PURPOSE

This document defines the Company's quality management system.

SCOPE

This document applies to all personnel.

This document applies to the listed sites.

AS9100 - AS9120 CROSS REFERENCE

AS9100 - AS9120 Para	GQM Para	GSP	GSP	GSP	GSP	GSP	GSP	GSP
1 Scope	1.0							
2 Normative References	2.0							
3 Terms and Definitions	3.0							
4 Context of the Organization	4.0							
4.1 Understanding the Organization and Its Context	4.1	600						
4.2 Understanding the Needs and Expectations of Interested Parties	4.2	600						
4.3 Determining the Scope of the Quality Management System	4.3							
4.4 Quality Management System and Its Processes	4.4							
5 Leadership	5.0	500						
5.1 Leadership & Commitment	5.1	500	600	900				
5.1.1 General	5.1.1	500						
5.1.2 Customer Focus	5.1.2	500	600	800	900			
5.2 Policy	5.2	500						
5.2.1 Establishing the Quality Policy	5.2.1	500	600	750				
5.2.2 Communicating the Quality Policy	5.2.2	500	750					
5.3 Organizational Roles, Responsibilities and Authorities	5.3	500	600	900				
6 Planning	6.0	600						
6.1 Actions to address Risks and Opportunities	6.1	600	800	900				
6.2 Quality Objectives and Planning to Achieve Them	6.2	600						
6.3 Planning of Changes	6.3	600	750	800	900			
7 Support	7.0	700						
7.1 Resources	7.1	700						
7.1.1 General	7.1.1	700	600					

AS9100 - AS9120 Para	GQM Para	GSP	GSP	GSP	GSP	GSP	GSP	GSP
7.1.2 People	7.1.2	700						
7.1.3 Infrastructure	7.1.3	700						
7.1.4 Environment for the Operation of Processes	7.1.4	700	600					
7.1.5 Monitoring and Measuring Resources	7.1.5	715						
7.1.5.1 General	7.1.5.1	715						
7.1.5.2 Measurement Traceability	7.1.5.2	715						
7.1.6 Organizational Knowledge	7.1.6	700	500	750				
7.2. Competence	7.2	700						
7.3 Awareness	7.3	700						
7.4 Communication	7.4	700	800	840	870			
7.5 Documented Information	7.5	750						
7.5.1 General	7.5.1	750						
7.5.2 Creating and Updating	7.5.2	750						
7.5.3 Control of Documented Information	7.5.3	750	840					
8 Operation	8.0	800						
8.1 Operational Planning and Control	8.1	800						
8.1.1 Operational Risk Management (AS9100 Only)	8.1.1.	800	600	750	840			
8.1.2 Configuration Management	8.1.2	800	750	900				
8.1.3 Product Safety (AS9100 Only)	8.1.3	800	600	750	850	900		
8.1.4 Prevention of Counterfeit Parts	8.1.4	800	700	750	840			
8.1.5 Prevention of Suspect Unapproved Parts (AS9120 Only)	8.1.5	800	700	750	840			
8.2 Requirements for Products and Services	8.2	800						
8.2.1 Customer Communication	8.2.1	800	750	870	900	1000		
8.2.2 Determining the Requirements for Products and Services	8.2.2	800	600	850				
8.2.3 Review of Requirements for Products and Services	8.2.3	800	600	850				
8.2.4 Changes to Requirements for Products and Services	8.2.4	800	750					
8.3 Design and Development of Products and Services	Not applicable							
8.4 Control of Externally Provided Processes, Products and Services	8.4	840						

AS9100 - AS9120 Para	GQM Para	GSP	GSP	GSP	GSP	GSP	GSP	GSP
8.4.1 General	8.4.1	840	600	750				
8.4.1.1 Control of External Providers	8.4.1.1	840						
8.4.2 Type and Extent of Control	8.4.2	840	715	850	870	900		
8.4.3 Information for External Providers	8.4.3	840	750					
8.5 Production and Service Provision	8.5	850						
8.5.1 Control of Production and Service Provision	8.5.1	850	600	715	750	870		
8.5.1.1 Control of Equipment, Tools, and Software Programs	8.5.1.1	850	600	700	715			
8.5.1.2 Validation and Control of Special Processes (AS9100 Only)	Not applicable							
8.5.1.3 Production Process Verification (AS9100 Only)	8.5.1.3	850	800	840				
8.5.2 Identification and Traceability	8.5.2	850	870					
8.5.3 Property Belonging to Customers or External Providers	8.5.3	850	750					
8.5.4 Preservation	8.5.4	850	870					
8.5.5 Post Delivery Activities	8.5.5	850	600	800	870	900	1000	
8.5.6 Control of Changes	8.5.6	850	600	700	750	800		
8.6 Release of Products and Services	8.6	850	600	715	750	900		
8.7 Control of Nonconforming Outputs	8.7	870	700	715	750	800	840	1000
9 Performance Evaluation	9.0	900						
9.1 Monitoring, Measurement, Analysis and Evaluation	9.1	900						
9.1.1 General	9.1.1	900	750					
9.1.2 Customer Satisfaction	9.1.2	900	500	600	800	1000		
9.1.3 Analysis and Evaluation	9.1.3	900						
9.2 Internal Audit	9.2	900	750	840				
9.3 Management Review	9.3	900						
9.3.1 General	9.3.1	900						
9.3.2 Management Review Inputs	9.3.2	900						
9.3.3 Management Review Outputs	9.3.3	900	750					
10 Improvement	10.0	1000						
10.1 General	10.1	1000	600	700	800	900		
10.2 Nonconformity and Corrective Action	10.2	1000	600	750				
10.3 Continual Improvement	10.3	1000	600	700	750	900		

INTRODUCTION TO WESCO AIRCRAFT

Founded in 1953, Wesco Aircraft has grown to become one of the largest aerospace hardware distributors in the world and a leading aerospace inventory management service provider. Wesco Aircraft is committed to supporting its customers through comprehensive stocking programs and the distribution of aerospace hardware at the world class levels of quality and delivery. Wesco Aircraft serves over 5,000 customers worldwide. These customers include almost every major aerospace OEM and their subcontractors as well as MRO's and government purchasing authorities. Wesco Aircraft is an authorized distributor for every leading aerospace hardware manufacturer and over the years, expanded its offerings to include hardware installation tooling, bearings, machined products, electromechanical/interconnect products and chemical products.

In July 2008 Wesco Aircraft acquired Airtechnics Inc., in Wichita, Kansas. Founded in 1957, Airtechnics was one of the largest privately held electrical distributors in the nation and ranked #21 in Purchasing magazines 2007 top North America electrical distributors. On June 1, 2009 Airtechnics name officially changed to Wesco Aircraft Electronics Product Group (EPG). EPG is a leading distributor of electro-mechanical and interconnect products to general aviation, commercial aerospace and defense customers throughout the United States and abroad.

In July 2012 Interfast Inc. was acquired by Wesco Aircraft. With headquarters located in Toronto for Canadian operations and with sales offices/warehouses in Montreal, Calgary, Vancouver, and Miami, Wesco Aircraft Canada (FKA Interfast Inc.) is an authorized distributor of specialized fasteners, fastening systems, specialized production tooling, and provided application-engineering support as well as customized inventory management programs (including kitting), serving the aerospace, industrial, automotive, heavy equipment and high tech electronic market place.

In February 2014 Wesco Aircraft acquired HGI – Haas Group International. Haas headquarters are located in West Chester, Pennsylvania with distribution centers/hubs across the globe. HGI is a provider of chemical supply chain management services to the commercial aerospace, airline, military, energy and other markets.

On 1st April 2017 all the UK based entities became one legal entity named Wesco Aircraft EMEA Limited.

Wesco Aircraft regional headquarters and central stocking locations are based in Valencia, California, Huddersfield, England and Toronto Canada with a second US central stocking location in Wichita, Kansas. There are numerous sales offices and forward stocking locations ("FSL's") across the globe supporting customers and key contracts including North America, Europe, the Middle East, India, China and the Pacific Rim. The following page shows their location and the general scope of activity at each site.

Where contents of this document apply globally, (Wesco Aircraft and/or Haas) they are identified as the "Company". Where contents of this document do not apply globally they are identified throughout the manual as to their application (EX Americas, EMEA, APAC, EPG, Canada, India, China).

LOCATIONS TABLE

Location	Country	Sales	Supply Chain	Warehouse	Quality	IT	HR	Value Add Assy.	Tooling	Certified Standard	Stock
G Valencia, CA Central Function (AS9120 Only)	USA	X	X	X	X	X	X			AS9120	H, E
Wichita, KS, (EPG)	USA	X	X	X	X			X		AS9100 AS9120	E
Nashville, TN	USA			X						AS9120	H
Marcon	Italy	X								AS9120	
Bangalore	India	X		X						AS9120	H
Toulouse	France	X		X						AS9120	H, E
Xi'an	China			X						AS9120	H, E
Shanghai	China	X		X						AS9120	H, E
Toronto	Canada	X		X	X					AS9100 AS9120	H, E
Lachine Montreal, QC	Canada	X	X	X	X					AS9120	H,C
West Chester, PA	USA		X							AS9120	
Kent, WA	USA			X						AS9120	C
Rancho Cordova, CA	USA			X						AS9120	C
Tempe, AZ	USA	X		X	X					AS9120	H,C
El Segundo, CA	USA			X						AS9120	C
Berkeley, MO	USA			X						AS9120	H,C
Austin, TX	USA			X						AS9120	C
G Northlake, TX Central Function (AS9100 Only)	USA			X	X	X	X		X	AS9100 AS9120	H,C,T
McDonough, GA	USA			X						AS9120	H,C
Tullamarine, Melbourne	AUS	X	X	X						AS9120	H,C
Foley, Alabama	USA			X						AS9120	E
Newton Rd, Crawley	UK	X		X						AS9120	C
Cambridge	UK	X	X	X						AS9120	C
Shannon	Ireland	X	X	X						AS9120	C
Aberdeen	UK	X		X						AS9120	C
Sing	Singapore	X		X						AS9120	C
Baguio City	Philippines			X						AS9120	C
Chihuahua	Mexico			X						AS9120	H,C
Savannah	USA			X						AS9120	H
Wroclaw	Poland			X						AS9120	H, E, C
Jonestown	USA			X	X	X				AS9120	H,C
G Mirfield	UK	X	X	X	X	X	X			AS9120	H, E, C

Type of product held in stock H= Hardware, E= Electrical, T= Tooling, C= Chemicals

1.0 SCOPE:

The quality manual outlines the policies, procedures and requirements of the Quality Management System. The system is structured to comply with the conditions set forth in the current revision of the Standards listed below as applicable to each site:

ISO9001 Standard.

AS9100 Standard.

AS9120 Standard.

Company sites certified to AS9120 have the following scope of registration:

Inventory Management and Distribution of Aerospace, Defense, Automotive and Electromechanical components, chemicals and other consumable products.

Company sites certified to AS9100 have the following scope of registration:

Inventory Management, Distribution and Value Added Assembly of Aerospace, Defense, Automotive and Electromechanical components, chemicals and other consumable products.

2.0 NORMATIVE REFERENCES

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. The latest edition of the referenced document (including any amendments) applies.

International Standard ISO 9001, Quality Management Systems – Requirements.

Aerospace Standard SAE AS9100, Quality Management Systems Requirements for Aviation, Space, and Defense Organizations.

Aerospace Standard SAE AS9120, Quality Management Systems - Aerospace Requirements for Aviation, Space, and Defense Distributors.

International Standard ISO 9000, Quality Management Systems – Fundamentals and Vocabulary.

International Standard ISO 9004, Quality Management Systems – Guidelines for Performance Improvements.

International Standard ISO 19011 Guidelines for auditing management systems.

International Standard ANS/ISO/IEC 17025, General Requirements for the Competence of Testing and Calibration Laboratories.

International Standard AS/ISO 10012, Measurement Management Systems – Requirements for Measurement Processes and Measuring Equipment.

International Standard ISO 31000, Risk Management Principles and guidelines.

Aerospace Standard AS 9146, Foreign Object Damage (FOD) Prevention Program – Requirements for Aviation, Space, and Defense Organizations.

3.0 TERMS AND DEFINITIONS

The Company adopts the following terms and definitions within its Quality Management System. Where no definition is provided, the Company typically adopts the definitions provided in ISO 9001, AS9100 & AS9120.

Airworthiness Certificate – A document issued by the cognizant civil aviation authority that certifies that the part conforms to the applicable regulatory requirements.

Article – Material, part, component, assembly, or appliance which is listed by the design organization as eligible for installation in/on the product or include in the design data approved by the authority.

Authorized Release Certificate – Document attesting that a product is released for use (e.g., release or return to service) and certifying that the activities performed, and the results achieved, conform to established organization, regulatory, and customer requirements.

Calibration – The process by which measurement and test equipment is checked for accuracy by comparison to known standards.

Certificate of Conformity – A document that certifies product conformity to process, design and/or specification requirements. Commonly referred to as a Certificate of Conformance (C of C).

Continual Improvement - a recurring improvement activity following a plan – do – check – act cycle.

Containment Action - Temporary action taken to address the transfer of the non-conforming product or the non-conforming process output to the customer (either external or internal) while the actions to address the escape of the nonconforming product or non-conforming process output / address the recurrence of the non-conformance are implemented and effective.

Correction - Action to address the effect of a nonconformity / undesirable situation - Ex return the nonconforming product or process to a state of conformity with requirement / and/or actions to eliminate an undesirable situation.

Counterfeit Part – An unauthorized copy, imitation, substitute or modified part (e.g. material, part, component), which is knowingly misrepresented as a specified genuine part of an original or authorized manufacturer.

Corrective Action - Action taken to eliminate the cause of a non-conformance that has occurred, and prevent reoccurrence of the nonconformance.

Critical items – Those items (e.g., functions, parts, software, characteristics, processes) having significant effect on the product realization and use of the product; including safety, performance, form, fit, function, reproducibility, service life, etc.; that require specific actions to ensure they are adequately managed.

Customer Satisfaction – Customers perception of the degree to which the customer's requirements have been fulfilled.

Customer Owned Property – Any type of instrumentation, accessories, manuals, or shipping containers that belong to a customer.

Direct Line Feed – The process or system associated with the effecting of delivery of components direct to the point of use at a customer's premises.

Distributors - Organizations carrying out the purchase, storage, splitting of quantities and sales of products without affecting product conformance.

External Provider – Supplier.

Interested Parties – "Interested parties" are those stakeholders who receive products/services from the organization, who may be impacted by them, or those parties who may otherwise have a significant interest in the organization.

Improvement; action to either transform nonconformity to conformity or enhance the level of conformity.

Key Characteristics – The features of a material, process, or part whose variation has a significant influence on product fit, performance, service life, or manufacturability.

Manufacturer's Certificates – Documents issued by the product manufacturer that certifies product conformance to process, design and/or specification requirements.

Opportunity – A combination of the benefit of and the likelihood of having a potential positive impact to processes, products, services, customers or end users.

Product Safety – The state in which a product is able to perform to its designed or intended purpose without causing unacceptable risk of harm to persons or damage to property.

Quality 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.

Quality Records – Documented information retained as evidence that processes are being carried out as planned.

Risk – A combination of severity and likelihood of having a potential negative impact on processes, products, services, customers or end users.

Special Requirements – Those requirements identified by the customer, or determined by the organization, which have high risks to being achieved thus, requiring their inclusion in the risk management process. Factors used in the determination of special requirements include product or process complexity, past experience and product or process maturity.

Splitting – The separation of components/items belonging to the same production batch.

Suspected Unapproved Part – A product that might not have been or is suspected of not having been produced in accordance with applicable laws and regulations.

Test Report – Objective evidence provided by either the manufacturer or a certified testing facility that the product conforms with specific design requirements or properties.

Traceability - The ability to trace history, application or location of an item or activity, by means of recorded identification.

Unapproved Part – A part that was not produced or maintained in accordance with approved or acceptable data and applicable statutory, regulatory, and customer requirements.

4.0 CONTEXT OF THE ORGANIZATION

4.1 Understanding the Organization and Its Context.

Top Management determine the purpose and strategic direction of the company in accordance with GSP 600 QMS Planning Global System Procedure - Level 0 Business Process Review and GSP 900 Performance Evaluation Global System Procedure - Management Review.

4.2 Understanding the Needs and Expectations of Interested Parties.

Due to their effect or potential effect on the Company's ability to consistently provide products and services that meet customer, applicable statutory and regulatory requirements, the following are considered as "Interested Parties":

Employees.

Suppliers.

Customers.

Statutory Authorities.

Regulatory Bodies.

Interested Parties requirements relevant to the quality management system are determined, in accordance with GSP 600 - Level 0 Business Process Review.

Information about interested parties and their requirements relevant to the quality management system is monitored and reviewed in accordance with GSP 600 - Level 0 Business Process Review.

The Company grants the right of access to our customers and their customers, regulatory bodies and statutory authorities to the applicable areas of Company facilities and to applicable Company documented information and at any level of the supply chain.

The identification of an interested party does not necessarily bring that party into the scope of the quality management system or that quality management system documents and policies are specifically developed related to them.

INTERESTED PARTIES & RELEVANT REQUIREMENTS TABLE

Interested Party	**Internal or External**	**Reason for Interest**	**Relevant Requirements**	**Monitor / Review**
Employees	I	Compensation, Stability, Responsible for Product Realization	Fair Compensation, Stability, Safe Work Environment	Employee, Reviews, Safety Meetings, Training
Suppliers	E	Products & Services for Support	$$$, quality, price, OTD, Customer Service Order Confirmations, Paperwork, Discounts	GSP 840 Control of Externally Provided Processes Products and Services Global System Procedure
Customers	E	Direct Consumption	$$$, quality, price, OTD, Customer Service Right of access	Quality Objectives Site Access
Regulatory Bodies and Statutory Authorities	E	Safety/Flight Safety / Requirement Compliance	Applicable Local, State, Federal, Government, Military and Aviation requirements Right of access	Visit Reports / Reviews / Audits Site Access

4.3 Determining the Scope of the Quality Management System.

In determining the scope of the quality management system, the Company considered:

a) The external and internal issues referred to in Para 4.1;

b) The requirements of relevant interested parties referred to in Para 4.2;

c) The products and services of the Company.

The scope of the Company's Quality Management System is made available and maintained as documented information through this Quality Manual.

Applicability.

To determine if paragraph 8.3 Design and Development of Products and Services and all its sub paragraphs in ISO 9001, AS9120 and AS9100 applied to any processes, the Company considered the following criteria;

The process is within the scope of our certified quality management system.

The process is related to the design and development of product.

At least part of the process output is realized at the interface with the customer.

The majority of the activities in the process are intangible.

The Process / activity is of our design.

The Company has determined that the only processes within the scope of our certified quality management system related to product design and development are those for modified product and value added assembly.

Modified Product processes, where the company obtains a product to an external design and modifies it to become a different product of external design by having additional processes to that external design performed upon it only include activities of external design.

Electrical hardware value added assembly processes are not considered as either product design or product manufacture within the Aerospace sector and assembly activities are of external design.

The Company's sales / marketing communications / literature may refer to items as "services" however this is only a sales / marketing term and the Company does not consider these items to be services in the ISO 9001, AS9120 and AS9100 context.

The Company determined that no processes within the scope of our certified quality management system met the criteria for a service.

Processes performed in addition to or differently to the basic ad-hoc type of agreement for distribution such as inventory location, delivery of product to point of use, internal determination of product demand, incoming product verification (chemical product testing), product disposal at end of life do not meet the criteria for a service.

Quality Management activities are related to customer agreements to distribute product and do not meet the criteria for a service.

Processes related to customer use of tcmIS, our proprietary ERP system do not meet the criteria for a service as they are limited to; marketing our inventory, E commerce, customer access to data and functionality to create sales orders for specific inventory and to run reports for the purposes of creating metrics related to customer specific distribution agreements.

Therefore the Company has determined that paragraph 8.3 Design and Development of Products and Services and all its sub paragraphs in ISO 9001, AS9120 and AS9100 are not applicable to its quality management system.

The Company has determined that paragraph 8.5.1.2. is not applicable to the quality management system as the Company does not consider ultrasonic cleaning to be a special process and therefore does not perform any special processes. (AS9100 Only)

The Company has determined that paragraph 8.5.5.f. the post-delivery activity of collection and analysis of in-service data is not applicable to the quality management system. (AS9100 only)

The Company has determined that paragraph 8.5.5.g. the post-delivery activity of control, updating and provision of technical documentation relating to product use, maintenance, repair and overhaul is not applicable to the quality management system. (AS9100 Only)

The above does not affect the Company's ability and responsibility to ensure the conformity of its products and services and the enhancement of customer satisfaction.

4.4 Quality Management System and Its Processes.

4.4.1 The Company has established a Quality Management System that is implemented, maintained and continually improved, including the processes needed and their interactions in accordance with the requirements of ISO9001, AS9100 & AS9120 standards, as applicable.

The Company quality management system addresses customer and applicable statutory and regulatory quality management system requirements.

The Company has determined the processes needed for the quality management system and their application throughout the organization by:

a) determining the inputs required and the outputs expected from these processes;

b) determining the sequence and interaction of these processes;

c) determining and applying the criteria and methods (including monitoring, measurements and related performance indicators needed to ensure the effective operation and control of these processes);

d) determining the resources needed for these processes and ensuring their availability;

e) assigning the responsibility and authority for these processes;

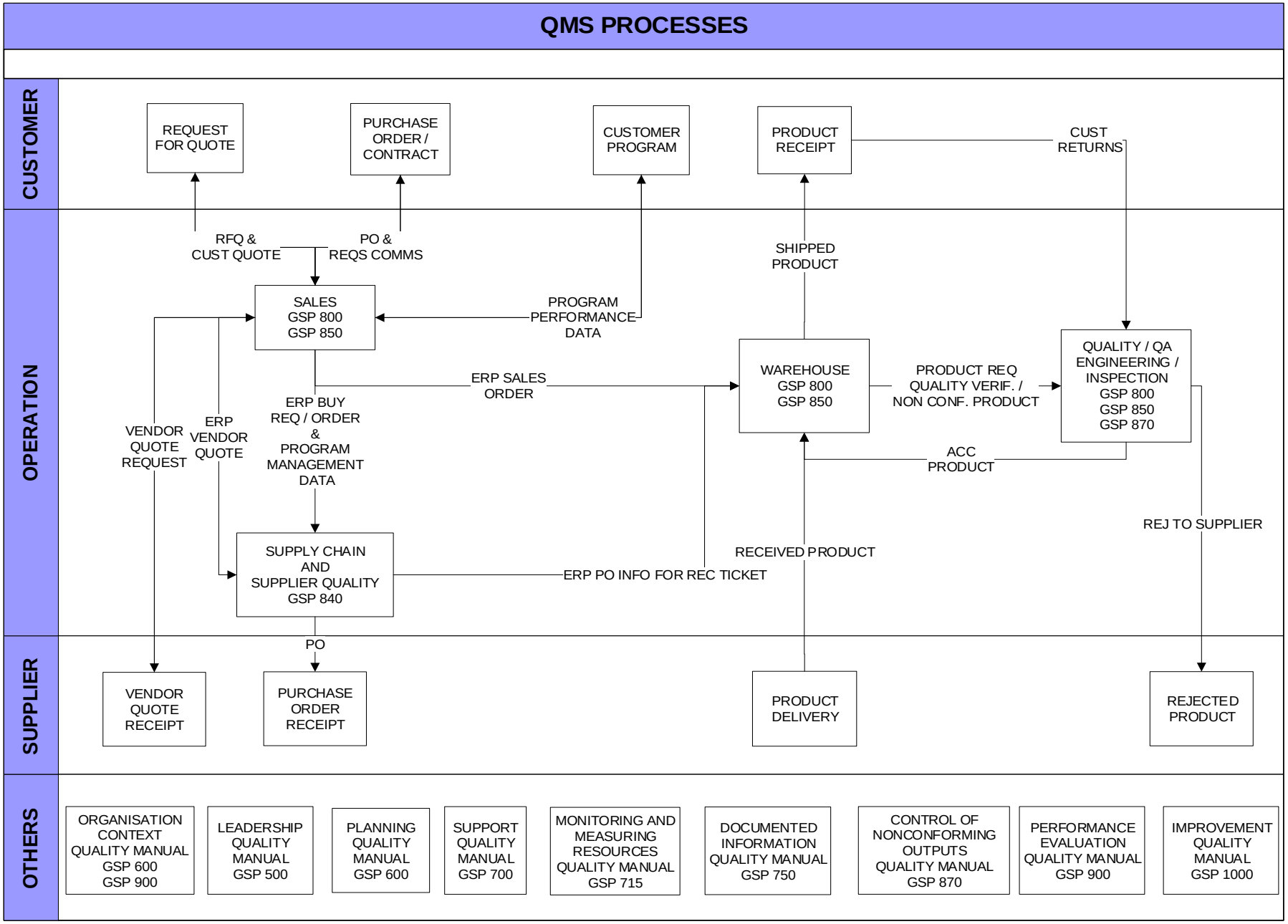
f) addressing the risks and opportunities as necessary;

g) evaluating these processes and implementing any changes needed to ensure that these processes achieve their intended results;

h) improving the processes and the quality management system

The Company has determined the processes needed for the quality management system, their sequence and interaction and their inputs and outputs as illustrated in the flow chart on the next page.

The criteria and methods to ensure the effective operation and control of these processes are described in applicable Global Systems Procedures, (GSP's).


QMS PROCESSES
CUSTOMER
OPERATION
SUPPLIER
OTHERS
REQUEST FOR QUOTE
PURCHASE ORDER / CONTRACT
CUSTOMER PROGRAM
PRODUCT RECEIPT
CUST RETURNS
RFQ & CUST QUOTE
PO & REQS COMMS
SHIPPED PRODUCT
SALES GSP 800 GSP 850
PROGRAM PERFORMANCE DATA
WAREHOUSE GSP 800 GSP 850
QUALITY / QA ENGINEERING / INSPECTION GSP 800 GSP 850 GSP 870
ERP SALES ORDER
PRODUCT REQ QUALITY VERIF. / NON CONF. PRODUCT
VENDOR QUOTE REQUEST
ERP VENDOR QUOTE
ERP BUY REQ / ORDER & PROGRAM MANAGEMENT DATA
ACC PRODUCT
REJ TO SUPPLIER
SUPPLY CHAIN AND SUPPLIER QUALITY GSP 840
RECEIVED PRODUCT
ERP PO INFO FOR REC TICKET
PO
VENDOR QUOTE RECEIPT
PURCHASE ORDER RECEIPT
PRODUCT DELIVERY
REJECTED PRODUCT
ORGANISATION CONTEXT QUALITY MANUAL GSP 600 GSP 900
LEADERSHIP QUALITY MANUAL GSP 500
PLANNING QUALITY MANUAL GSP 600
SUPPORT QUALITY MANUAL GSP 700
MONITORING AND MEASURING RESOURCES QUALITY MANUAL GSP 715
DOCUMENTED INFORMATION QUALITY MANUAL GSP 750
CONTROL OF NONCONFORMING OUTPUTS QUALITY MANUAL GSP 870
PERFORMANCE EVALUATION QUALITY MANUAL GSP 900
IMPROVEMENT QUALITY MANUAL GSP 1000

To the extent necessary, the Company:

a) Maintains documented information to support the operation of its processes;

b) Retains documented information to have confidence that the processes are being carried out as planned.

The Company has established and maintains this Quality Manual as documented information that includes:

A general description of relevant interested parties (see 4.2);

The scope of the quality management system, including boundaries and applicability (see 4.3);

A description of the processes needed for the quality management system and their application throughout the organization;

The sequence and interaction of these processes; (see above "QMS PROCESSES SEQUENCE AND INTERACTIONS ILLUSTRATION").

Assignment of the responsibilities and authorities for these processes.

5.0 LEADERSHIP

5.1 Leadership & Commitment.

5.1.1 General.

The Company's leadership and commitment with respect to the quality management system is demonstrated through; top management's full support for the development and implementation of the quality management system and its continual improvement in accordance with GSP 500 Leadership Global System Procedure.

Top management is committed to:

a) taking accountability for the effectiveness of the quality management system;

b) ensuring that the Quality Policy and Quality Objectives are established for the quality management system and are compatible with the strategic direction and the context of the organization;

c) ensuring the integration of the quality management system requirements into the Company's other business processes, as deemed appropriate;

d) promoting the use of process approach and risk-based thinking;

e) ensuring that the resources needed for the quality management system are available;

f) communicating the importance of effective quality management and of conforming to the quality management system requirements;

g) ensuring that the quality management system achieves its intended results;

h) engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;

i) promoting improvement;

j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2 Customer Focus.

Top Management has adopted a customer-first approach which ensures that customer needs and expectations are determined, converted into internal requirements and are met with the aim of enhancing customer satisfaction in accordance with GSP 500 Leadership Global System Procedure.

This is accomplished by assuring:

a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;

b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;

c) the focus on enhancing customer satisfaction is maintained;

d) product and service conformity and on time delivery performance are measured and appropriate action is taken if planned results are not, or will not be, achieved.

5.2 Policy.

5.2.1 Establishing the Quality Policy.

Top Management has established the Company's Quality Policy that governs day-to-day operations and is communicated, implemented and maintained throughout the Company in accordance with GSP 500 Leadership Global System Procedure.

The Quality Policy:

a) is appropriate to the purpose and context of the organization and supports its strategic direction;

b) provides a framework for setting quality objectives;

c) includes a commitment to satisfy applicable requirements;

d) includes a commitment to continual improvement of the Quality Management System.

5.2.2 Communicating the Quality Policy.

The Quality Policy, in accordance with GSP 500 Leadership Global System Procedure:

a) is available and maintained as documented information;

b) is communicated, understood and applied within the organization;

c) is available to relevant "Interested Parties", as appropriate.

5.3 Organizational Roles, Responsibilities and Authorities.

Top Management ensure that the responsibilities and authorities for relevant roles are assigned, communicated, and understood within the organization in accordance with GSP 500 Leadership Global System Procedure.

Top Management, in accordance with GSP 500 Leadership Global System Procedure, assigns the responsibility and authority for:

a) ensuring that the quality management system conforms to the requirements of ISO9001, AS9100 & AS9120 Standards;

b) ensuring that the processes are delivering their intended outputs;

c) reporting on the performance of the quality management system and on opportunities for improvement in particular to top management;

d) ensuring the promotion of customer focus throughout the organization;

e) ensuring that the integrity of the quality management system is maintained when changes to the quality management systems are planned and implemented.

The Management Representative has been assigned in accordance with GSP 500 Leadership Global System Procedure.

6.0 PLANNING

6.1 Actions to address Risks and Opportunities.

6.1.1 In accordance with GSP 600 QMS Planning Global System Procedure, the Company considers issues in planning, implementing and improving the quality management system, taking into consideration the "Context of the Organization" and the needs and expectations of "Interested Parties" and determines the risks and opportunities that need to be to:

a) give assurance that the quality management system can achieve its intended result(s);

b) enhance desirable effects;

c) prevent or reduce undesired effects;

d) achieve improvement.

6.1.2 Risks and opportunities are addressed and managed in accordance with GSP 600 QMS Planning Global System Procedure. The procedure describes:

a) actions to address the risks and opportunities;

b) how to:

1) integrate and implement the actions into the quality management system processes;

2) evaluate the effectiveness of these actions.

Actions taken to address risks and opportunities are proportionate to the potential impact on the conformity of products and services.

6.2 Quality Objectives and Planning to Achieve Them.

6.2.1 Quality objectives have been developed in accordance with GSP 600 QMS Planning Global System Procedure to:

a) be consistent with the quality policy;

b) be measurable;

c) take into account applicable requirements;

d) be relevant to conformity of products and services and to enhancement of customer satisfaction;

e) be monitored;

f) be communicated;

g) be updated as appropriate.

The Company's quality objectives are maintained documented information in accordance with GSP 600 QMS Planning Global System Procedure.

6.2.2 In planning to achieve the Quality Objectives, the Company determines:

a) what will be done;

b) what resources will be required;

c) who will be responsible;

d) when it will be completed;

e) how the results will be evaluated.

Planning to achieve the Quality Objectives is assessed in accordance with GSP 600 QMS Planning Global System Procedure.

6.3 Planning of Changes.

When the Company determines the need for changes to the quality management system, the changes are carried out in a planned manner in accordance with GSP 600 QMS Planning Global System Procedure.

Consideration for planning of changes includes:

a) the purpose of the changes and their potential consequences;

b) the integrity of the quality management system;

c) the availability of resources;

d) the allocation or reallocation of responsibilities and authorities.

7.0 SUPPORT

7.1 Resources.

7.1.1 General.

Top Management determines and provides adequate resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system considering, in accordance with GSP 700 Resources and Knowledge Management Global System Procedure;

a) the capabilities of, and constrains on, existing internal resources;

b) what needs to be obtained from external providers.

7.1.2 People.

Top Management ensures that it provides sufficient staffing for the effective implementation of the quality management system and for the operation and control of its processes in accordance with GSP 700 Resources and Knowledge Management Global System Procedure.

7.1.3 Infrastructure.

Top Management determines, provides and maintains the infrastructure necessary for the operation of its processes and to achieve conformity of products and services in accordance with GSP 700 Resources and Knowledge Management Global System Procedure.

Infrastructure includes, as applicable:

a) buildings, workspace and associated utilities;

b) process equipment;

c) transportation resources;

d) information and communication technology.

7.1.4 Environment for the Operation of Processes.

The company has determined and provided a work environment that eliminates or reduces any negative and enhances any positive social, psychological and physical factors in accordance with GSP 700 Resources and Knowledge Management Global System Procedure.

Top Management manages the work environment needed to achieve conformity to product requirements & services in accordance with GSP 700 Resources and Knowledge Management Global System Procedure.

Specific environmental requirements for products are determined during planning and are addressed in applicable procedures, work instructions in accordance with GSP 800 Operational Planning Global System Procedure and GSP 750 Documented Information Global System Procedure.

The work environment is managed for continuing suitability in accordance with GSP 700 Resources and Knowledge Management Global System Procedure.

The work environment is evaluated periodically by top management to ensure it is adequate for achieving product conformance in accordance with GSP 700 Resources and Knowledge Management Global System Procedure.

7.1.5 Monitoring and Measuring Resources.

7.1.5.1 General.

The Company has determined and provides the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements in accordance with GSP 715 Monitoring and Measuring Global System Procedure.

The Company ensures, in accordance with GSP 715 Monitoring and Measuring Global System Procedure that the resources provided:

a) are suitable for the specific type of monitoring and measurement activities being undertaken;

b) are maintained to ensure their continuing fitness for their purpose.

The Company retains appropriate documented information as evidence of fitness for the purpose of the monitoring and measurement resources in accordance with GSP 715 Monitoring and Measuring Global System Procedure.

7.1.5.2 Measurement Traceability.

When measurement traceability is a requirement, or is considered by the Company to be an essential part of providing confidence and the validity of measurement results, in accordance with GSP 715 Monitoring and Measuring Global System Procedure, measurement equipment is:

a) calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standard exists, the basis used for calibration or verification is retained as documented information;

b) identified in order to determine their status;

c) safeguarded from adjustment, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

The Company has established, implemented and maintains a process for the recall of monitoring and measuring equipment requiring calibration or verification in accordance with GSP 715 Monitoring and Measuring Global System Procedure.

The Company maintains a register of the monitoring and measuring equipment. The register includes the equipment type, unique identification, location, and the calibration or verification method, frequency and acceptance criteria in accordance with GSP 715 Monitoring and Measuring Global System Procedure.

Calibration or verification of monitoring and measuring equipment is carried out under suitable environmental conditions in accordance with GSP 715 Monitoring and Measuring Global System Procedure.

The Company determines if the validity of previous measurement results have been adversely affected when measuring equipment is found to be unfit for its intended purpose, and takes appropriate action as necessary in accordance with GSP 715 Monitoring and Measuring Global System Procedure.

7.1.6 Organizational Knowledge.

The Company determines the organizational knowledge necessary for the operation of its processes and to achieve conformity of products and services in accordance with GSP 700 Resources and Knowledge Management Global System Procedure.

Organizational knowledge is maintained and made available to relevant personnel, to the extent necessary in accordance with GSP 700 Resources and Knowledge Management Global System Procedure.

Changing needs and trends are addressed in accordance with GSP 700 Resources and Knowledge Management Global System Procedure.

7.2 Competence.

The Company ensures competence in accordance with GSP 700 Resources and Knowledge Management Global System Procedure by;

a) determining the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system;

b) ensuring that these persons are competent on the basis of appropriate education, training, or experience;

c) where applicable, taking actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken;

d) retaining appropriate documented information as evidence of competence.

where applicable, periodically reviewing necessary competence.

7.3 Awareness.

The Company ensures employee awareness of the following in accordance with GSP 700 Resources and Knowledge Management Global System Procedure.

a) the quality policy;

b) relevant quality objectives;

c) their contribution to the effectiveness of the quality management system, including the benefits of improved performance;

d) the implications of not conforming with the quality management system requirements;

e) relevant quality management system documented information and changes thereto;

f) their contribution to product or service conformity;

g) their contribution to product safety;

h) the importance of ethical behavior.

7.4 Communication.

Top Management of the Company ensures internal and external communication takes place regarding the relevance and effectiveness of the quality management system in accordance with GSP 700 Resources and Knowledge Management Global System Procedure, including:

a) on what it will communicate;

b) when to communicate;

c) with whom to communicate;

d) how to communicate;

e) who communicates.

7.5 Documented Information.

7.5.1 General.

Documented information required for the quality management system is created, updated and controlled in accordance with GSP 750 Documented Information Global System Procedure.

The Company's quality management system includes:

a) documented information required by the ISO9001, AS9100 & AS9120 standards;

b) documented information determined by the Company as being necessary for the effectiveness of the quality management system.

The extent of the management system documentation has been developed in accordance with GSP 750 Documented Information Global System Procedure based on the following:

the size of the Company and the type of activities, processes, products and services;

the complexity of processes and their interactions;

the competence of personnel.

7.5.2 Creating and Updating.

When creating, and updating documented information in accordance with GSP 750 Documented Information Global System Procedure, the Company ensures, as appropriate:

a) identification and description (e.g. a title, date, author, or reference number);

b) format (e.g. language, software version, graphics) and media (e.g. paper, electronic);

c) review and approval for suitability and adequacy.

7.5.3 Control of Documented Information.

7.5.3.1 Documented information required by the quality management system is controlled in accordance with GSP 750 Documented Information Global System Procedure to ensure:

a) it is available and suitable for use, where and when it is needed;

b) it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

7.5.3.2 For the control of documented information, the Company addresses the following activities in accordance with GSP 750 Documented Information Global System Procedure, as applicable:

a) distribution, access, retrieval and use;

b) storage and preservation, including preservation of legibility;

c) control of changes (e.g. version control);

d) retention and disposition;

e) prevention of the unintended use of obsolete documented information by removal or by application of suitable identification or controls if kept for any purpose.

Documented information of external origin determined by the Company to be necessary for the planning and operation of the quality management system, is identified and controlled in accordance with GSP 750 Documented Information Global System Procedure.

Documented information retained as evidence of conformity, is protected from unintended alterations in accordance with GSP 750 Documented Information Global System Procedure.

When documented information is managed electronically, data protection processes are defined in accordance with GSP 750 Documented Information Global System Procedure. (e.g., access, protection from loss, unauthorized changes, unintended alteration, corruption, physical damage)

Documented information that provides evidence of product origin is in accordance with GSP 850 Control of Production, Service Provision and Release of Products and Services Global System Procedure.

8.0 OPERATION

8.1 Operational Planning and Control.

The Company has planned, implemented and controls the processes needed to meet the requirements for the provision of products and services in accordance with Paragraph 4.4 of this document.

The company implements the actions determined in accordance with GSP 600 QMS Planning Global System Procedure by performing the planned processes in accordance with our quality management system.

Operational planning and controls are accomplished by:

a) determining the requirements for the products and services in accordance with GSP 800 Operational Planning Control and Requirements for Products Global System Procedure, and should include consideration of;

personal and product safety;

produceability;

availability;

inspectability;

reliability;

maintainability;

product obsolescence;

prevention, detection, and removal of foreign objects;

handling, packaging, and preservation;

recycling or final disposal of the product at the end of its life.

b) establishing criteria in accordance with GSP 600 QMS Planning Global System Procedure and GSP 800 Operational Planning Control and Requirements for Products Global System Procedure for;

1) the processes.

2) the acceptance of products and services.

c) determining the resources needed to achieve conformity to the product requirements and to meet on-time delivery of products and services in accordance with GSP 700 Resources and Knowledge Management Global System Procedure;

d) implementing control of the processes in accordance with the criteria in accordance with GSP 850 Control of Production, Service Provision and Release of Products and Services Global System Procedure;

e) determining, maintaining and retaining documented information to the extent necessary in accordance with GSP 750 Documented Information Global System Procedure:

    1) to have confidence that the processes have been carried out as planned and,

    2) to demonstrate the conformity of products and services to their requirements;

f) determining the process and controls needed to manage critical items, including production process controls when key characteristic have been identified in accordance with GSP 850 Control of Production, Service Provision and Release of Products and Services Global System Procedure;

g) engaging representatives of affected organization functions for operational planning and control in accordance with GSP 600 QMS Planning Global System Procedure;

h) determining the process and resources to support the use and maintenance of the products and services in accordance with GSP 600 QMS Planning Global System Procedure and in accordance with GSP 700 Resources and Knowledge Management Global System Procedure;

i) determining the products and services to be obtained from external providers in accordance with GSP 840 Control of Externally Provided Processes, Products and Services Global System Procedure;

j) establishing the controls needed to prevent the delivery of nonconforming products and services to the customer in accordance with GSP 600 QMS Planning Global System Procedure and in accordance with GSP 870 Control of Nonconforming Outputs Global System Procedure.

In accordance with the quality management system, as appropriate to the Company, customer requirements, and products and services, the Company plans and manages product and service provision in a structured and controlled manner including scheduled events performed in a planned sequence to meet requirements at acceptable risk, within resource and schedule constraints. The output of this planning is suitable for the Company's operations.

The Company controls planned changes and reviews the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary in accordance with GSP 600 QMS Planning Global System Procedure.

Outsourced processes are controlled in accordance with GSP 840 Control of Externally Provided Processes, Products and Services Global System Procedure.

The Company has determined that the context of work within the scope of the quality management system related to operation is only processes within the quality management system.

The permanent or temporary transfer of the provision of product from one external provider to another is not transfer of work as the work being transferred are not processes within our quality management system and is in accordance with GSP 840 Control of Externally Provided Processes, Products and Services Global System Procedure.

The permanent or temporary transfer of the provision of externally defined and controlled processes or services from one external provider to another is controlled in accordance with GSP 840 Control of Externally Provided Processes, Products and Services Global System Procedure.

The permanent or temporary transfer of internally defined and controlled quality management systems processes to external providers or from external providers to be performed internally is in accordance with GSP 600 QMS Planning Global System Procedure and GSP 840 Control of Externally Provided Processes, Products and Services Global System Procedure.

The permanent or temporary transfer of internally defined and controlled quality management systems processes from one Company site to another is in accordance with GSP 600 QMS Planning Global System Procedure.

8.1.1 Operational Risk Management. (AS9100 Only)

The Company has planned, implemented, and controls a process for managing operational risks to the achievement of applicable requirements in accordance with GSP 800 Operational Planning, Control and Requirements for Products and Services Global System Procedure, which includes as appropriate to the Company and the products and services:

a) assignment of responsibilities for operational risk management;

b) definition of risk assessment criteria (e.g., likelihood, consequences, risk acceptance);

c) identification, assessment, and communication of risks throughout operations;

d) identification, implementation, and management of actions to mitigate risks that exceed the defined risk acceptance criteria;

e) acceptance of risks remaining after implementation of mitigating actions.

8.1.2 Configuration Management.

The Company has planned, implemented, and controls a process for configuration management as appropriate to the Company products and services in order to ensure the identification and control of physical and functional attributes throughout the product lifecycle. This process is in accordance with GSP 800 Operational Planning, Control and Requirements for Products and Services Global System Procedure and:

a) controls product identity and traceability to requirements, including the implementation of identified changes;

b) ensures that the documented information (e.g., requirements, verification, validation and acceptance documentation) is consistent with the actual attributes of the products and services.

8.1.3 Product Safety. (AS9100 Only)

The Company has planned, implemented, and controls the processes needed to assure product safety during the entire product lifecycle, as appropriate to the Company products and services in accordance with GSP 800 Operational Planning, Control and Requirements for Products and Services Global System Procedure.

8.1.4 Prevention of Counterfeit Parts.

The Company has planned, implemented, and controls processes, appropriate to the product, for the prevention of counterfeit or suspect counterfeit part use and their inclusion in product(s) delivered to the customer, as appropriate to the Company products and services in accordance with GSP 800 Operational Planning, Control and Requirements for Products and Services Global System Procedure.

Counterfeit part prevention processes consider:

training of appropriate persons in the awareness and prevention of counterfeit parts;

application of a parts obsolescence monitoring program;

controls for acquiring externally provided product from original or authorized manufacturers, authorized distributors, or other approved sources;

requirements for assuring traceability of parts and components to their original or authorized manufacturers;

verification and test methodologies to detect counterfeit parts;

monitoring of counterfeit parts reporting from external sources;

quarantine and reporting of suspect or detected counterfeit parts.

8.1.5 Prevention of Suspected Unapproved Parts. (AS9120 Only)

The Company has planned, implemented, and controls a process, appropriate to the organization and the product that identifies and prevents the release of unapproved and suspected unapproved parts in accordance with GSP 800 Operational Planning, Control and Requirements for Products and Services Global System Procedure.

Suspected Unapproved parts prevention processes consider:

training of appropriate persons in the awareness and identification of suspected unapproved parts;

requirements for assuring traceability of parts and components to an authorized source;

inspection process to detect suspected unapproved parts;

monitoring of suspected unapproved parts reporting from external sources;

8.2 Requirements for Products and Services.

8.2.1 Customer Communication.

The Company has implemented effective communication with customers in accordance with GSP 800 Operational Planning, Control and Requirements for Products and Services Global System Procedure that includes:

a) providing information relating to product and services;

b) handling inquiries, contracts or orders, including changes;

c) obtaining customer feedback relating to products and services, including customer complaints;

d) handling or controlling customer property;

e) establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining the Requirements for Products and Services.

When determining the requirements for the products and services to be offered to customers, the Company ensures in accordance with GSP 800 Operational Planning, Control and Requirements for Products and Services Global System Procedure that:

a) requirements for the products and services are defined, including:

1) any applicable statutory and regulatory requirements;

2) those considered necessary by the Company.

b) The Company can meet the claims for the products and services it offers;

Special requirements of the products and services are determined;

Operational risks (e.g., new technology, ability and capacity to provide, short delivery time frame) have been identified.

8.2.3 Review of Requirements for Products and Services.

8.2.3.1 The Company ensures that it has the ability to meet the requirements for products and services to be offered to customers in accordance with GSP 800 Operational Planning, Control and Requirements for Products and Services Global System Procedure.

The Company reviews the requirements in accordance with GSP 800 Operational Planning, Control and Requirements for Products and Services Global System Procedure before committing to supply the products and services to a customer, to include:

a) requirements specified by the customer, including requirements for delivery and post-delivery activities;

b) requirements not stated by the customer, but necessary for the specified or intended use, when known;

c) requirements determined necessary by the Company itself;

d) statutory and regulatory requirements applicable to the products and services;

e) contract or order requirements differing from those previously expressed.

In accordance with GSP 800 Operational Planning, Control and Requirements for Products and Services Global System Procedure, this review is coordinated with applicable functions of the Company. If upon review the Company determines that some customer requirements cannot be met or can only partially be met, the Company negotiates a mutually acceptable requirement with the customer.

In accordance with GSP 800 Operational Planning, Control and Requirements for Products and Services Global System Procedure, the Company ensures that contract or order requirements differing from those previously defined are resolved. The customer's requirements are confirmed by the Company before acceptance, when the customer does not provide a documented statement of their requirements.

8.2.3.2 The Company retains documented information in accordance with GSP 750 Documented Information Global System Procedure, as applicable:

a) on the results of the review;

b) on any new requirements for the products and services.

8.2.4 Changes to Requirements for Products and Services.

The Company ensures in accordance with GSP 800 Operational Planning, Control and Requirements for Products and Services Global System Procedure, that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements of products and services are changed.

8.3 Design and Development of Products and Services.

Not applicable - see paragraph 4.3 - Applicability sub paragraph.

8.4 Control of Externally Provided Processes, Products and Services.

Control of Externally Provided Processes, Products and Services is in accordance with GSP 840 Control of Externally Provided Processes, Products and Services Global System Procedure.

8.4.1 General.

The Company ensures that externally provided processes, products and services from its suppliers conform to requirements.

The Company is responsible for the conformity of all externally provided processes, products, and services, including from sources defined by the customer.

The Company ensures, when required, that customer-designated or approved external providers, including process sources (e.g., special processes), are used.

The Company identifies and manages the risks associated with the external provision of processes, products, and services, as well as the selection and use of external providers.

The Company requires that external providers apply appropriate controls to their external providers, to ensure that requirements are met.

The Company determines the controls to be applied to externally provided processes, products and services when:

a) products and services from external providers are intended for incorporation into the Company's own products and services;

b) products and services are provided directly to the customer(s) by external providers on behalf of the Company;

c) a process, or part of a process, is provided by an external provider as a result of a decision by the Company.

The Company determines and applies criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements.

The Company retains documented information of these activities and any necessary actions arising from the evaluations.

8.4.1.1 Control of External Providers.

The Company;

a) has defined the process, responsibilities, and authority for the approval status decision, changes of the approval status, and conditions for a controlled use of external providers depending on their approval status;

b) maintains a register of its external providers that includes approval status (e.g., approved, conditional, disapproved) and the scope of the approval (e.g., product type, process family, authorized approval to distribute);

c) periodically reviews external provider performance including process, product and service conformity, and on-time delivery performance;

d) defines the necessary actions to take when dealing with external providers that do not meet requirements;

e) defines the requirements for controlling documented information created by and/or retained by external providers.

8.4.2 Type and Extent of Control.

The Company ensures that externally provided processes, products and services do not adversely affect the Company's ability to consistently deliver conforming products and services to its customers by:

a) ensuring that externally provided processes remain within the control of its quality management system;

b) defining both the controls that it intends to apply to external provider and those it intends to apply to the resulting output;

c) taking into consideration:

1) the potential impact of the externally provided processes, products, and services on the Company's ability to consistently meet customer and applicable statutory and regulatory requirements;

2) the effectiveness of the controls applied by the external provider;

3) the results of the periodic review of external provider performance;

d) determining the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

Verification activities of externally provided processes, products, and services are performed according to the risks identified by the organization. These include inspection or periodic testing, as applicable, when there is high risk of nonconformities including counterfeit parts.

Customer verification activities performed at any level of the supply chain does not absolve the Company of its responsibility to provide acceptable processes, products, and services and to comply with all requirements.

When externally provided product is released for shipment to a customer pending completion of all required verification activities, it is identified and recorded to allow recall and replacement if it is subsequently found that the product does not meet requirements.

When the Company delegates verification activities to the external provider, the scope and requirements for delegation are defined and a register of delegations is maintained. The Company periodically monitors the external provider's delegated verification activities.

The company does not utilize external providers test reports to verify externally provided products. However, if the need arises, the Company will establish, implement, and maintain a process to evaluate the data in the test reports to confirm that the product meets requirements.

8.4.3 Information for External Providers.

The Company ensures the adequacy of requirements prior to their communication with external providers.

The Company communicates to external providers, as applicable, its requirements for:

a) the processes, products and services to be provided including the identification of relevant technical data (e.g., specifications, drawings, process requirements, work instructions);

b) the approval of products and services, methods, processes and equipment, and the release of products and services;

c) competence, including any required qualification of persons;

d) the external providers interactions with the Company;

e) control and monitoring of the external providers performance to be applied by the Company;

f) verification or validation activities that the Company, or its customer, intends to perform at the external providers premises;

g) design and development control;

h) special requirements, critical items, or key characteristics;

i) test, inspection, and verification (including production process verification);

j) the use of statistical techniques for product acceptance and related instructions for acceptance by the Company;

k) the need to:

implement a quality management system;

use customer-designated or approved external providers, including process sources (e.g., special processes);

notify the Company of nonconforming processes, products, or services and obtain approval for their disposition;

prevent the use of suspected unapproved, unapproved, and counterfeit parts;

notify The Company of changes to processes, products, or services, including changes of their external providers or location of manufacture, and obtain the organization's approval;

flow down to external providers applicable requirements including customer requirements;

provide test specimens for design approval, inspection/verification, investigation, or auditing;

provide a certificate of conformity, test reports, or authorized release certificates, as applicable;

retain documented information, including retention periods and disposition requirements;

l) the right of access by the Company, their customer, and regulatory authorities to the applicable areas of facilities and to applicable documented information, at any level of the supply chain;

m) ensuring that persons are aware of:

their contribution to product or service conformity;

their contribution to product safety;

the importance of ethical behavior.

8.5 Production and Service Provision.

8.5.1 Control of Production and Service Provision.

The Company has implemented production and service provision under controlled conditions in accordance with GSP 850 Control of Production, service Provision and Release of Products and Services Global System Procedure and the additional Global System Procedures referenced within this document that relate to the specific sub paragraphs below. Controlled conditions include the following, as applicable:

a) the availability of documented information that defines:

1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed;

2) the results to be achieved;

b) the availability and use of suitable monitoring and measuring resources;

c) the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;

1) ensuring that documented information for monitoring and measurement activity for product acceptance includes:

criteria for acceptance and rejection;

where in the sequence verification operations are to be performed;

measurement results to be retained (at a minimum an indication of acceptance or rejection);

any specific monitoring and measurement equipment required and instructions associated with their use;

2) ensuring that when sampling is used as a means of product acceptance, the sampling plan is justified on the basis of recognized statistical principles and appropriate for use.

d) the use of suitable infrastructure and environment for the operation of processes;

e) the appointment of competent persons, including any required qualification;

f) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;

g) the implementation of actions to prevent human error;

h) the implementation of release, delivery and post-delivery activities.

i) the establishment of criteria for workmanship (e.g., written standards, representative samples, illustrations);

j) the accountability for all products during production process (e.g., parts quantities, split orders, nonconforming product);

k) the control and monitoring of identified critical items, including key characteristics, in accordance with established processes;

l) the determination of methods to measure variable data;

m) the identification of in-process inspection/verification points when adequate verification of conformity cannot be performed at later stages;

n) the availability of evidence that all production and inspection/verification operations have been completed as planned, or as otherwise documented and authorized;

o) the provision for the prevention, detection, and removal of foreign objects;

p) the control and monitoring of utilities and supplies (EX water, compressed air, electricity, chemical products) to the extent they affect conformity to product requirements (see 7.1.3);

q) the identification and recording of products released for subsequent production use pending completion of all required measuring and monitoring activities, to allow recall and replacement if it is later found that the product does not meet requirements.

8.5.1.1 Control of Equipment, Tools, and Software Programs.

Equipment, tools, and software programs used to automate, control, monitor, or measure processes are validated prior to final release for production and are maintained in accordance with GSP 850 Control of Production, Service Provision and Release of Products and Services Global System Procedure.

Storage requirements are defined for production equipment or tooling in storage including any necessary periodic preservation or condition checks in accordance with GSP 850 Control of Production, Service Provision and Release of Products and Services Global System Procedure.

8.5.1.2 Validation and Control of Special Processes. (AS9100 Only)

Not applicable - see paragraph 4.3 - Applicability sub paragraph.

8.5.1.3 Production Process Verification. (AS9100 Only)

The Company implements production process verification activities to ensure products provided to customers meet requirements in accordance with GSP 850 Control of Production, Service Provision and Release of Products and Services Global System Procedure.

When required, The Company uses a representative item from the first production run of a new part or assembly to verify that the production processes, production documentation, and tooling ensure parts and assemblies meet requirements. This activity is repeated when changes occur that invalidate the original results (e.g., engineering changes, production process changes, tooling changes).

This activity can be referred to as First Article Inspection (FAI).

The Company retains documented information on the results of production process verification in accordance with GSP 750 Documented Information Global System Procedure.

8.5.2 Identification and Traceability.

Identification and traceability is in accordance with GSP 850 Control of Production, Service Provision and Release of Products and Services Global System Procedure.

The Company uses suitable means to identify outputs when it is necessary to ensure the conformity of product and services. Such identification includes the status of the product with respect to monitoring and measurement requirements. Unless otherwise indicated as nonconforming, pending inspection or disposition, or some other similar identifier, all products are considered conforming and suitable for use.

The Company maintains the identification of the configuration of the products and services in order to identify any differences between the actual configuration and the required configuration.

The Company identifies the status of outputs with respect to monitoring and measurement requirements throughout production process and service provision. When acceptance authority media are used (e.g., stamps, electronic signatures, passwords), the Company establishes controls for the media.

The Company controls the unique identification of the outputs when traceability is a requirement, and retains the documented information necessary to enable traceability.

Unserviceable product is controlled and physically segregated from serviceable product.

Product identification and traceability is maintained by suitable means (e.g., labels, bar codes) from receipt; during splitting, storage, packaging, and preservation operations and until delivery in accordance with GSP 850 Control of Production, Service Provision and Release of Products and Services Global System Procedure.

Handling or packing operations are outsourced to external providers in accordance with GSP 840 Control of Externally Provided Processes, Products and Services Global System Procedure.

When delivering split product, the following information is retained in accordance with GSP 850 Control of Production, Service Provision and Release of Products and Services Global System Procedure.

amount delivered relative to amount received from external provider.

purchase order number(s).

customer's name(s).

8.5.3 Property Belonging to Customers or External Providers.

The Company manages property belonging to customers or external providers in accordance with GSP 850 Control of Production, Service Provision and Release of Products and Services Global System Procedure.

The Company exercises care with customer or external provider’s property while it is under the Company’s control or being used by the Company.

Property that is provided for use or incorporation into the Company’s products and services is identified, verified, protected and safeguarded.

If any such property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer or external provider and records of the occurrence are documented and maintained.

A customer’s or external provider’s property can include materials, components, tools and equipment, premises, intellectual property and personal data.

8.5.4 Preservation.

The Company preserves the outputs during production and service provision, to the extent necessary to ensure conformity to requirements in accordance with GSP 850 Control of Production, Service Provision and Release of Products and Services Global System Procedure.

Preservation can include identification, handling, containment control, packaging, storage, transmission or transportation, and protection in accordance with GSP 850 Control of Production, Service Provision and Release of Products and Services Global System Procedure.

Preservation of outputs in accordance with GSP 850 Control of Production, Service Provision and Release of Products and Services Global System Procedure., includes, when applicable in accordance with specifications and applicable statutory and regulatory requirements, provisions for:

a) cleaning;

b) prevention, detection, and removal of foreign objects;

c) special handling and storage for sensitive products;

d) marking and labeling, including safety warnings and cautions;

e) shelf life control and stock rotation;

f) special handling and storage for hazardous materials.

8.5.5 Post-Delivery Activities.

The Company meets requirements for post-delivery activities associated with the product and services in accordance with GSP 850 Control of Production, Service Provision and Release of Products and Services Global System Procedure.

In determining the extent of post-delivery activities that are required, the company considers in accordance with GSP 850 Control of Production, Service Provision and Release of Products and Services Global System Procedure.

a) Statutory and regulatory requirements;

b) the potential undesired consequences associated with its products and services;

c) the nature, use, and intended lifetime of its products and services;

d) customer requirements;

e) customer feedback;

f) collection and analysis of in-service data (e.g.; performance, reliability, lessons learned);

g) control updating, and provision of technical documentation relating to product use, maintenance, repair and overhaul;

h) control required for work undertaken external to the Company. (e.g., off-site work)

i) product/customer support. (e.g., queries, training, warranties, maintenance, replacement parts, resources, obsolescence)

When problems are detected after delivery, the Company takes appropriate action including investigation and reporting in accordance with GSP 850 Control of Production, Service Provision and Release of Products and Services Global System Procedure.

8.5.6 Control of Changes.

The Company reviews and controls changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements and persons authorized to approve production or service provision changes are identified GSP 850 Control of Production, Service Provision and Release of Products and Services Global System Procedure.

The Company retains documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review in accordance with GSP 850 Control of Production, Service Provision and Release of Products and Services Global System Procedure.

8.6 Release of Products and Services.

The Company has implemented planned arrangements, at appropriate stages, to verify that the product and service requirements are met in accordance with GSP 850 Control of Production, Service Provision and Release of Products and Services Global System Procedure.

The release of products and services to the customer do not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer in accordance with GSP 850 Control of Production, Service Provision and Release of Products and Services Global System Procedure.

The Company retains documented information on the release of products and services in accordance with GSP 750 Documented Information Global System Procedure, including as applicable;

a) evidence of conformity with the acceptance criteria;

b) traceability to the person(s) authorizing the release.

When required to demonstrate product qualification, The Company ensures that retained documented information provides evidence that the products and services meet the defined requirements in accordance with GSP 750 Documented Information Global System Procedure.

The Company ensures that all documented information required to accompany the products and services are present at delivery in accordance with GSP 850 Control of Production, Service Provision and Release of Products and Services Global System Procedure.

8.7 Control of Nonconforming Outputs.

Nonconforming Outputs are controlled in accordance with GSP 870 Control of Nonconforming Outputs Global System Procedure.

8.7.1 The Company ensures that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

The Company takes appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This also applies to nonconforming products and services detected after delivery of products during or after the provision of services.

The Company's nonconformity control process is maintained as documented information in GSP 870 Control of Nonconforming Outputs Global System Procedure and includes the provisions for:

defining the responsibility and authority for the review and disposition of nonconforming outputs and the process for approving persons making these decisions;

taking actions necessary to contain the effect of the nonconformity on other processes, products, or services;

timely reporting of nonconformities affecting delivered products and services to the customer and to relevant interested parties;

defining corrective actions for nonconforming products and services detected after delivery, as appropriate to their impacts.

The Company deals with nonconforming outputs in one or more of the following ways:

a) correction;

b) segregation, containment, return or suspension of provision of products and services;

c) informing the customer;

d) obtaining authorization for acceptance under concession by a relevant authority and, when applicable, by the customer.

Disposition of nonconforming product is limited to:

scrap;

rejection for return to the external provider;

rejection for revalidation by the manufacturer;

submittal to either the customer or design authority for use-as-is disposition, as applicable.

Dispositions of use-as-is or repair for the acceptance of nonconforming products is only implemented:

after approval by an authorized representative of the organization responsible for design or by persons having delegated authority from the design organization;

after authorization by the customer, if the nonconformity results in a departure from the contract requirements.

Product dispositioned for scrap is conspicuously and permanently marked, or positively controlled, until physically rendered unusable.

Counterfeit, or suspect counterfeit, parts are controlled to prevent reentry into the supply chain.

Conformity to the requirements is verified when nonconforming outputs are corrected.

8.7.2 The Company retains documented information that:

a) describes the nonconformity;

b) describes the actions taken;

c) describes any concessions obtained;

d) identifies the authority deciding the action in respect of the nonconformity.

9.0 PERFORMANCE EVALUATION

9.1 Monitoring, Measurement, Analysis and Evaluation.

9.1.1 General.

The Company has determined, in accordance with GSP 900 Performance Evaluation Global System Procedure;

a) What performance needs to be monitored and measured;

b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;

c) when the monitoring and measuring is performed;

d) when the results from monitoring and measurement are analyzed and evaluated.

The Company evaluates the performance and the effectiveness of the quality management system in accordance with GSP 900 Performance Evaluation Global System Procedure.

The Company retains appropriate documented information as evidence of the results in accordance with GSP 900 Performance Evaluation Global System Procedure.

9.1.2 Customer Satisfaction.

The Company monitors information relating to customers' perception of the degree to which their needs and expectations have been fulfilled in accordance with GSP 900 Performance Evaluation Global System Procedure.

The Company has determined, in accordance with GSP 900 Performance Evaluation Global System Procedure, information to be monitored and used for the evaluation of customer satisfaction shall include but is not limited to, product and service conformity, on-time delivery performance, customer complaints and corrective actions requests.

The Company, in accordance with GSP 900 Performance Evaluation Global System Procedure, has developed and implemented plans for customer satisfaction improvement that address deficiencies identified by these evaluations, and analyzes the effectiveness of the results.

9.1.3 Analysis and Evaluation.

The Company analyzes and evaluates appropriate data and information arising from monitoring and measurement in accordance with GSP 900 Performance Evaluation Global System Procedure.

The results of the analysis are used to evaluate:

a) conformity of products and services;

b) the degree of customer satisfaction;

c) the performance and effectiveness of the quality management system;

d) if planning has been implemented effectively;

e) the effectiveness of actions taken to address risks and opportunities;

f) the performance of external providers;

g) the need for improvements to the quality management system.

9.2 Internal Audit.

Internal Audit activities are in accordance with GSP 900 Performance Evaluation Global System Procedure.

9.2.1 The Company conducts internal audits at planned intervals to provide information on whether the quality management system;

a) conforms to;

1) the Company's requirements for its quality management system, including applicable customer, statutory and regulatory quality management system requirements.

2) the requirements of ISO9001, AS9100 & AS9120 standards;

b) is effectively implemented and maintained.

When conducting internal audits, performance indicators can be evaluated to determine whether the quality management system is effectively implemented and maintained.

9.2.2 The Company:

a) plans, establishes, implements and maintains audit programs including the frequency, methods, responsibilities, planning requirements and reporting, which takes into consideration the importance of the processes concerned, changes affecting the Company, and the results of previous audits;

b) defines the audit criteria and scope for each audit;

c) selects auditors and conducts audits to ensure objectivity and the impartiality of the audit process;

d) ensures that the results of the audits are reported to relevant management;

e) takes appropriate correction and corrective actions without undue delay;

f) retains documented information as evidence of the implementation of the audit programs and the audit results.

9.3 Management Review.

Management Review activities are in accordance with GSP 900 Performance Evaluation Global System Procedure.

9.3.1 General.

Top Management review the company's quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the Company.

9.3.2 Management Review Inputs.

Management Review is planned and carried out taking into consideration:

a) the status of actions from previous management reviews;

b) changes in external and internal issues that are relevant to the quality management system;

c) information on the performance and effectiveness of the quality management system, including trends in:

1) customer satisfaction and feedback from relevant interested parties;

2) the extent to which quality objectives have been met;

3) process performance and conformity of products and services;

4) nonconformities and corrective actions;

5) monitoring and measurement results;

6) audit results;

7) the performance of external providers;

8) on-time delivery performance;

d) the adequacy of resources;

e) the effectiveness of actions taken to address risks and opportunities;

f) opportunities for improvement.

9.3.3 Management Review Outputs.

The outputs of the Management Review include decisions and actions related to:

a) opportunities for improvement;

b) any need for changes to the quality management system;

c) resource needs;

d) risks identified.

The Company retains documented information as evidence of the results of Management Review.

10.0 IMPROVEMENT

Improvement activities are in accordance with GSP 1000 Improvement Global System Procedure.

10.1 General.

The Company determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction.

These include:

a) improving products and services to meet requirements as well as to address future needs and expectations;

b) correcting, preventing or reducing undesired effects;

c) improving the performance and effectiveness of the quality management system.

10.2 Nonconformity and Corrective Action.

10.2.1 When a nonconformity occurs, including any arising from complaints, The Company:

a) reacts to the nonconformity and, as applicable:

1) takes action to control and correct it;

2) deals with the consequences;

b) evaluates the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:

1) reviewing and analyzing the nonconformity;

2) determining the causes of the nonconformity, including, as applicable, those related to human factors;

3) determining if similar nonconformities exist, or could potentially occur;

c) implements any action needed;

d) reviews the effectiveness of any corrective action taken;

e) updates risks and opportunities determined during planning, if necessary;

f) makes changes to the quality management system, if necessary.

g) flow down corrective action requirements to an external provider when it is determined that the external provider is responsible for the nonconformity;

h) take specific actions when timely and effective corrective actions are not achieved.

Corrective actions taken are appropriate to the effects of the nonconformities encountered.

The Company maintains documented information that defines the nonconformity and corrective action management process.

10.2.2 The Company retains documented information as evidence of:

a) The nature of the nonconformities and any subsequent actions taken;

b) the results of any corrective action.

10.3 Continual Improvement.

The Company continually improves the suitability, adequacy and effectiveness of the quality management system.

The Company considers the results of analysis and evaluation, and the outputs from the management review, to determine if there are needs or opportunities that are addressed as part of continual improvement.

The Company monitors the implementation of improvement activities and evaluates the effectiveness of the results.

Continual improvement opportunities can include lessons learned, problem resolutions, and the benchmarking of best practices.