

OLLILA INDUSTRIES, INC.

**17229 Lemon Street Building C
Hesperia, CA 92345**

Quality Management System Manual

**Revision K
10/15/2009**

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REVISION HISTORY

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1		Draft	
2	5/14/2008	7.3.7 Deleted reference to QSP 010 and 7.5.3 Deleted reference to QSP 011	
A	8/28/08	Final review	
B	9/9/08	Delete Org chart; added Source delegation to para 7.4.3	
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J-4	8/12/09	Added QSP, QAOP, QF, and RCD references throughout the Manual; Edited existing references to include the proper name of documents.	KDN
J-5	8/14/09	Added QSP, QAOP, QF, and RCD references throughout the Manual	KDN
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K	10/15/09	Changed Ref. For RCD 042 para 4.1.1, Fixed Para 1,2,3 numbering, QSP 007 name reference fixed, RCD 009 name change fixed, bulleted quality policy,	KDN

1. INTRODUCTION:

The purpose of this Quality Manual is to describe the policies and company-wide control structure of the management system used to achieve the mission at Ollila Industries, Inc. Because the quality of our products and services will continue to be the key to our competitiveness and success, it is vital for all of us at Ollila Industries, Inc. to understand and use our management system processes with the relentless aim of enhancing customer satisfaction.

Ollila Industries, Inc. has been designing quality electronic controls since 1974. We are located in an up-to-date manufacturing facility at 17229 Lemon Street Building C, Hesperia, CA 92345. Our production line enables us to manufacture physical packaging, including enclosures and cables. We use surface mount technology to assemble cards in the most cost effective and reliable manner.

Ollila Industries, Inc. Quality Policy

We are committed to:

- Providing product to our customers on time, every time.
- Complying with requirements
- Continual improvement of the quality management system
- Adopting processes and systems that reduce costs and improve product quality
- Increasing market share with new products and innovation

2. SCOPE:

Ollila Industries, Inc. is a design and manufacturer of commercial and aerospace electrical control products. The Quality Management System as referenced in this

manual extends to all functions and processes related to the design, production, and servicing of these products.

Ollila Industries, Inc. has an established, documented, implemented, and maintained a quality management system and continually improves its effectiveness in accordance with the requirements of ISO 9001: 2008. Ollila Industries, Inc. does not claim exclusions from any requirement of the ISO 9001: 2008 standards.

3. CHANGES:

It is understood that changes in the marketplace, advancing technology and competitive pressures will make it necessary, from time to time, to revise the Quality Manual.

Revisions are not made to this manual except those processed through the organization's document approval process.

Ollila Industries, Inc. provides controlled and uncontrolled copies of the Quality Manual to employees, customers, and auditors as needed. The Quality Manual is available electronically to Ollila Industries, Inc. personnel via the Intranet. The master copy of the Quality Manual is kept electronically.

If uncontrolled copies of the Quality Manual are required, they are up-to-date at the time they are printed but there is no effort to maintain the copies after that point.

4 QUALITY MANAGEMENT SYSTEM

4.1 General requirements

In order to implement our quality management system, Ollila Industries, Inc. has identified the following organizational processes:

- Senior Management Board Processes
- Resource Management Processes
- Product Realization Processes
- Measurement, Analysis and Improvement processes

Procedures and process flow diagrams define the sequence and interaction of the processes (reference QSP 013, Quality Planning).

The processes are monitored, measured, and analyzed. Ollila Industries, Inc. determines the criteria and methods needed to ensure that both the operation and control of these processes are effective by measuring continual improvement. Corrective actions and/or preventive actions are taken to ensure the achievement of planned results (See Paragraph 8.5.2 and 8.5.3 and continual improvement Paragraph 8.5.1). Ollila Industries, Inc. supports the operation of these processes by reviewing and ensuring that available resources and information to support the operation and monitoring of the processes are adequate for continual improvement during the management review (see paragraph 5.6).

4.1.1 Outsourced Process

Ollila Industries, Inc. has chosen to outsource the purchased products and the ownership of monitoring and measuring equipment to an external party and ensures control of the process as it is defined within this Quality Manual. The controls of the processes are established and in agreement with the supplier outsourced process. Procedure QSP 023, Outsourced Operations, describes the work performed by Ollila Industries, Inc., the outsourced portions, and the shared responsibilities.

4.2 Documentation requirements

4.2.1 General

To ensure that our products, processes and services conform to the specified requirements, the company maintains a documented quality system. This documentation is structured in a hierarchical manner, which has four levels. Each level of documentation develops a steadily increasing level of detail about company operations. The following types of documents have been identified as being needed by the organization to ensure effective planning, operation and controls of its processes:

- Level 1 Quality Manual specifies the organization's quality policy and quality objectives for implementing and managing the quality system. It serves as a link between the individual elements of system standard and other documentation.
- Level 2 Quality System Procedures (QSP) explain high level processes and the information to flow within different departments or groups. A procedure describes who, what, and where to accomplish a process.
- Level 3 Work Instructions describe how specific activities are performed typically at the Department level or individual task level. These documents include test, assembly, and inspection instructions.
- Level 4 Records are maintained to provide evidence of conformity to requirements as required by the Quality Manual.

4.2.2 Quality Manual

The Ollila Industries, Inc.'s Quality Manual includes:

- The scope of the quality management system
- References to documented procedures
- A description of the interaction between the processes of the quality management system.

Processes in the quality management system interact, as their outputs become the input to another process. Input for the Ollila Industries, Inc.'s quality management system is customer driven through assessment of customer requirements and/or

derived needs (Reference QSP 013 Quality Planning)

The Ollila Industries, Inc.'s quality management system processes enable the transformation into customer satisfaction. (See Paragraph 5.4.2)

4.2.3 Control of documents

QSP 001, Documentation Control, describes the following activities performed:

- a) Approve documents for adequacy prior to issue, Preparation and Administration of Procedures, Standard Operating Procedures, Instructions, Forms and Records).
- b) Review and update as necessary and re-approve documents.
- c) Ensure that changes and the current revision status of documents are identified and kept electronically on a master list.
- d) Ensure that relevant versions of applicable documents are available at points of use.
- e) Ensure that documents remain legible and readily identifiable.
- f) Ensure that documents of external origin determined by Ollila Industries, Inc. to be necessary for planning and operation of the QMS are identified and their distribution controlled.
- g) Prevent the unintended use of obsolete document, and to apply suitable identification to them if they are retained for any purpose.

(Reference QSP 039 Documentation Assignment and Control, RCD 001 Document List, RCD 079 Document Controller Checklist, RCD 080 QM Document Revision Request, RCD 081 DRR Log)

4.2.4 Control of quality records

Quality records are established to provide evidence of conformity to requirements and the effective operation of the quality management system. QSP 002, Control of Records, defines the controls needed for record identification, storage, protection, retrieval, retention and disposition of quality records. (Reference QSP 039 Documentation Assignment and Control, RCD 002 Master Records)

4.2.5 Record Maintenance

Quality records are established, controlled and retained for at least one year or as stipulated by specific customer contracts and Ollila Industries, Inc.'s procedures. Engineering records and quality documentation are maintained and controlled by hard copies and electronic copies. Electronic data is backed up on a weekly schedule. (Reference QSP 039 Documentation Assignment and Control)

Reference Procedures:

QSP 001 Document Control, Paragraph 4.2.3
QSP 002 Control of Records, Paragraph 4.2.4
QSP 013 Quality Planning, Paragraph 4.1
QSP 023 Outsourced Operations, Paragraph 4.1.1
QSP 039 Documentation Assignment and Control, Paragraph 4.2.3, 4.2.4, 4.2.5

Reference Forms / Records

RCD 001 Document List, Paragraph 4.2.3
RCD 002 Master Records, Paragraph 4.2.4
RCD 079 Document Controller Checklist, Paragraph 4.2.3
RCD 080 QM Document Revision Request, Paragraph 4.2.3
RCD 081 DRR Log, Paragraph 4.2.3

5 MANAGEMENT RESPONSIBILITY

5.1 Management commitment

Ollila Industries, Inc. maintains evidence of its commitment to the development and implementation of the quality management system and to its continual improvement by:

- Communicating to the organization the importance of meeting customer as well as statutory and regulatory requirements through Company Meetings and training courses
- Establishing a quality policy (see introduction page)
- Ensuring that quality objectives are established (See Paragraph 5.4.1, reference RCD 003 Quality Objectives)
- Conducting management reviews (See Paragraph 5.6, Reference RCD 017)
- Ensuring the availability of resources (See Paragraph 6.1)

5.2 Customer focus

8.2.1 Ollila Industries, Inc. ensures that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction. This process is described in 7.2 "Customer-related processes" and "Customer Satisfaction."

5.3 Quality policy

"Ollila Industries, Inc. is committed to providing product to our customers on time, every time. We are determined to provide the most reliable product possible, from initial design to final workmanship.

We are committed in complying with requirements, continual improvement of the quality management system, and adopting processes and systems that reduce cost and improve product quality.

We pride ourselves on responding to our customers' needs in a timely and effective manner for engineering support, repair work and new designs."

The Ollila Industries, Inc.'s senior management board ensures that the quality policy:

- Is appropriate for our purposes, is reviewed for continuing suitability, and is used as a framework for establishing and reviewing our quality objectives at the management review (See Paragraph 5.6).
- Is communicated and understood at appropriate levels in the organization through such methods as new employee orientation, postings throughout the factory and communication at company-wide meetings.
- Includes a commitment to meeting requirements and to continual improvement.

5.4 Planning

5.4.1 Quality objectives

Quality objectives are reviewed and established each year by each department and approved by the Ollila Industries, Inc.'s senior management board. Quality objectives are measurable and consistent with the commitment to continual improvement. (Reference QSP 003 Objective Procedure, QSP 038 Measurement of Quality Procedures, RCD 003 Quality Objectives, RCD 019 Product Acceptance Worksheet, RCD 070 Customer Returns Worksheet, RCD 071 Late Shipments Worksheet)

5.4.2 Quality management system planning

The Ollila Industries, Inc.'s senior management board focuses on the identification and definition of the processes that make up the quality system. By establishing, monitoring, and evaluating the outputs of the processes, the Ollila Industries, Inc.'s senior management board ensures that quality objectives are met and the integrity of the quality system is maintained when changes are planned and implemented. (Reference QSP 013 Quality Planning)

The departments responsible for ensuring that quality-planning requirements are met, as described throughout this Manual, address the following activities:

- The identification and acquisition of any equipment fixtures, resources, and skills that may be needed to achieve the required quality
- The updating, as necessary, of quality control, inspection, and testing techniques, including the development of new instrumentation
- The verification of the product through in-depth testing
- The clarification of standards of acceptability for features and requirements, including those which contain a subjective element
- The identification and preparation of quality records

5.5 Responsibilities, authority and communication

5.5.1 Responsibility and authority

The Ollila Industries, Inc. team-based organization is reflected in the organizational chart, maintained by the president, and is described throughout the Quality Manual as the “senior management board”.

The senior management board, comprised of the corporation directors and officers, is responsible for establishing and implementing the quality system. These responsibilities include: formulating and communicating the quality policy, defining the organization, assigning authority, appointing a management representative, reviewing the quality system effectiveness, and providing the resources necessary to maintain the quality system.

(Reference QSP 026, Responsibility Matrix)

5.5.2 Management Representative

The general manager is appointed as the management representative (MR) by the president and has the overall responsibility and authority for the establishment and maintenance of the quality management system, which includes:

- Reporting effectiveness of the quality management system to the senior management board
- Ensuring that processes needed for the quality management system are established, reporting on the performance of the quality management system and any need for improvement
- Ensuring the promotion of awareness of customer requirements throughout the organization

5.5.3 Internal communication

The Ollila Industries, Inc.’s senior management board has established appropriate communication processes within the organization and ensures that communication takes place regarding the effectiveness of the quality management system. This is accomplished through the intranet, Board meetings, employee company meetings, and ongoing departmental meetings. Ollila Industries, Inc.’s employees contribute directly to the success of the quality system through team participation.

Work Teams are formed on an as-needed basis to solve problems, improve processes, and work on area goals. (Reference RCD 024 Meeting Minutes, RCD 025 Team Evaluations, RCD 067 Metal Shop Notes)

5.6 Management review

5.6.1 General

Semiannually, the Ollila Industries, Inc.'s senior management board reviews the overall effectiveness of the quality management system to ensure its continuing suitability, adequacy, and effectiveness and that the quality management system has achieved planned results. This review includes assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives. Adequacy of the organization's infrastructure is also reviewed.

To conduct the review, a formal meeting is conducted to review an agenda prepared by the management representative. Records are kept of the meeting. The attendees are the quality manager, management representative and the senior management board. Others attend the meeting as needed.

5.6.2 Management review input

The presentations contain information on (reference RCD 017 Management Review):

- Audit results,
- Customer feedback,
- Process performance,
- Product conformity,
- Status of corrective and preventive actions,
- Follow-up actions from the previous management reviews.
- Changes that could affect the quality management system, and
- Recommendations for improvement.

5.6.3 Management review output

When corrective action, preventive action, or follow-up reviews occur as a result of the presentation, standard documentation processes are followed to record such activity. The records include any improvement to the effectiveness to the quality management system, to product requirements, and to resource needs.

Reference Procedures

QSP 003, Objectives, Paragraph 5.4

QSP 013, Quality Planning, Paragraph 5.4.2

Reference QSP 026, Responsibility Matrix, Paragraph 5.5.1

QSP 038, Measurement of Quality Procedures, Paragraph 5.4.1

Reference Forms/ Records

RCD 003 Quality Objectives, Paragraph 5.4.1

RCD 017 Management Review, Paragraph 5.6.2

RCD 019 Product Acceptance Worksheet, Paragraph 5.4.1

RCD 024 Meeting Minutes, Paragraph 5.5.3

RCD 025 Team Evaluations, Paragraph 5.5.3

RCD 067 Metal Shop Notes, Paragraph 5.5.3

RCD 070 Customer Returns Worksheet, Paragraph 5.4.1

RCD 071 Late Shipment Worksheet, Paragraph 5.4.1

6 RESOURCE MANAGEMENT

6.1 Provision of resources

The Ollila Industries, Inc.'s senior management board has the responsibility and authority to ensure resource requirements throughout the company. When a resource requirement has been identified, each manager verifies that the company has adequate and trained resources to carry out the work.

The senior management board also utilizes the results received from internal communication (see paragraph 5.5.3) and from the management review (see paragraph 5.6) to determine the resources needed to implement and maintain the quality management system and to continually enhance its effectiveness in meeting customer satisfaction.

6.2 Human resources

6.2.1 General

Ollila Industries, Inc.'s recruitment and hiring procedures match personnel of a particular position utilizing general guidelines for defining education, training, skills, and work experience required.

6.2.2 Competence, training and awareness,

Competence

Each department's manager, director, and/or officer determine the necessary competence for personnel performing work affecting conformity of product by considering:

- a) Future demands related to operational plans and objectives.
- b) Anticipated management and workforce succession needs.
- c) Changes to the organization's processes and equipment.
- d) Evaluation of the competence of individual people to perform defined activities.
- e) Statutory and regulatory requirements and/or standards affecting the organization and its interested parties.

Job descriptions, maintained by the general manager describe the duties, responsibilities, and authorities of positions. The job descriptions also establish the levels of education, training, experience, and any special qualifications required for the position. (Reference QSP 027 Job Descriptions, RCD 018 Training Log, RCD 049 Training Record)

Training and awareness

The senior management board, along with the individual departments, takes steps to:

- a) Determine the necessary competence for personnel performing work affecting conformity of product.
- b) Provide training or take other actions to achieve the necessary competence.
- c) Evaluate the effectiveness of actions taken.
- d) Ensure that personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives. (Reference RCD 027 Weekly Productivity)
- e) Maintain individual Personnel records of education, training, skills and experience. (Reference RCD 018 Training Log)

Training needs are based on the approved job descriptions of the personnel performing the work.

Training programs are developed:

- As introductory programs for new employees in safety and product handling
- To qualify personnel transferred to new positions
- As refresher or upgrading training for jobholders
- To respond to outputs of the organization's processes

Managers are responsible for developing training programs and for seeing that they are conducted. Outside training organizations may be used.

Training courses include tests and/or demonstrations to evaluate the effectiveness of the training. The results of the tests and/or demonstrations are included in the employee's training records.

(Reference RCD 046 Test Failure Report)

6.3 Infrastructure

Ollila Industries, Inc.'s senior management board, along with input from the individual departments, determines, provides, and maintains the facilities needed to achieve conformity to product requirements. This includes the workspace-associated utilities, process equipment, hardware and software, and supporting services.

Ongoing audits of the quality management system review the process equipment and if it is maintained and working as intended. Communications devices and systems to support the work process are reviewed and maintained by information technology.

(Reference QSP 015 Conformal Coat Procedure, QSP 018 Inventory User Manual,

QSP 025 Air Compressor Maintenance, QSP 030 Open and Close Procedure, QSP 035 Board Washing Procedure)

6.4 Work environment

The Ollila Industries, Inc.'s senior management board along with shared responsibilities of the individual departments determines and manages the work environment needed to achieve conformity to product requirements and personnel health and safety. This includes the proper attire for handling ESD sensitive devices (see paragraph 7.5.5).

In order to maintain a healthy and safe working environment, the training for Illness and Injury Prevention, evacuation programs, and the ESD procedure are presented to employees. (Reference QSP 020 Emergency Policy and Procedures, QAOP 3.13 Handling of Electrostatic Sensitive Parts, QSP 031 Machine Shop Safety and Maintenance, QSP 033 Employee Handbook)

Ongoing audits of the facility for safety with recommendations for improvement are performed by the safety team and presented to the senior management board.

Records are kept of these inspections and the results may be considered as agenda items in the management review meeting.

Reference Procedures

QAOP 3.13 Handling of Electrostatic Sensitive Parts, Paragraph 6.4
QSP 015 Conformal Coat Procedure, Paragraph 6.3
QSP 018 Inventory User Manual, Paragraph 6.3
QSP 020 Emergency Policy and Procedures, Paragraph 6.4
QSP 025 Air Compressor Maintenance, Paragraph 6.3
QSP 027 Job Descriptions, Paragraph 6.2.2
QSP 030 Open and Close Procedure, Paragraph 6.3
QSP 031 Machine Shop Safety and Maintenance, Paragraph 6.4
QSP 033 Employee Handbook, Paragraph 6.4
QSP 035 Board Washing Procedure, Paragraph 6.3

Reference Forms / Records

RCD 018 Training Log, Paragraph 6.2.2
RCD 027 Weekly Productivity, Paragraph 6.2.2
RCD 046 Test Failure Report, Paragraph 6.2.2
RCD 049 Training Record, Paragraph 6.2.2

7 PRODUCT REALIZATION

7.1 Planning of product realization

Ollila Industries, Inc. has planned, developed, and established the processes needed for product realization. Quality planning is consistent with other requirements of Ollila Industries, Inc.'s quality management system (see paragraph 4.1). With input from customer requests or internal brainstorming, the senior management board generates a technical proposal outlining the product, customer requirements, special requirements, and marketing forecast and targets (see RCD 012 Product Realization). The technical proposal translates the customers' requirements and expectations as well as derived requirements into terms needed for the committee to make a determination for the course of action.

The following activities are addressed to ensure that the planning requirements are met:

- The quality objectives and requirements for the product (Reference RCD 051 Master Shipping Schedule, RCD 065 Weekly Shipping Schedule)
- The need to establish processes and documents, and to provide resources specific to the product
- Required verification, validation, monitoring, measurement, inspection and test activities specific to the product and the criteria for product acceptance
- Records needed to provide evidence that the realization processes and resulting product fulfill requirements

Upon completion of the proposal, distribution is made to design engineering for implementation and the design and development phase begins (see Paragraph 7.3).

7.2 Customer-related processes

7.2.1 Determination of requirements related to the product

The sales process determines the following:

- a) Customer-need requirements including the requirements for delivery and post-delivery activities.
- b) Requirements not stated by the customer but necessary for specified use or known and intended use.
- c) Statutory and regulatory requirements applicable to the product.
- d) Additional requirements considered necessary by Ollila Industries, Inc.'s.

(Reference QSP 028 Marketing Procedure)

7.2.2 Review of requirements related to the product

The sales process reviews the requirements related to the product prior to the organization's commitment to supply a product to the customer. This is to ensure that:

- a) Product requirements are defined.
- b) Uncertain customer requirements are confirmed/assessed by the organization.
- c) Contract or order requirements differing from those previously expressed are resolved through the customers' acceptance on the amended order.
- d) Ollila Industries, Inc. has the ability to meet the defined requirements through the documented release of development outputs. (see paragraph 7.3.3)
- e) Sales support and production planning review the capacity and lead-time to ensure meeting the customer's requirements. Where product requirements are changed, sales order documents are amended through engineering.

(Reference QSP 036 Contract Review, RCD 073 Customer Order Review Checklist)

7.2.3 Customer communication

Ollila Industries, Inc.'s senior management board has assigned the responsibility to the Quality Assurance, Sales, and Engineering for communicating with customers in relation to:

- a) Product information – Engineering
- b) Inquiries including contracts or order handling, amendments – Sales
- c) Customer feedback including customer complaints –Quality Assurance

(Reference RCD 016 Customer Survey, RCD 043 Repair Authorization Carson)

7.3 Design and development

7.3.1 Design and development planning (Definition phase)

Before a new product is scheduled for development, Ollila Industries, Inc. reviews each request for new product to determine a project's viability. The president establishes development activities, staffing requirements and appropriate responsibilities for responding to a new product authorization.

The project engineer is responsible for ensuring that the product meets the predetermined requirements and that the design project is completed on schedule. If additional resources are required, the project engineer requests the necessary resources from the senior management board. If the scope of the design project changes significantly, the senior management board is notified and reviews whether the project is still viable. If so, the project is approved to continue.

Engineering interfaces between different groups involved in design and development to ensure effective communication and clear assignment of responsibility.

Planning output of each element is updated, as appropriate, as the design and development progresses.

7.3.2 Design and development inputs (Definition phase)

Engineering creates an individual design task list for the new product based on the Equipment or system features, functions, and performance requirements and peripheral product requirements. Each design task identifies the resources required to complete the task. The design engineer documents the product requirements in a product specification. Inputs relating to product requirements are determined by engineering and records are maintained. These include:

- a) Functional and performance requirements.
- b) Applicable statutory and regulatory requirements.
- c) When applicable, information derived from previous similar design.
- d) Other requirements essential for design and development.

Inputs are reviewed for adequacy. Requirements are reviewed for being complete, unambiguous and non-conflicting.

(Reference RCD 013.1 Preliminary Design Review)

7.3.3 Design and development outputs (Design phase)

Design and development outputs are reviewed at the completion of the various design milestones in schematics, circuit assemblies, and mechanical hardware. Following completion of the detailed design reviews, a limited number of units are built. The initial units are considered prototypes and are used to test the design. Prior to release, the results of the prototypes are verified and approved with records maintained by engineering in the project folders that demonstrate:

- a) Meeting the input requirements for design and development.
- b) Providing appropriate information for purchasing, production, and for service provision.
- c) Containing or referencing the product acceptance criteria.
- d) Specifying the characteristics of the product that are essential for its safe and proper use.
- e) Meeting Ollila Industries, Inc.'s reliability and environmental requirements.

(Reference RCD 014.3A Drawing Template A Size, RCD 014.3B Drawing Template B Size, RCD 014.3C Drawing Template C Size)

7.3.4 Design and development review

Engineering holds reviews at the completion of major product development phases. The product design team reviews the design for performance, design methodology and testability. Comparisons are made to previous products to avoid recurrence of same or similar problems. Reviews of design and development are conducted at suitable stages:

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

Participants in such reviews include representatives of functions concerned with the design and development stage(s) being reviewed. Records of the reviews and any necessary subsequent follow-up actions are maintained by engineering. The project is evaluated for determining that design input requirements are being met.

(Reference RCD 013.2 Detailed Design Review, QSP 009 Design Review)

7.3.5 Design and development verification (Prototype phase)

After the design reviews are complete and prototypes assembled, the engineering team performs verification of hardware and software. Included are qualification tests to acceptance criteria, including prototype tests by intended customers, and a review of the final data. Records of the verification results and any necessary actions are maintained. Production release occurs after the senior management board approves the prototype and releases the product to production.

(Reference RCD 013.3 Final Design Review)

7.3.6 Design and development validation (Validation phase)

Upon a product's release, project engineering chairs the design team meetings to the completion of validation. Acceptance of the validation is performed through acceptance testing. Records of the results test runs, test data sheets, procedures, "red lines", and any necessary actions are maintained.

At this point, the design is under formal change control.

(Reference RCD 013.4 Validation Design Review)

7.3.7 Control of design and development changes

Product requirements and design changes are reviewed by the senior management board and engineering, and controlled through the approval of revisions. Prototype documentation is under Engineering's control and is maintained by the project engineer. After a product is released, design changes are subject to engineering change control.

process. (Reference QSP 010 Change Control)

The effect of change on the existing parts and on delivered product is determined and verified before implementation.

Records of changes are maintained. (Reference RCD 014.1 RFC-ECO, RCD 014.2 DCN Design Change)

7.4 Purchasing (Outsourced process)

7.4.1 Purchasing process

The purchasing department is responsible for procuring materials, equipment, services, and spare parts. The purchasing ordering system uses approved part numbers for procurement of production products.

The documented system ensures critical parts are procured only from a list of qualified suppliers who are surveyed and approved. Records are maintained.

(Reference RCD 045 Buy List Worksheet, RCD 010 Supplier Survey, RCD 011.1 Approved Supplier Form, RCD 026 Supplier Quality Rating, RCD 052.1 Approved Supplier List, RCD 052.2 Key Supplier List, RCD 052.3 Disqualified Vendor List, RCD 057 Buy List, RCD 058 Parts List)

7.4.2 Purchasing information

Purchasing ensures the adequacy of specified purchase requirements prior to their communication to the supplier. The purchase order system uses approved part numbers for procurement of production products.

Ollila Industries, Inc.'s products are purchased by revision controlled part number specifications. Purchase orders of inventory products are reviewed and approved by the respective buyer within signature authority limits. The president approves over the authority limits prior to confirmation. Purchase order documents contain part number, clear description, terms and conditions, quantity and unit of measure. Also, included where appropriate are:

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

When required, suppliers are to acknowledge the acceptance of Ollila Industries, Inc.'s specifications, workmanship standards, and quality levels. (Reference QSP 019 Purchasing Terms and Conditions, RCD 020 Debit Memo, RCD 064 Purchase Order)

7.4.3 Verification of purchased product

Verification of purchased product is normally performed at receiving inspection. Items purchased for the first time, after revision, or from a new manufacturer are processed through first article inspection. Receiving inspection verifies parts are from an approved supplier list and inspects product to a sampling plan. With the approval of the senior management board, parts received with an ongoing acceptable quality level may be approved as “Source Delegation” and authorized for sending directly to stock. (Reference QSP 008 Evaluation of Suppliers, QSP 014 Sampling Inspection, QSP 022 Receiving Procedure, RCD 011.1 Approved Supplier Form, RCD 033 Parts Received, RCD 072 Receiving Inspection Engineering Approval Form, QF2A Receiving Inspection)

7.5 Production and service provision

7.5.1 Control of production and service provision

Processes for production and service operations are guided and controlled by “travelers”, process instructions, engineering drawings, and quality system documentation which describe printed wiring board fabrication, testing parameters mechanical assembly, and cabling. Product characteristics and the use of monitoring and measuring equipment and equipment, specific work flows, and instructions regarding the product release, delivery, and post delivery activities are reviewed. (Reference QSP 035 Board Washing Procedure, RCD 028 Surface Mount Rework, RCD 039 Equipment Fault Log, RCD 040 Kiss 102 Profile Log, RCD 053 Stock Issue Sign Out, RCD 068 Board Washing Log, RCD 023 Reflow Profiles, RCD 022 CCA Inspection Sign-Off)

7.5.2 Validation of processes for production and service provision

Processes for the production and service operations are validated by Ollila Industries, Inc. where subsequent monitoring or measurement cannot verify the resulting output and, as a consequence, where deficiencies become apparent only after the product is in use or the service has been delivered.

Validation and revalidation demonstrates the ability of these processes to achieve planned results through one or more of the following:

- **Qualification of the process**
Production operations are specified by written instructions. Common practices that apply throughout the facility are documented and released as a test specification. If special testing or skills not available at Ollila Industries, Inc.’s, they are reviewed for outside lab testing and under continuous monitoring and control.
- **Qualification of equipment and personnel**
Engineering is responsible for the test fixture configurations used in the

production process and for checking the final product to ensure it meets the customer objectives. Personnel are trained on the individual test sets and records on the units they are qualified to perform testing. (QSP 024 Test Fixture Policy, RCD 015 Authorization to Release)

- **Use of defined methods and procedures**
Ollila Industries, Inc. manufactures according to controlled Instructions, written procedures, and production processes. Instructions are available through the company's Intranet. The equipment used for testing at Ollila Industries, Inc. is documented and approved.
- **Requirements for records** , and
- **Revalidation**

(Reference RCD 066 Certificate of Conformance)

7.5.3 Identification and traceability

Parts received during receiving inspection are stored in the appropriate packaging and inventoried by part number. Kits are counted out for production of the circuit boards and travelers are used throughout production cycle to identify the product and for entering traceability information.

Where applicable, the product status with respect to monitoring and measurement of top assemblies is controlled via serial number throughout product realization.

When required by customers and /or regulatory authorities, Ollila Industries, Inc. maintains configuration management as a means by which identification and traceability are maintained. (Reference QAOP 3.12 Receiving Inspection and Control of Materials, QF13 Manufacturing Work Order & Traveler, QF20 Repair Work Order & Traveler, Controlled Assembly Drawings, Controlled Customer Drawings, RCD 031 Shipping Log, RCD 032 Receiving Log, RCD 078 C178 Intermediate Assy. Serial No. Log, RCD 085 Repair Bin Label, RCD 086 6-Day Turnaround Repair Label, RCD 087 Material Stock Label, RCD 089 Wire Label, RCD 090 Material Return Label)

7.5.4 Customer property

Customer property that is returned is verified, protected, and safeguarded while it is under the control of Ollila Industries, Inc. The customer is notified if the customer property is lost, damaged, or otherwise found to be unsuitable, and the notification is documented. A Return Material Authorization controls customer material that is returned for upgrade or for repair. (Reference QSP 040 Customer Property Procedure, RCD 021 RMA Log, RCD 074 Customer Property Log, RCD 076 Customer Supplied Parts Pick List, RCD 077 Customer Property Tag)

7.5.5 Preservation of product

The conformity of the product is preserved during internal processing, through protection and handling methods and delivery to the intended destination through proper identification, handling, storage, packaging, and protection in order to maintain conformance to requirements.

Handling

Products, including incoming products, in-process products, and finished goods, are handled in a way that ensures against damage or degradation of products, and protects the products from Electrostatic Discharge (ESD). Ongoing training is maintained for the awareness of the product protection. (Reference QAOP 3.13 Handling of Electrostatic Sensitive Parts)

Storage

Sensitive components and products are stored in electrostatic-safe packaging. Products are stored in a manner that ensures product integrity is maintained and are held in a controlled area dedicated to inventory. Products susceptible to deterioration are handled on a first - in, first - out basis as required. Material transactions of production material are followed for controlling receipt and issue of product from finished goods, stock rooms, or exchange storage areas. (Reference RCD 030 Finished Goods Stockroom, RCD 082 Shelf Life Material Label)

Packaging

Products are packaged to protect against physical damage during storage and shipment. Resilient packaging materials are used to protect products from handling damage and normal transportation shock and vibration to ensure integrity of the product. (Reference QCS-4 Packaging, Packing, Marking, and Shipping Inspection)

Protection

Ollila Industries, Inc.'s facilities are maintained for proper control of the environment temperature heating and air conditioning. The manufacturing storage and packaging areas are segregated for control. Components requiring special handling, such as moisture, are kept in the original sealed containers or are re-sealed. Special conditions for removing moisture are communicated to manufacturing, or to the contract manufacturer, prior to commencing work.

Delivery

Delivery methods and carriers are selected to optimize for safe shipment and on-time delivery. The transportation mode is based on distribution requirements: requested delivery date, transportation lead-time, and specific customer requirements.

7.6 Control of monitoring and measuring equipment

Ollila Industries, Inc.'s calibration system encompasses measurement and test equipment. The system involves controlling and maintaining equipment used in production. The equipment includes tools, instruments, and gauges used for measurement of dimensions torque, and voltage. Standards are used that are traceable to the National Institute of Standards and Technology. The calibration system ensures that all tests or measurements yield results that are reliable within the requirements of the test and remove measurement uncertainty. When new test and measurement equipment is received, it is entered into the calibration schedule and calibrated prior to use unless received with proper certification.

7.6.1 Calibration

The monitoring and measurement of equipment needed to ensure valid results is:

- a) Calibrated or verified, or both, at specified intervals traceable to international or national measurement standards. Where no such standards exist, the basis used for calibration or verification is documented.
- b) Adjusted or re-adjusted as necessary.
- c) Identified in order to determine its calibration status.
- d) Safeguarded from adjustments that would invalidate the measurement result.
- e) Protected from damage and deterioration during handling, maintenance, and storage.

Test and measurement equipment is sent to an approved outside test lab is calibrated to ANSI/NCSL Z540-1994 on an annual basis and is tracked and maintained through a database. Mechanical torque gauges are calibrated in –house and entered into the calibration database. After calibration, the equipment is labeled with the date of calibration, the calibration technician, and the next calibration due date with the calibration supplier or in-house Ollila Industries, Inc.'s label. (Reference QF7 Calibration Status Report, QF15 Equipment Calibration Record, QF19 Torque Wrench Calibration Record)

7.6.2 Calibration records

Records of calibration and validation are maintained. A certificate of calibration is maintained on file for each item calibrated by the outside test lab. Certificates are filed by the equipment serial number. In-house calibration of torque gauges is documented in the calibration database.

Equipment found to be out of calibration or in need of repair is immediately marked as

such. This equipment is then processed per the nonconforming product procedure and stored in the nonconforming product area. The nonconforming product procedure is used to determine the disposition of the equipment.

Previous inspection/test records are reviewed when equipment is found to be outside the range of calibration.

Reference Procedures:

QAOP 3.12 Receiving Inspection and Control of Materials, Paragraph 7.5.3
QAOP 3.13 Handling of Electrostatic Sensitive Parts, Paragraph 7.5.5
QCS-4 Packaging, Packing, Marking, and Shipping Inspection, Paragraph 7.5.5
QF2A Receiving Inspection, Paragraph 7.4.3
QF7 Calibration Status Report, Paragraph 7.6.1
QF13 Manufacturing Work Order & Traveler, Paragraph 7.5.3
QF15 Equipment Calibration Record, Paragraph 7.6.1
QF19 Torque Wrench Calibration Record, Paragraph 7.6.1
QF20 Repair Work Order & Traveler, Paragraph 7.5.3
QSP 008 Evaluation of Suppliers, Paragraph 7.4.3
QSP 009 Design Review, Paragraph 7.3.4
QSP 010 Change Control, Paragraph 7.3.7
QSP 014 Sampling Inspection, Paragraph 7.4.3
QSP 019 Purchasing Terms and Conditions, Paragraph 7.4.2
QSP 022 Receiving Procedure, Paragraph 7.4.3
QSP 024 Test Fixture Policy, Paragraph 7.5.2
QSP 028 Marketing Procedure, Paragraph 7.2.1
QSP 035 Board Washing Procedure, Paragraph 7.5.1
QSP 036 Contract Review, Paragraph 7.2.2
QSP 040 Customer Property Procedure, Paragraph 7.5.4

Reference Forms/ Records

RCD 010 Supplier Survey, Paragraph 7.4.1
RCD 011.1 Approved Supplier Form, Paragraph 7.4.1
RCD 012 Product Realization, Paragraph 7.1
RCD 013.1 Preliminary Design Review, Paragraph 7.3.2
RCD 013.2 Detailed Design Review, Paragraph 7.3.4
RCD 013.3 Final Design Review, Paragraph 7.3.5
RCD 013.4 Validation Review Form, Paragraph 7.3.6

RCD 014.1 RFC-ECO, Paragraph 7.3.7
RCD 014.2 DCN Design Change, Paragraph 7.3.7
RCD 014.3A Drawing Template A Size, Paragraph 7.3.3
RCD 014.3B Drawing Template B Size, Paragraph 7.3.3
RCD 014.3C Drawing Template C Size, Paragraph 7.3.3
RCD 015 Authorization to Release, Paragraph 7.5.2
RCD 016 Customer Survey, Paragraph 7.2.3
RCD 020 Debit Memo, Paragraph 7.4.2
RCD 021 RMA Log, Paragraph 7.5.4
RCD 022 CCA Inspection Sign-Off, Paragraph 7.5.1
RCD 023 Reflow Profiles, Paragraph 7.5.1
RCD 026 Supplier Quality Rating, Paragraph 7.4.1
RCD 028 Surface Mount Rework, Paragraph 7.5.1
RCD 031 Shipping Log, Paragraph 7.5.3
RCD 032 Receiving Log, Paragraph 7.5.3
RCD 039 Equipment Fault Log, Paragraph 7.5.1
RCD 040 Kiss 102 Profile Log, Paragraph 7.5.1
RCD 043 Repair Authorization Carson, Paragraph 7.2.3
RCD 045 Buy List Worksheet, Paragraph 7.4.1
RCD 051 Master Shipping Schedule, Paragraph 7.1
RCD 052.1 Approved Supplier List, Paragraph 7.4.1
RCD 052.2 Key Supplier List, Paragraph 7.4.1
RCD 052.3 Disqualified Vendor List, Paragraph 7.4.1
RCD 053 Stock Issue Sign Out, Paragraph 7.5.1
RCD 057 Buy List, Paragraph 7.4.1
RCD 058 Parts List, Paragraph 7.4.1
RCD 064 Purchase Order, Paragraph 7.4.2
RCD 065 Weekly Shipping Schedule, Paragraph 7.1
RCD 066 Certificate of Conformance, Paragraph 7.5.2
RCD 068 Board Washing Log, Paragraph 7.5.1
RCD 072 Receiving Inspection Engineering Approval, Paragraph 7.4.3
RCD 073 Customer Order Review Checklist, Paragraph 7.2.2
RCD 074 Customer Property Log, Paragraph 7.5.4
RCD 076 Customer Supplied Parts Pick List, Paragraph 7.5.4
RCD 078 C178 Intermediate Assy. Serial No. Log, Paragraph 7.5.3
RCD 077 Customer Property Tag, Paragraph 7.5.4
RCD 082 Shelf Life Material Label, Paragraph 7.5.5
RCD 085 Repair Bin Label, Paragraph 7.5.3
RCD 086 6-Day Turnaround Repair Label, Paragraph 7.5.3
RCD 087 Material Stock Label, Paragraph 7.5.3
RCD 089 Wire Label, Paragraph 7.5.3
RCD 090 Material Return Label Paragraph 7.5.3

8 MEASUREMENT, ANALYSIS, AND IMPROVEMENT

8.1 General

The measurement, analysis, and improvement process at Ollila Industries, Inc. demonstrates conformity to product requirements, ensures conformity of the quality management system, and continually improves the effectiveness of the quality management system. This includes the application of statistical techniques (See Paragraph 8.4).

8.2 Monitoring and measurement

8.2.1 Customer satisfaction

Information relating to customer perception of whether Ollila Industries, Inc. has fulfilled customer requirements is obtained and monitored through customer satisfaction measurement. Records of surveys and contacts with the customer are maintained. The final results of the review are brought to the management review for improving the quality management system.

Ollila Industries, Inc.'s contact and obligations to the customer are monitored through the following programs:

Contact with customers: This is accomplished primarily through Sales, Quality Assurance, customer satisfaction surveys, and technical support. (Reference QSP 012 Customer Satisfaction, RCD 016 Customer Survey)

Obligations to customer: Ollila Industries, Inc.'s Quality system's goal is to be customer driven. We achieve our goals through process improvement ensuring employees have been properly trained, providing innovative technical solutions, excellent customer service, and meeting our customer objectives (see paragraph 5.4.1).

Customer needs: Training is provided to customers through marketing, sales, and technical support. In-house engineering will be provided to the customer for special projects and technical studies.

Product quality expectations: The reliability of products is reviewed through a product-by product analysis. Issues on product reliability are reviewed for continual improvement.

8.2.2 Internal audits

Internal audits are performed at planned intervals by trained auditors to determine whether the quality management system:

- a) Conforms to the plans for product realization, the requirements of this International

Standard, and to the quality management system requirements established by the organization.

b) Is effectively implemented and maintained.

QSP 004, Internal Audit Procedure, defines responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records. (Reference RCD 004 Audit Report, RCD 005 Audit Schedule, RCD 006 Internal Audit Checklist)

Audit scheduling

The designated lead auditor is responsible for scheduling and appointing personnel to perform quality audits on an annual basis. The audit team is also responsible for performing a mid-year review of items identified for corrective action. Areas identified as critical or needing follow-up activities may be audited more frequently.

The results of the audits are documented and reported to the applicable department. Any deficiencies found will trigger the preparation of a corrective action request and be reported to the corrective/preventive process (reference QSP 007 Corrective Action Procedure). The effectiveness of the audits is part of the management review.

8.2.3 Monitoring and measurement of processes

Process audits are utilized to monitor the quality management system to ensure that the overall process improves. (See paragraph 8.2.2) These methods demonstrate the ability of the processes to achieve planned results. (Reference QSP 013 Quality Planning and Paragraph 4.1)

Records are maintained to provide evidence of process conformity to documented criteria or to achieve planned results. (Reference RCD 015 Authorization to Release and paragraph 8.4)

Quality assurance reviews the findings and reports findings to the management for review of continual improvement (see paragraph 5.6.2).

When planned results of the quality management system are not achieved, corrective action is taken, as appropriate (see paragraph 8.5.2).

8.2.4 Monitoring and measurement of product

Characteristics of the product are monitored and measured throughout the operation to verify that product requirements are fulfilled. Training records are maintained indicating the persons with authorization to release product for delivery to the customer. The release of product and delivery of service to the customer does not commence until all planned steps in the process have been completed on the traveler (see paragraph 7.5.2) unless otherwise approved by a relevant authority and, where applicable, by the

customer. Evidence of conformity with the acceptance criteria is maintained.

8.3 Control of nonconforming product

Nonconforming material is reviewed by the quality assurance manager and is responsible for the process of documenting, evaluating, segregating and controlling the disposition of nonconforming products.

Nonconforming product is documented, removed from the area, and stored as required by the Nonconforming Material Procedure, QSP 005. Removal of nonconforming product from the holding area is allowed when disposition of product has been reviewed and approved. (Reference QAOP 3.7 Non-Conforming Material, QF2A Receiving Inspection Report, QF3 Discrepant Material Report)

8.3.1 Review

Nonconforming trends are reviewed by the material review board (MRB) which then determines the disposition of the product; i.e., accept as non-conforming, return to vendor, rework, or scrap. Quality is responsible for ensuring the approved action is performed.

Only the senior management board may change the status of nonconforming product. (Reference QF11 DMR Status Report, QSP 034 Supplier Corrective Action Process, RCD 011.2 Supplier Disqualification Form)

8.3.2 Rework

Reworked products must meet the original or the modified and approved specifications that are in place at the time of rework. After rework, previous tests or checks are repeated. Records are maintained. (Reference QF14 Rework Traveler, QF 20.1 Customer Returns Work Order/ Traveler Mono CCA, QF 20.2 Customer Returns Work Order/ Traveler Evac CCA, QF 20.3 Customer Returns Work Order/ Traveler Mono FCU, QF 20.4 Customer Returns Work Order/ Traveler C113, C219, T114 Misc.)

8.4 Analysis of data

Ollila Industries, Inc. collects, and analyzes data to demonstrate the suitability and effectiveness of the quality management system and evaluates where continual improvement of the effectiveness of the quality management system can be made.

Data is collected and maintained to ensure proper evaluation of process capability, monitoring of product characteristics, evaluation of product and service and measurement of continual improvement. The analysis of data provides information relating to:

- a) Customer satisfaction - (see paragraph 8.2.1) through surveys from sales,

marketing, quality, and technical support. Data is analyzed for business decisions and pro-active response to quality issues.

- b) Conformity to product requirements – (see paragraph 8.2.4) - to analyze first pass yields and failure analysis.
- c) Characteristics and trends of processes and products including opportunities for preventive action. (see 8.2.3 and 8.2.4)
- d) Suppliers. – On-time delivery and quality rating. (Reference QSP 016 Supplier Performance Index, RCD 026 Supplier Quality Rating)
- e) Field data – defects on arrival and warranty return information is reviewed for new product for evaluating where continual improvement of the effectiveness of the system can be made.

8.5 Improvement

8.5.1 Continual improvement

Ollila Industries, Inc. continually improves the effectiveness of the quality management system by reviewing the effectiveness over time of the quality policy (see paragraph 5.3), quality objectives (see paragraph 5.4.1), audit results (see paragraph 8.2.2), analysis of data (see paragraph 8.4), corrective and preventive actions (see paragraph 8.5.2 and 3), and the management review (see paragraph 5.6).

(Reference QSP 006, Continual Improvement.)

8.5.2 Corrective action

Actions needed to eliminate the causes of a detected nonconformity and to prevent recurrence are in place and clearly defined. To achieve this, QSP 007, Corrective Action, defines the requirements for:

- a) Reviewing nonconformities (including customer complaints).
- b) Determining the causes of nonconformities.
- c) Evaluating the need for action to ensure that nonconformities do not recur.
- d) Determining and implementing action needed.
- e) Records of the action taken.
- f) Reviewing the effectiveness of the corrective action taken.

The effectiveness of corrective actions is documented and tracked for implementation by QA. All employees are empowered to advise their supervisor or manager directly if they feel there may be a discrepancy in complying with any process or procedure.

Internal corrective action

After a product or a process is identified as nonconforming, the quality manager

assigns the corrective action request to the appropriate person to determine the root of the failure. During this process, possible errors in procedures are identified and documented. Upon completion of the investigation, the assigned person recommends a solution to the quality manager. (Reference RCD 008 CAR, PAR and IMPR Form, RCD 009 CAR, PAR, & IMPR Log)

Customer complaints

With input from the engineering, or any other department, quality has access to documents for quality concerns from customers. Priority action is taken to ensure additional occurrences of the same or similar problems do not occur. Corrective actions are documented and maintained with the original quality concern documents. Customer complaints and corrective action activities and results are presented at meetings and/or the management reviews.

Procedure changes

Quality assurance reviews new processes and procedures whenever the changes were made to ensure that nonconformities do not recur.

8.5.3 Preventive action

Actions needed to eliminate the cause of a potential nonconformity and to prevent occurrence, are in place and clearly defined. QSP 007, Preventive Action Procedure, defines the requirements for:

- determining potential nonconformities and their causes
- evaluating the need for action to prevent occurrence of nonconformities
- determining and implementing action needed
- reviewing the effectiveness of preventive action taken
- reviewing if the actions are appropriate to the effects of the potential problems

Any employee, vendor or customer may identify activities in which preventive action can be established or enhanced. This may be in product design, process development, or process control. Managers or team leaders assign the preventive action to the appropriate person to review and recommend a solution. Actions are determined to eliminate the causes of potential nonconformities in order to prevent their occurrence. This may be in the form of a modification or improvement in a procedure, identification of potential nonconformance, or applying new controls. Preventive action activities and results are presented to the management review (per paragraph 5.6). Records of preventive action activities are maintained.

Reference Procedures:

QAOP 3.7 Non-Conforming Material, Paragraph 8.3
QF2A Receiving Inspection Report, Paragraph 8.3
QF3 Discrepant Material Report, Paragraph 8.3
QF11 DMR Status Report, Paragraph 8.3.1.
QF14 Rework Traveler, Paragraph 8.3.2
QF 20.1 Customer Returns Work Order/ Traveler Mono CCA, Paragraph 8.3.2
QF 20.2 Customer Returns Work Order/ Traveler Evac CCA, Paragraph 8.3.2
QF 20.3 Customer Returns Work Order/ Traveler Mono FCU, Paragraph 8.3.2
QF 20.4 Customer Returns Work Order/ Traveler C113, C219, T114 Misc., Paragraph 8.3.2
QSP 004 Internal Audit, Paragraph 8.2.2
QSP 005 Nonconforming Product, Paragraph 8.3
QSP 006 Continual Improvement, Paragraph 8.5.1
QSP 007 Corrective / Preventive Action, Paragraph 8.5.2 and 8.5.3
QSP 012 Customer Satisfaction, Paragraph 8.2.1
QSP 013 Quality Planning, Paragraph 8.2.3
QSP 016 Supplier Performance Index, Paragraph 8.4

Reference Forms/ Records

RCD 004 Audit Report, Paragraph 8.2.2
RCD 005 Audit Schedule, Paragraph 8.2.2
RCD 006 Internal Audit Checklist, Paragraph 8.2.2
RCD 008 CAR, PAR, and IMPR Form, Paragraph 8.5.2
RCD 009 RCD 009 CAR, PAR, & IMPR Log, Paragraph 8.5.2
RCD 011.2 Suppler Disqualification Form, Paragraph 8.3.1
RCD 015 Authorization to Release, Paragraph 8.2.3
RCD 016 Customer Survey, Paragraph 8.2.1
RCD 026 Supplier Quality Rating, Paragraph 8.4