectives shall be accomplished in accordance with customer, statutory and regulatory requirements. Additionally, reliability and the ability to produce, inspect, test and maintain the product is considered along with any special requirements or elements of the product that might have risk such as requirements at the limit of process or performance. These requirements shall be identified, documented and reviewed with any conflicting or ambiguous requirements being addressed. Planning output shall be updated, as appropriate, as the design and development progresses.
- 4.8.5.5 The Design Engineering function is responsible for managing communication and assignment of responsibility between different groups involved in design and development, and establishing, implementing, and maintaining the procedures which will control the design and development of systems and networks for specific customer projects.
- 4.8.5.6 **Design and Development Input** – Feedback from all relevant sources will be used to improve the quality of design and to identify areas for new product development. Input from various organizational groups shall be documented, transferred and reviewed to ensure consistency with requirements. This feedback shall include functional and performance requirements, statutory and regulatory requirements, design data from similar designs, other requirements essential for design and development and results of contract review. Completed requirements shall be clear and non-conflicting. Any design or development activity which is carried out externally will be conducted in accordance with directives of Design Engineering.
- 4.8.5.7 **Design and Development Output** – The design and development output will be provided in a manner that will allow verification of inputs and approval prior to

release, meet the input requirements and provide adequate information for purchasing, production, and service provision, as applicable. The output will reference acceptance and usage guidelines, specify mechanical and performance characteristics for the safe and proper use of the product, and identify critical items, including key characteristics (when applicable), safety, performance, producibility, life, or other elements having significant effect on product or use, etc. in accordance with design or contract requirements. Additionally, the output will capture any actions to be taken. All data necessary for identification, manufacture, inspection, use and maintainability shall be defined in accordance with the configuration management system. This could include drawings, part lists, specifications necessary to define the configuration and the design features of the product or other information on material, processes, type of manufacturing and assembly data needed of the product necessary to ensure the conformity of the product.

- 4.8.5.8 **Design and Development Review** – A documented review of design will be accomplished by the appropriate representatives of functions concerned with the design and will illustrate the design meets requirements, identify any needed action, and authorize progression to the next stage. Records of the review and actions shall be maintained.
- 4.8.5.9 **Design and Development Verification and Validation** – Documented verification and subsequent validation of design will be accomplished on final product prior to delivery and under defined conditions to ensure the design output meets input and the design is capable of meeting application requirements. Intended use may dictate multiple validations. Verification and validation measures and actions will be recorded and shall demonstrate that product definition meets specifications for operational conditions.
- 4.8.5.10 **Design and Development Verification and Validation Testing** – Any necessary testing shall be planned, controlled, reviewed, and documented. The documentation shall identify product and resources, test conditions and objectives, test parameters and acceptance criteria. Additionally, test procedures shall describe verification of product, test method, operation, performance and recording of results. The test plan and test procedure shall be observed to verify compliance with acceptance criteria. At the completion of design and/or development, reports, calculations, test results, etc., shall demonstrate that the product definition meets the specification requirements for all identified operational conditions.
- 4.8.5.11 **Control of Design and Development Changes** - Documented design and development changes will be reviewed, validated, verified, and approved prior to implementation and will include any necessary customer and/or statutory and regulatory authority approval. The review of changes shall include a review of effect on constituent parts and previous product delivered. Changes shall be controlled in accordance with the configuration management process (change control) and records will be maintained.

4.8.5.12 Documents Implementing This Policy

AB-0016 - New Product Design and Development Control
AB-0004 - Engineering Change Control

4.8.6 Purchasing Control - This policy defines the controls on the purchase of materials and services used in the manufacture of the Company's products.

4.8.6.1 All purchased materials and services required for the manufacture of products will be the subject of written purchase orders which will clearly describe all requirements.

4.8.6.2 In line with the Company's policy of using only materials which meet the required quality, all materials used in manufacturing will be purchased to the Company's specification. The Company will procure materials or services from an approved source acceptable to the Company or from a customer designated/approved source. The Company will be responsible for the conformity of the received materials.

4.8.6.3 The Procurement Team is responsible for establishing and maintaining the approved supplier list which includes approval status and the supplier scope of approval. The Procurement Team will periodically review supplier ratings and evaluate/re-evaluate addition/deletions to the approved supplier listing and/or establish other levels of control dependent upon the criticality of product. Supplier selection will be based on understanding and managing risk and ability to supply in accordance with requirements. Procedure shall define the action taken when supplier does not meet requirements. Records of the review and any subsequent action will be maintained.

4.8.6.4 Such assessment, or re-assessment, will be carried out in accordance with the Company's procedure for the selection of suppliers.

4.8.6.5 The Company will work closely with its suppliers to establish quality procedures which eliminate the need for incoming inspection. Copies of supplier's quality test and/or certifications of results will be used for this purpose. Any delegation of verification of product will be in accordance with documented procedures. Pending being satisfied that a supplier's quality system is adequate to permit identification testing/inspection only, instead of full incoming inspection quality test, incoming materials will be subject to inspection on a sample basis.

4.8.6.6 It is the responsibility of the senior manager responsible for purchasing to ensure that the procedures established for the control of the purchasing activity are implemented and maintained. This includes, but is not limited to a selection, quote, requisition, and PO process and review.

4.8.6.7 The Engineering function is responsible for ensuring that material specifications will allow product specifications to be met.

4.8.6.8 **Purchasing Information** – Information provided the supplier will adequately describe the product or service purchased. Where appropriate, this will include but not be limited to the following:

- Quality Management system requirements,
- requirements for qualification of personnel,
- requirements for approval of product, procedures, processes, and equipment,

- applicable drawings, specifications, process requirements, inspection instructions and other relevant technical data with revisions thereof,
- requirements for design, test, inspection, verification, including process verification and related instructions for acceptance including statistical techniques (when required), or other key characteristics,
- requirements for test specimens,
- requirements relative to supplier notification of nonconforming product and arrangements for approval of supplier nonconforming material,
- requirements for supplier notification of changes in product and/or process definition, suppliers and facilities.
- right of access by AirBorn Interconnect, Inc., their customer, and statutory or regulatory authorities to all applicable areas of facilities involved in the order and to all applicable records,
- requirements for suppliers to flow down applicable requirements in the purchasing documents, including key characteristics and customer requirements, where required. A review and approval process shall ensure the adequacy of purchase requirements prior to communicating to the supplier.
- requirements for record retention.

4.8.6.9 **Verification of Purchased Product** - The Quality function will determine the extent of the receiving inspection activity required and establish and implement inspection or other activities necessary to ensure purchased product meets specified purchase requirements. These activities may include obtaining objective evidence of the quality of the product from suppliers (e.g., accompanying documentation, certificate of conformity, test reports, statistical records, process control, inspection and audit at supplier's premises, review of the required documentation, inspection of products upon receipt, and, delegation of verification to the supplier, or supplier certification).

4.8.6.10 Purchased product will be verified as conforming prior to further processing unless released using an early release procedure.

4.8.6.11 Test reports may be used to verify purchased product. The data in test reports shall be reviewed for acceptability per applicable specifications. Test reports shall be periodically validated for raw material.

4.8.6.12 The Quality function will coordinate the assessment of vendors quality systems. The results of assessment, or re-assessment, and the subsequent level of supplier performance will be used to determine the extent of receiving inspection necessary before acceptance of the supplies by the Company.

4.8.6.13 The Company and its customers' right to verify quality systems and materials at source shall be specified in its conditions of purchase. Supplier verification requirements will be identified at the contract review stage. It is the responsibility of the Quality function to coordinate any source verification activity required. Where verification activities are delegated to the supplier, the requirements for delegation shall be defined and a register of delegations maintained.

4.8.6.14 Verification of product at any level in the supply chain is not used as evidence of effective control of quality therefore does not absolve the Company of the

responsibility to provide acceptable product compliant with all requirements or preclude subsequent rejection by the customer.

4.8.6.15 Documents Implementing This Policy

AB-0018 - Control Of Purchases

AB-0020 – Inspection and Testing

4.8.7 Production and Service Provision - This policy defines the way in which the manufacturing and support processes will be controlled.

- 4.8.7.1 The Company's quality philosophy involves a "right the first time" approach rather than inspecting quality into the product at a late stage. This philosophy will be implemented by having detailed Work Instructions to define how all operations will be carried out. For Quality Assurance activities performed by individual process performers, there will be procedures defining tasks and responsibilities and the requirements and training necessary to perform the task. Details of in-process and post-process quality control checks will be included in Work Instructions and Quality Control Instructions. Records of quality checks will be used as the basis of feedback for process quality improvement.
- 4.8.7.2 Material/Manufacturing Planners are responsible for the planning and scheduling of work orders.
- 4.8.7.3 Production will be carried out against schedules which take account of customer requirements.
- 4.8.7.4 The Engineering function is responsible for providing information that describes product characteristics and establishing workmanship standards in the manufacturing work instructions. Changes affecting processes, equipment, tools or software programs will be documented through the engineering change control and training processes. Review, approval and notification of changes may include customer and/or statutory and regulatory authority.
- 4.8.7.5 It is the responsibility of the Quality function to ensure that the Quality Control Instructions adequately specify requirements.
- 4.8.7.6 The senior manager responsible for quality is responsible for ensuring that the Process and Quality Control Instructions are established and maintained.
- 4.8.7.7 It is the responsibility of manufacturing and support groups to perform their function in accordance with the applicable work instructions, reference documents, and specifications. Additionally, the monitoring of the processes by the use of process control tools may be appropriate per the process definition.
- 4.8.7.8 Wherever possible, quantitative measures will be used for monitoring processes. This will require the availability and use of monitoring and measuring equipment. Control chart techniques, where applicable, will be used as the basis for process control action.

4.8.7.9 Production will be performed under controlled conditions in accordance with approved data. This data may include as necessary:

- drawings, parts lists, flow charts including inspection operations, or other information describing the characteristics of the product,
- production documents and inspection documents,
- Work Instructions and Quality Control instructions will include workmanship standards and engineering specifications and make reference to visual aids, samples, standards, and specifications, where applicable,
- listing of suitable equipment and/or specific or non-specific tools and software machine programs required and instructions associated with their use.
- availability and use of monitoring and measurement equipment
- implementation of monitoring and measurement
- implementation of release, delivery, and post delivery activities,
- accountability for all product in process,
- for providing evidence that all operations have been completed,
- prevention, detection, and removal of foreign objects from product,
- and for monitoring and control of utilities and supplies (water, compressed air, chemicals, etc.).

4.8.7.10 All process equipment, tools, and software programs will be stored in a controlled environment, validated prior to use, and will be inspected and maintained in accordance with documented procedures. Validation prior to production use includes verification of the first article produced to the design data/specification which also verifies that production processes, documentation and tooling are capable of producing product that meets requirements. The 1st article process is repeated when engineering, process or tooling changes occur. Storage requirements, including periodic checks, will be per documented procedure.

4.8.7.11 Production performed at a contract manufacturer or other off-site location will be processed in accordance with defined procedure in order to control and validate product quality. Upon receipt, Receiving Inspection will assign Lot #'s for traceability and assess quality of work.

4.8.7.12 The company shall conduct a FOD/FOE and 5S program that compliments safety and elimination of waste.

4.8.7.13 **Servicing** - This policy defines the support service which the Company will provide for its customers.

4.8.7.14 In line with the Company mission and its total commitment to quality, AirBorn Interconnect, Inc. seeks to provide for its customers continued product support and after sales liaison. Subsequent to delivery, support includes but is not limited to investigation and reporting activities taken when problems are detected, control and maintenance of technical documentation, approval, control and use of repair / rework schemes and controls required for off-site work.

4.8.7.15 The Company will provide for its customers technical, product and applications support.

- 4.8.7.16 The Company will ensure that its products meet the immediate requirements of its customers and will work with its customers to establish and meet their future needs.
- 4.8.7.17 The Marketing function is responsible for provision of resources, and the coordination of the technical support and customer liaison activities.

4.8.7.18 Documents Implementing This Policy

AB-0009 - Servicing of Customer Returns
AB-0016 - New Product Design and Development Control

4.8.7.19 **Validation of Processes for Production and Service Provision**

Arrangements will be established, as required, to validate and/or re-validate any process, where output cannot be verified or where deficiencies become apparent after delivery. Processes, equipment, personnel, procedures, and records will be reviewed to assure the ability to achieve planned results. Additionally, as processes are identified as “special processes”, the process, method, process criteria and equipment will be reviewed, qualified and approved, controlled in accordance with applicable procedures including control of significant parameters. These procedures will identify requirements for “qualified” operators. Records will be maintained.

4.8.7.20 Documents Implementing This Policy

AB-0022 - Process Control Procedure

4.8.8 **Identification and Traceability** - This policy defines how product identification and traceability will be maintained.

- 4.8.8.1 Design configuration will be controlled by the use of a part number system. This allows for any differences between actual and agreed configuration to be identified.
- 4.8.8.2 All production materials will be adequately identified on receipt and during storage, pending issue and use thereby allowing for traceability to the manufacturing batch with records of batch disposition.
- 4.8.8.3 As required, products will be identified by traceability numbers and status will be tracked throughout product realization with records maintained.
- 4.8.8.4 As required by customer/statutory/regulatory/internal requirement, all finished products will be individually identified with a traceability number to enable full component and sub-assembly history to be traced. The identification will be maintained for the life of the product.
- 4.8.8.5 Sales order history which provides a sequential record of production, will be maintained for a minimum period of 10 years.
- 4.8.8.6 All personnel are responsible for observing the requirements of the procedures which implement this policy.

4.8.8.7 The engineering function is responsible for implementation of configuration identification.

4.8.8.8 Documents Implementing This Policy

AB-0003 – Identification and Traceability

4.8.9 **Customer Property** - All customer property will be examined upon receipt for condition, quantity, and conformance with delivery details.

4.8.9.1 All items will be positively identified, verified, protected and stored in a designated area.

4.8.9.2 Periodic inspection will be performed to detect any damage or deterioration of materials. Communication with the customer will be initiated should material be found to be incorrect quantity, lost, damaged, or otherwise unusable with records maintained.

4.8.9.3 Material will only be issued against those orders for which it was supplied.

4.8.9.4 The Marketing function is responsible for identifying purchaser supplied product during the contract review activity and for communicating such information to the appropriate company personnel. Customer furnished data or intellectual property to be used for design, production and/or inspection will be maintained and controlled in accordance with established procedures.

4.8.9.5 The Material Control function is responsible for issuing purchaser supplied material to appropriate manufacturing areas.

4.8.9.6 The Engineering and Document Control function is responsible for establishing, implementing and maintaining the procedures required to meet the requirements of this policy.

4.8.9.7 Documents Implementing This Policy

AB-0019 - Government / Customer Property Control Procedure

4.8.10 **Preservation of Product** – This policy defines the controls employed for the identification, handling, storage, packaging, preservation, protection and delivery of materials.

4.8.10.1 Material handling and cleaning arrangements may be made during all stages of manufacture, inspection and test in order to prevent any risk to material quality. All material shall be free of unspecified substances or foreign objects.

4.8.10.2 The manner in which material is handled and protected will be subject to written instructions where critical handling and transportation considerations are identified. These may refer to any special containers, and handling devices will be provided accordingly. Hazardous material will be identified. Age sensitive material will be controlled and rotated per applicable procedures. Statutory and regulatory requirements will be accomplished per applicable procedure.

- 4.8.10.3 Material awaiting use or shipment will be identified and segregated in secure storage areas. Suitable preservation measures will be taken to prevent damage or deterioration including a periodic inspection for materials condition.
- 4.8.10.4 The Company's products will be packed in accordance with prescribed methods and using materials designed to ensure that the product quality is maintained in assembly and during transit. Order and product identification will be clearly marked and will provide for any contract or carrier requirements, including safety and sensitivity. Accompanying documents as required by the contract will be protected from loss and deterioration.
- 4.8.10.5 The product description, destination and transit considerations will be specified on the Company's delivery/dispatch documentation.
- 4.8.10.6 The Materials function is responsible for ensuring that material is properly received, identified, protected, stored, and issued in accordance with the prescribed routines. This includes constituent product and process materials. They are also responsible for ensuring that products are properly prepared for internal dispatch and are accordingly identified. They are responsible for the conduct of regular audits of stock to determine that material is maintained in a satisfactory condition, including shelf life items.
- 4.8.10.7 The Quality function is responsible for ensuring that products are inspected, tested, and otherwise properly prepared for dispatch and are accordingly documented. Support documentation may accompany product and be protected from loss and deterioration.
- 4.8.10.8 The manufacturing (packaging/shipping) function is responsible for packaging, labeling, counting, and creating appropriate shipping documents.
- 4.8.10.9 It is the responsibility of all personnel to adopt good material handling practices and for observing the written procedures provided.
- 4.8.10.10 Documents Implementing This Policy

AB-0023 Preservation of Product

4.8.11 **Control of Measuring and Monitoring Equipment** - This policy defines the control of inspection, measuring and test equipment used by the Company.

- 4.8.11.1 Equipment whose calibration is correct and traceable to national or international standards will be provided for the purpose of inspection and testing product quality. Where no such standard exists, the basis for calibration or verification shall be recorded. Such equipment will be furnished in response to planned reviews of technical requirements. Equipment used shall be in a manner which ensures that the measurement uncertainty is known and is consistent with the required measurement capability.
- 4.8.11.2 All equipment used for test and measurements will be subject to regular calibration or verified prior to use, as detailed in the appropriate calibration procedure. Calibration equipment will be traceable to a national or international

standard. The equipment will be identified as to calibration status and be maintained in such a manner as to be protected from damage and deterioration during handling, maintenance, and storage. Personally or customer owned inspection or test equipment will be similarly controlled. Those items with accessible controls or adjustments (which if adjusted could affect calibration) will have those controls locked in place with colored "torque seal" or an equivalent tamper resistant seal. Items may be adjusted as necessary, but when found to be in an out of tolerance condition, the effect of that error on product will be reviewed and appropriate corrective action taken. AirBorn shall establish, implement and maintain a process for the recall of measuring and monitoring equipment requiring calibration or verification and records of calibration and verification will be maintained.

- 4.8.11.3 The recall system will reflect the equipment type, serial number, location, calibration frequency, acceptance criteria, calibration method if calibrated internally, and calibration due date.
- 4.8.11.4 Appropriate control systems will be implemented should test software be used as a form of inspection.
- 4.8.11.5 The senior manager responsible for quality shall co-ordinate the calibration activity with the Manufacturing and Manufacturing Engineering function, Engineering, and Purchasing and ensure that the on-going needs for inspection, measurement and test equipment are identified and assigned accordingly.
- 4.8.11.6 It is the responsibility of all personnel to ensure that the equipment used is suitable and within its calibration period.
- 4.8.11.7 Environmental conditions of areas of calibration performance shall be defined in approved procedures.
- 4.8.11.8 Documents Implementing This Policy

AB-0012 - Control of Measuring and Monitoring Equipment

4.9 MEASUREMENT, ANALYSIS, AND IMPROVEMENT

- 4.9.1 **General** – Monitoring, measurement, analysis, and improvement processes are planned in order to verify product and system process conformance to requirements and take action to improve the effectiveness of the Quality Management System.
- 4.9.2 **Analysis of Data** – The Company will determine, collect and analyze data to demonstrate the suitability and effectiveness of the Quality Management System and evaluate where continual improvement can be made. Data may originate from various sources, processes, or reports or be a result of monitoring and measurement. Input may come from surveys, customer feedback on product, lost business analysis, etc.. The data may provide information relative to customer satisfaction, product conformance, process or product trends including possible preventative action, suppliers or statutory agencies.

- 4.9.3 **Continual Improvement** –The Company shall continually improve the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review. Improvement projects will be documented and activities shall be monitored for effectiveness.
- 4.9.4 **Customer Satisfaction** – Information regarding customer perception will be monitored. This will include customer requirements pertaining to product and support and will include but not be limited to product conformity, returned product, on-time delivery, customer complaints, corrective action responses and customer report cards with resulting improvement plans to address any deficiencies in these evaluations and assess the effectiveness of the results. The Company will determine the methods for obtaining and using this information but opportunities can result from lessons learned, problem resolutions and best practice benchmarking.
- 4.9.5 **Internal Audit** - This policy defines the conduct of internal audits in accordance with the requirements of the AS/ISO standard, AirBorn defined requirements, and identified contract or statutory or regulatory requirements.
- 4.9.5.1 The Company will ensure that all aspects of its Total Quality Management System are objectively audited to determine conformance to planned arrangements including customer requirements.
- 4.9.5.2 Audits will be carried out systematically and on a regular predetermined schedule and will be conducted by trained personnel.
- 4.9.5.3 Responsibilities and requirements for planning and conducting audits, for reporting results, and maintaining records shall be in accordance with defined procedures. Results will be recorded and reviewed by the senior management to ascertain that the Total Quality Management System is effective in achieving its objectives and continues to reflect the Company's mission.
- 4.9.5.4 The Audit Team leader will coordinate the audit activities and is responsible for ensuring that there are sufficient trained auditors to meet the audit program requirements.
- 4.9.5.5 The Audit function shall be responsible for the planning and implementation of scheduled and unscheduled quality audits to verify compliance with the requirements of the Total Quality Management System.
- 4.9.5.6 Quality audits shall be conducted by suitably qualified and trained personnel. The audit activities will be performed by resources independent of the function to be audited in order to maintain objectivity and impartiality.
- 4.9.5.7 Each process of the Total Quality Management System shall be audited at least once per annum; however, at the discretion of the audit team leader, the frequency of audit of each criterion may be altered based on the status and importance of the process and the basis of previous results. Internal audits shall meet contract and/or statutory and regulatory requirements.

- 4.9.5.8 The audit scope, criteria, frequency, and methods are defined. Check sheets shall be used to perform audits of the Quality Management System requirements. Alternative tools and techniques may be developed to support other auditing functions. The alternative techniques shall be measured for effectiveness as required.
- 4.9.5.9 The Audit function shall report to the department heads the results of the audit and recommend corrective action as appropriate, to ensure adequate implementation.
- 4.9.5.10 The head of each department being audited is responsible for investigating, planning, and implementing any corrective action agreed upon as a result of the audit.
- 4.9.5.11 The auditing process shall include a follow-up activity to verify and record implementation of action.
- 4.9.5.12 Documents Implementing This Policy

AB-0011 - AirBorn Audits

- 4.9.6 **Monitoring and Measurement of Processes** – Suitable methods, as defined in applicable procedures, will be applied in order to monitor, measure, analyze and improve processes to assure they achieve planned results and improve the effectiveness of the quality management system. Impact on conformity to product requirements and effectiveness of the Quality Management System should be considered. Corrective action will be initiated when deficiencies in processes are identified so as to ensure product conformity. In the event of a process nonconformance, the corrective action process should address correcting the process, evaluating whether the nonconformance resulted in product nonconformity, evaluating whether the nonconformance affected other processes or product, identify and control any resulting nonconforming product, and contacting customers should nonconforming product been delivered.
- 4.9.7 **Monitoring and Measurement of Product** – The Company shall monitor and measure the characteristics of the product to verify that product requirements have been met. Evidence of conformity acceptance criteria shall be maintained.
 - 4.9.7.1 **Statistical Techniques** - This policy defines the use of statistical techniques within the Company.
 - 4.9.7.2 Where used within the Company, statistical techniques will be selected to be the most appropriate statistically valid technique for the application. Statistical techniques may be used to support design verification, process control, inspection, failure mode and criticality analysis, etc.
 - 4.9.7.3 The techniques used will be defined in procedures, which will prescribe the way the technique is to be applied and the rules governing its use.
 - 4.9.7.4 Where statistical techniques are used for product verification due regard will be made to the contractual requirements of the customer.

- 4.9.7.5 It is the responsibility of all staff specifying the use of statistical techniques to ensure that the requirements of this policy are complied with.
- 4.9.7.6 It is the responsibility of all persons using statistical techniques to observe the relevant procedures.
- 4.9.7.7 Documents Implementing This Policy
- AB-0021 - Statistical Methods in the Quality System
- 4.9.7.8 **Inspection and Test** - This policy defines the use of the inspection and test techniques within the Company.
- 4.9.7.9 All measurement requirements for product acceptance shall be documented. This includes accept/reject criteria, where in the sequence measurement and testing operations are performed, recording of the measurement results including acceptance and rejection, and any specific measurement instruments required and any specific instructions associated with their use. When critical items including key characteristics or limited life parameters have been identified, they shall be controlled and monitored in accordance with established processes.
- 4.9.7.10 Inspection methods will be documented and performed at appropriate stages of the processes in accordance with approved procedures.
- 4.9.7.11 Written instructions will be provided for receiving inspection, in process inspection, and final inspection activities. Sampling inspection may be used as a means of product acceptance and as such will be based on recognized statistical principles thus be statistically valid and appropriate for use. Criticality of the product and process capability should be considered. Sampling shall preclude the acceptance of lots whose samples have known nonconformities. If required, the plan will be submitted for customer approval.
- 4.9.7.12 Product release and delivery shall not proceed until all the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer. Additionally, product (purchased or built) shall be held until it has been inspected or otherwise verified as conforming to specified requirements, except when released under positive-recall (early release) procedures pending completion of all required measurement and monitoring activities. Such product shall be identified and recorded so as to allow recall and replacement if subsequently determined to be nonconforming.
- 4.9.7.13 Inspection activities shall be established and implemented to ensure that purchased product meets specified purchase requirements.
- 4.9.7.14 When test reports are used to verify purchased product, the data in the report shall be acceptable per applicable specifications. Periodically, incoming material will be analyzed to validate test reports and conformance to contract requirements.
- 4.9.7.15 All products will be subject to final inspection to ascertain conformance to specified requirements.

- 4.9.7.16 In addition to the inspection of finished product characteristics, checks will be made to establish that all previous inspections have been carried out with satisfactory results.
- 4.9.7.17 Records of all inspection activity will be maintained indefinitely. Records shall indicate the person(s) authorizing release of product. Test records shall show actual test results data when required by the specification or acceptance test plan. Qualification of product will be performed per customer requirement. The required documentation will be identified and prepared and accompany deliveries.
- 4.9.7.18 As procedurally required, 1st Article inspection, verification and documentation shall be accomplished. Data (variable or attribute) will reflect required characteristics. Process, configuration and tooling changes will be accommodated.
- 4.9.7.19 All inspection personnel performing Visual Inspection will undergo routine eye exams.
- 4.9.7.20 It is the responsibility of the Quality function to ensure that detailed Inspection Instructions and procedures are provided where necessary as an aid to personnel responsible for the conduct of such inspections.
- 4.9.7.21 The senior manager responsible for quality is responsible for ensuring that these are maintained in accordance with the issue and change control procedures. It is the responsibility of all personnel carrying out an inspection activity to observe the established inspection instructions.

4.9.7.22 Documents Implementing This Policy

AB-0020 - Inspection and Testing

- 4.9.7.23 **Inspection and Test Status** - This policy defines the way in which inspection and test status will be implemented.
- 4.9.7.24 As required, materials and products will be suitably identified throughout each stage of manufacture.
- 4.9.7.25 Nonconforming products will be segregated from all other material pending investigation and disposition, and all such material will be clearly identified.
- 4.9.7.26 Inspection and test records will enable the identification of the inspection authority responsible for verification, certification, and release of the finished product to the established. When acceptance authority media are used, traceability and control of the media shall be in accordance with specified procedures.
- 4.9.7.27 It is the responsibility of the senior manager responsible for quality to ensure that the procedures required to implement this policy are established and maintained.
- 4.9.7.28 It is the responsibility of all personnel to observe the requirements of the procedures which implement this policy.

4.9.7.29 The senior manager responsible for quality bears the ultimate authority for the release of the Company's products and is responsible for the delegation of such authority.

4.9.7.30 Documents Implementing This Policy

AB-0014 – Inspection Status

4.9.8 Control of Nonconforming Product – This policy defines the manner of controlling material that does not conform to specified requirements.

4.9.8.1 All non-conformances in design, material or processes will, immediately upon detection, be identified, controlled, and documented for investigation and disposition. Customer or industry quality alerts, such as GIDEPs, require investigation and possible action with resulting notification of customers, suppliers, statutory and regulatory agencies, distributors or internal customers, as necessary.

4.9.8.2 Control of non-conforming product will apply to internal or external non-conformances, statutory / regulatory agency requirements, material or processes received from suppliers, customers and distributors, or material or processes for production of customer product.

4.9.8.3 All nonconformances will be reviewed to determine the type of corrective / preventative action and the subsequent material disposition. Dispositioned material as scrap shall be conspicuously and permanently marked or controlled until rendered unusable, so as to prevent nonconforming material from being used in the original application. "Regrading" will not be used as a disposition.

4.9.8.4 Records of all nonconformance will be maintained and will be periodically reviewed to establish trends and thereby determine the need for further preventative action. Records will include the nonconformance, disposition, disposition authority, concession, and action taken.

4.9.8.5 Component material which does not conform to AirBorn specification will only be dispositioned as "use-as-is" after approval by an authorized representative of the design organization or by personnel having delegated authority from the design organization. Material which does not conform to the customer's specification will only be used or supplied with the customer's prior knowledge and written consent. Customers will be notified in a timely manner regarding non-conformances affecting product reliability or safety on product yet to be delivered or already delivered. Notification will include a description of the non-conformance, parts numbers affected, quantity and date delivered, effects or potential effects of the nonconformance, and any other necessary information including actions to contain the effect of the nonconformance on other products or processes. Customers must authorize a "use-as-is" disposition on product to be delivered if the nonconformity results in product being out of specifications. "Repair" is not a valid disposition. Returned product from customers will be investigated and dispositioned with subsequent initiation of the corrective action process.

- 4.9.8.6 It is the responsibility of all personnel detecting a nonconformance to ensure that this is properly identified, segregated and reported. Re-verification is required after action has been taken to correct the nonconformance.
- 4.9.8.7 Customers, suppliers, statutory/regulatory agencies, distributors or internal customers, as necessary, will be notified concerning possible effects should a nonconformance/product failure be detected after shipment of product.
- 4.9.8.8 A documented procedure shall be established to define the responsibility and authority for review and disposition of non-conformances, approving personnel for that authority, and determining corrective action.

4.9.8.9 Documents Implementing This Policy

AB-0013 – Nonconforming Materials
AB-0015 – Material Review Board (MRB)

4.9.9 **Corrective and Preventative Action** - This policy defines how corrective and preventative action is identified, implemented, and reviewed for effectiveness. Corrective and preventative actions will be appropriate to the effects of the nonconformance.

- 4.9.9.1 As per documented procedure, product, process, or Total Quality Management System nonconformance's detected will be reviewed and analyzed to determine their magnitude and cause, need for action, including containment, implementation of action, recording the results, reviewing the action, and follow-up to determine effectiveness and timeliness. The need for corrective action will extend to nonconformance's found in material received from a supplier, or material sent to a customer, or customer complaints. Timeliness and effectiveness of action implementation, and CART action for untimely or ineffective results will be controlled. The responsibility for the timely and effective implementation of action agreed upon as a result of a product, process, or system nonconformance rests with the personnel to whom such activities have been assigned.
- 4.9.9.2 Analysis of defective product and material will be carried out as a basis for feedback on design and process improvement. Additionally, analysis will be carried out to determine if additional nonconforming product exists based on the cause of nonconformities. Action will be taken when required.
- 4.9.9.3 All corrective actions will be recorded and periodically analyzed and reviewed to establish the need for further preventative action.
- 4.9.9.4 As per procedure, preventative action will be taken to eliminate cause of potential nonconformities in order to prevent their occurrence. Initiation of action occurs as a result of information from various sources, processes, or reports. Included in the preventative action process are the determination of cause and need for action, implementation of action, recording of results and review of action taken for effectiveness. Examples of preventative action include, but are not limited to risk management, error proofing, FMEA, etc..
- 4.9.9.5 The Corrective Action Review Teams (CART) will coordinate the corrective action activity for non-conformances with all departments. As necessary, assistance may

be required from Purchasing, the liaison with Company personnel and suppliers, or with Quality Assurance/Sales and Marketing/Customer Service as liaison with the Company and customers or statutory/regulatory authorities.

4.9.9.6 Pertinent information on Corrective and Preventative Action and effectiveness of the process will be reviewed at time of Management review.

4.9.9.7 Documents Implementing This Policy

AB-0005 - Implementation of Corrective Actions
AB-0007 - Implementation of Preventative Action
AB-0025 - Preventative Maintenance

5. RECORDS

5.1 **TRAINING** - If applicable per paragraph 3, a record of operator training has been completed in accordance with AB-0006.

6. FORMS (NOT APPLICABLE)

7. DEFINITIONS

7.1 Acceptance Criteria : Defined limits placed on characteristics, materials, products or services.

7.2 Audit : A systematic and independent examination to determine whether quality activities and related results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve objectives.

7.3 Calibration : Comparison and adjustment to a standard of known accuracy.

7.4 Configuration Management: The methodology used to manage the design and production of product. This management system defines the configuration and version “control” of product and processes and manages input and output within an electronic and hardcopy system of documentation.

7.5 Conformance : Compliance with specified requirements.

7.6 Corrective Action : Measures taken to rectify conditions adverse to quality and to minimize recurrence.

7.7 Defect : The nonfulfillment of intended usage requirements.

7.8 Documentation : Recorded information.

7.9 Equipment : Any simple completed unit that can be used for its intended purpose without further processing or assembly.

- 7.10 Failure : Any condition which prevents the product or service from performing its specified function.
- 7.11 Finding : Objective evidence that a control feature of the approved quality program was not implemented. “Finding” can be defined as the results of the audit objective evidence compared against the agreed audit criteria. Therefore, a finding normally refers to a non-conformance in the process. To have a “finding”, there must be: 1) a requirement, 2) a failure to meet the requirement, 3) objective evidence of the failure.
- 7.12 FOD/FOE: Foreign Object Detection and Foreign Object Elimination.
- 7.13 Functional department head: Those mid level personnel having responsibility for the daily operation of a department.
- 7.14 GIDEP: Government Industry Data Exchange Program. Quality alert system.
- 7.15 Inspection : Activities such as measuring, examining, testing, gauging one or more characteristics of a product or service and comparing these with specified requirements to determine conformity.
- 7.16 Key characteristic – The features of a material or part whose variation has a significant influence on product fit, performance, service life, or manufacturability.
- 7.17 Non-conformity : The non-fulfillment of specified requirements.
- 7.18 Objective Evidence : Documented data that furnishes proof that the process is functioning according to the work instruction. (Ex: Log sheets, data sheets, computer records, etc.). facts which are observed and documented.
- 7.19 Observation : Evidence that a surveyable / auditable element exists which is not contrary to documented requirements, but may warrant further qualification or improvement. It may be the recording of an occurrence, remark or comment made by an operator about the process. (Ex: What someone tells you about the process.)
- 7.20 Procedure : Cross-functional document describing an activity which supports the policies of the Quality Manual.
- 7.21 Product Realization: All processes from initial planning to post delivery activity that result in achievement of product and profit.
- 7.22 Quality : The totality of features and characteristics of a product or service that bear on its ability to satisfy stated or implied needs so as to conform to specified requirements.
- 7.23 Quality Assurance : All planned and systematic actions necessary to provide adequate confidence that a product or service will satisfy given requirements for quality.
- 7.24 Quality Control : The operational techniques and activities that are used to fulfill requirements for quality.

- 7.25 Quality System Review : A formal evaluation by top management of the status and adequacy of the quality system in relation to quality policy and new objectives resulting from changing circumstances.
- 7.26 Quality System: The organizational structure, responsibilities, procedures, processes and resources for implementing Total Quality Management.
- 7.27 Resources: Available assets such as facilities, utilities, equipment, materials, personnel, training, operational funds, providers, time, capacity, information, etc..
- 7.28 Risk: An undesirable situation or circumstance that has both a likelihood of occurring and a potentially negative consequence.
- 7.29 Senior Management: All top level senior managers.
- 7.30 Servicing : Supplier activities with a customer and the results of the activities to meet the customer needs. AirBorn Interconnect, Inc. performs no “after sale” installation, maintenance, or repair function except as defined via the RGA system wherein product may be returned should it fail to meet specified design and performance requirements.
- 7.31 Subcontractor : Any individual or organization who furnishes materials, products or services.
- 7.32 Special Process : Production process where the resulting output cannot be verified by subsequent monitoring or measurement.
- 7.33 Specification : The document that prescribes the requirements with which the product or service has to conform.
- 7.34 Traceability : The ability to trace the history, application or location of an item or activity, or similar items or activities, by means of recorded identification.
- 7.35 Validate: To substantiate and declare valid.
- 7.36 Vendor : Any individual or organization who furnishes materials, products or services.
- 7.37 Verify : To determine conformance to specified requirements.
- 7.38 Work Instructions : A document that provides detail "how to" instructions to accomplish a task.

8. REFERENCE DOCUMENTS AS9100 Cross Reference

- 8.1 AB-R012 – Process/Clause Interrelationship 4.1
- 8.2 AB-R029 thru AB-R032 – Facility Organization charts 5.5.1 – 5.5.2
- 8.3 AB-R033 – Process interrelationship 4.1
- 8.4 AB-R028 – AS/ISO Management Review Agenda 5.6.1 – 5.6.3
- 8.5 AB-0001 - Document Control Procedure 4.2.3

8.6 AB-0003 - Identification and Traceability	7.5.3
8.7 AB-0004 - Engineering Change Control	7.3.7
8.8 AB-0005 - Implementation of Corrective Actions	8.5.2
8.9 AB-0006 - Training Procedure.	6.2.2
8.10 AB-0007 - Implementation of Preventative Action	8.5.3
8.11 AB-0008 - Control of Records	4.2.4
8.12 AB-0009 - Servicing of Customer Returns	8.3
8.13 AB-0010 - Drawing/Contract Review Procedure	7.2.1, 7.2.3
8.14 AB-0011 - AirBorn Audits	8.2.2, 8.5.1
8.15 AB-0012 - Control of Measuring and Monitoring Equipment	7.6
8.16 AB-0013 - Non-conforming Materials	8.3
8.17 AB-0014 - Inspection Status	7.4.3, 7.5.1, 7.5.3
8.18 AB-0015 - Material Review Board (MRB)	8.3
8.19 AB-0016 - New Product Design and Development Control	7.3.1 – 7.3.6.2
8.20 AB-0018 - Control Of Purchases	7.4.1 – 7.4.2
8.21 AB-0019 - Government/Customer Property Control Procedure	7.5.4
8.22 AB-0020 - Inspection and Testing	7.4.3, 7.5.1, 7.5.3
8.23 AB-0021 - Statistical Methods in the Quality System	8.1 – 8.2.4
8.24 AB-0022 - Process Control Procedure	7.5.1 – 7.5.2
8.25 AB-0023 - Preservation of Product	7.5.5
8.26 AB-0024 - Procedure for Quality System Management	5.1 – 5.5.3
8.27 AB-0025 - Preventative Maintenance	8.5.3
8.28 AB-0027 - Customer Complaint Procedure	8.2.1, 8.4