

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 32
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<u>Approved by Department Head</u>	<u>Date</u>
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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 ISO 9001:2000, SAE AS9100:2001 Section 1 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.

4.5 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 regulatory authority representatives. This total Quality Management System shall be established, documented, implemented and maintained in accordance with the requirements of ISO9001:2000 and AS9100:2001 Section 1.
 - 4.5.1.2 The total quality management system will include requirements of regulatory authorities with supporting documentation.
 - 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 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.
 - 4.5.1.6 Quality planning will include, but not be limited to the following: Identification of controls in processes, both internal and outsourced, and implement methods to monitor, measure, and analyze the processes for 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.
 - 4.5.1.7 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, quality records, and requirements imposed by applicable regulatory authorities. A configuration management system is established, documented, and maintained.

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 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 is available as required throughout the Company, that obsolete information is withdrawn from use, that obsolete documents will be identified as such, 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. All amendment information will be accessible. The amendment process will be documented to ensure timely review, distribution, approval, implementation, maintenance and coordination with customer 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 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. Access to records will be made available to 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.
 - 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.

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. ISO 9001:2000/AS9100:2001 Section 1 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 ISO 9001:2000/AS9100:2001 Section1 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 to resolve matters pertaining to quality.
- 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 legal 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 ISO 9001:2000/AS9100:2001 Section 1.
 - 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, and improved 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, 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. The planning process determines objectives, processes, resources, documentation, other verification, validation, monitoring activities, inspection and test activities, and resulting data records.
- 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.
- 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, and evaluates any risks. This includes delivery evaluation and review of impact of new technology. Records of the review will be maintained. 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.
- 4.8.3.10 The Procurement Teams are responsible for review of supplier quality system capability and compliance and resulting supplier performance.

4.8.4 Customer Communication – Communication with customers and/or 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 regulatory agencies regarding company ownership of manufacturing location will be provided by Marketing. Communication with the customer regarding contract issues will be provided by Customer Service and will be documented. Communication with customers and/or 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 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. 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.

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 elements and analyzing the tasks and resources within each element. The analysis shall consider responsible personnel, design content, constraints, input 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 Reliability, maintainability and safety objectives shall be accomplished in accordance with customer and regulatory requirements. These requirements shall be identified, documented and reviewed with any conflicting or ambiguous requirements being addressed.
- 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, 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 verified and approved prior to release, meet the input requirements, provide adequate information for purchasing, production, and service provision as applicable, reference acceptance and usage guidelines, specify mechanical and performance characteristics for the safe and proper use of the product, and identify key characteristics, when applicable, in accordance with design or contract requirements. All data necessary for identification, manufacture, inspection, use and maintainability shall be defined in accordance with the configuration management system.
- 4.8.5.8 **Design and Development Review** – A documented review of design will be accomplished by the appropriate representatives 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, and recording of results. The test plan and test procedure shall be observed to verify compliance with acceptance criteria.

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 regulatory authority approval. The review of changes shall include a review of effect of previous product delivered. 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 quality of the received materials.

4.8.6.3 The Procurement Team is responsible for establishing and maintaining the approved supplier list. 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 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,
 - requirements for design, test, examination, inspection and related instructions for acceptance,
 - 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
 - right of access by AirBorn Interconnect, Inc., their customer, and regulatory authorities to all 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 where required. A review and approval process shall ensure the adequacy of purchase requirements prior to communicating to the supplier.
- 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. Source 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 by the customer is not used as evidence of effective control of quality therefore does not absolve the Company of the responsibility to provide acceptable product 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 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. 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 or tools will be documented through the engineering change control and training processes. Review, approval and notification of changes may include customer and/or 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 devices. 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 numerical control (NC) machine programs required and instructions associated with their use.
 - availability and use of monitoring and measurement devices
 - 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 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. 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.
- 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. 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 the manufacturing, monitoring, measurement, and test cycle.

4.8.8.4 As required by customer/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.

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.
- 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 Devices** - 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 owed 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. Records of calibration and verification will be maintained and a system of recall will be in operation.
- 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 Devices

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. The data may provide information relative to customer satisfaction, product conformance, process or product trends, 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.
- 4.9.4 **Customer Satisfaction** – Information regarding customer perception will be monitored. This will include customer requirements pertaining to product and support. The Company will determine the methods for obtaining and using this information.
- 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 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.
- 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 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. 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, 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.
- 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, 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, and the type of measurement instruments required and any specific instructions associated with their use. When key characteristics or limited life parameters have been identified, they shall be monitored and controlled.
- 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 statistically valid and appropriate for use. 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.
- 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.
- 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 and configuration 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 nonconformances 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, regulatory agencies, distributors or internal customers, as necessary.
- 4.9.8.2 Control of nonconforming product will apply to internal or external non-conformances, 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 will be conspicuously and permanently marked or controlled until rendered unusable. “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 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. 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, 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 The responsibilities for review of non-conformances, authority for disposition, approving personnel for that authority, and determining corrective action are defined in the procedures which implement this policy.

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 parts and material will be carried out as a basis for feedback on design and process improvement.
- 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.
- 4.9.9.5 The Corrective Action Review Teams (CART) will coordinate the corrective action activity for nonconformances 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 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 nonfulfillment 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 Resources: Available assets such as facilities, utilities, equipment, materials, personnel, training, operational funds, providers, time, capacity, information, etc..
- 7.27 Quality System : The organizational structure, responsibilities, procedures, processes and resources for implementing Total Quality Management.
- 7.28 Senior Management: All top level senior managers.
- 7.29 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.
- 7.30 Subcontractor : Any individual or organization who furnishes materials, products or services.
- 7.31 Special Process : Production process where the resulting output cannot be verified by subsequent monitoring or measurement.
- 7.32 Specification : The document that prescribes the requirements with which the product or service has to conform.
- 7.33 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.
- 7.34 Validate: To substantiate and declare valid.
- 7.35 Vendor : Any individual or organization who furnishes materials, products or services.
- 7.36 Verify : To determine conformance to specified requirements.
- 7.37 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 AB-0002, T	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 Devices	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