QUALITY MANUAL

Auburn Manufacturing

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	Name	Sign
President	Gary Mittelman	
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Revision Record Cover Sheet

Revision	Date	Change Description
15	9/8/03	Revised format to comply with AS 9100 A.
16	11/03/03	Added Process Control Procedure
17	03/23/05	Added 5.4.3. Revised 4.2.1,
18	08/08/06	Revised Sect 3.1- Scope; Revised 5.4.1 - Add Quality Objectives
19	10/28/09	Changed all references to ISO 9001:2000 to ISO 9001:2008 and AS9100, AS9100A or B to AS9100C. Corrected any spelling or other errors as found.
20	6/23/10	Removed from Quality Policy Mfg. Yield.
21	7/17/2010	Changed references to AS 9100 Rev. A to Rev. B. Changed vendor to supplier. Corrected spelling errors. These changes were made through out most of this Manual.
22	12/01/11	Changed sections and references from AS 9100B to AS9100C. Made changes to documentation references and corrected any statements which were in appropriate due to changes in Auburns procedures.
23	7/23/12	Added risk mgmt/ to page 28.

1. QUALITY POLICY STATMENT

The Auburn Manufacturing Company's Quality Policy is to provide our customers with product whose quality meets or exceeds the contracted requirements and on-time delivery so that we become their preferred choice. We are committed to continuously improving effectiveness of our operations and to improving our on-time delivery, & customer satisfaction.

Signed _____ Date: _____
Gary Mittelman, President.

Signed _____ Date: _____
Rob Mittelman, Corp. Sec..

2. PROCEDURE MATRIX

Title	AS 9100 C Requirement
Quality Manual	All
Management Review	4.1, 5.1, 5.2, 5.3, 5.4, 5.5, 5.6, 6.1, 6.3, 6.4, 8.1, 8.2, 8.4, 8.5
Quoting and Order Processing	7.1, 7.1.2, 7.2.1, 7.2.2, 7.2.3
Document Control	4.2.1, 4.2.2, 4.2.3, 4.2.4, 7.5.3
Production	4.3, 6.3, 7.5.1, 7.5.2, 7.5.3, 7.5.4, 7.5.5, 8.2.4
Purchasing	4.1, 7.4.1, 7.4.2
Calibration	7.6
Receiving and Shipping	7.4.3, 7.5.1.3, 7.5.1.4, 7.5.3, 7.5.4, 7.5.5
Control of Nonconforming Product	8.3
Corrective and Preventive Action	8.5
Internal Auditing	8.1, 8.2.2, 8.2.3, 8.5.2
Training	5.2, 5.3, 5.5.1, 6.2.1, 6.2.2
Process Control	7.5.1

3. INTRODUCTION

3.1 Quality System Scope and Purpose

The Quality System documentation is written and implemented to meet the requirements of AS 9100 Rev. C and ISO 9001:2008 as follows:

ISO 9001:2008 **Applies to all non-aerospace contracts.** *The manufacture of die-cut non-metallic materials. The distribution of non-metallic and metallic washers, shims, gaskets, molded specialties, tapes, and insulators.*

AS 9100 Rev. C **Applies to all Aerospace contracts.** *The manufacture of die-cut non-metallic materials. The distribution of non-metallic and metallic washers, shims, gaskets , molded specialties & tapes.*

The purpose of this manual and the associated procedures is to describe the Quality Management processes and the relationship between those processes that collectively control operations at Aerospace Support. The numbering in this manual reflects the structure of AS 9100 Rev. C. Exclusions to the above scope statement include section 7.3 (Design Control) because we do not design parts for our customers and the Service provision of 7.5.1 because installation and service isn't applicable to the type of parts that we manufacture.

4. QUALITY MANAGEMENT SYSTEM

4.1 General Requirements

We have established, documented, implemented, and maintained a Quality Management system in accordance with the requirements of AS 9100 C. We are committed to continually improving our processes and the effectiveness of the Quality Management System to increase customer satisfaction. In implementing a Quality Management System, we took the following steps:

a) Identified the processes needed for the Quality Management System as Management Review, Training, Internal Auditing, Corrective/Preventive Action, Purchasing, Receiving, Shipping, Quoting, Order Entry, Document Control, Production, Inspection, Preventive Maintenance, and Calibration and documented them in procedures outlined on a Procedure Matrix at the front of this Manual

b) Determined the sequence and interaction of those processes and defined them in the level two procedures referenced on the Procedure Matrix at the front of this Manual

c) Determined criteria and methods required for effective operation and monitoring of processes and defined them on a Green Slip Package

d) Ensured the availability of information necessary to support the operation and control of the

processes through the Green Slip Package

e) Measured, monitored, and analyzed our processes through Management Review, Internal Audits, in-process inspections, and final inspections and implemented corrective and/or preventive action to achieve planned results (i.e. quality objectives and requirements on the Green Slip Package) and continual improvement

We are committed to managing the processes outlined in our level two procedures in accordance with the requirements of AS 9100 C. The sequence and interaction of each process is defined in the associated procedure along with references to how each process is controlled. Subcontracted jobs or Job Outs have yellow Tub Cards and are controlled through the issuance of a purchase order that references all applicable requirements; a copy of a part print also accompanies the job to a subcontractor if a print is provided by the customer.

4.2 General Documentation Requirements

4.2.1 General

Our Quality Management System documentation includes a documented Quality Policy statement, quality system requirements imposed by regulatory authorities, and quality objectives. The policy statement is documented in section 1 of this Manual and the quality objectives are documented in our Management Review minutes.

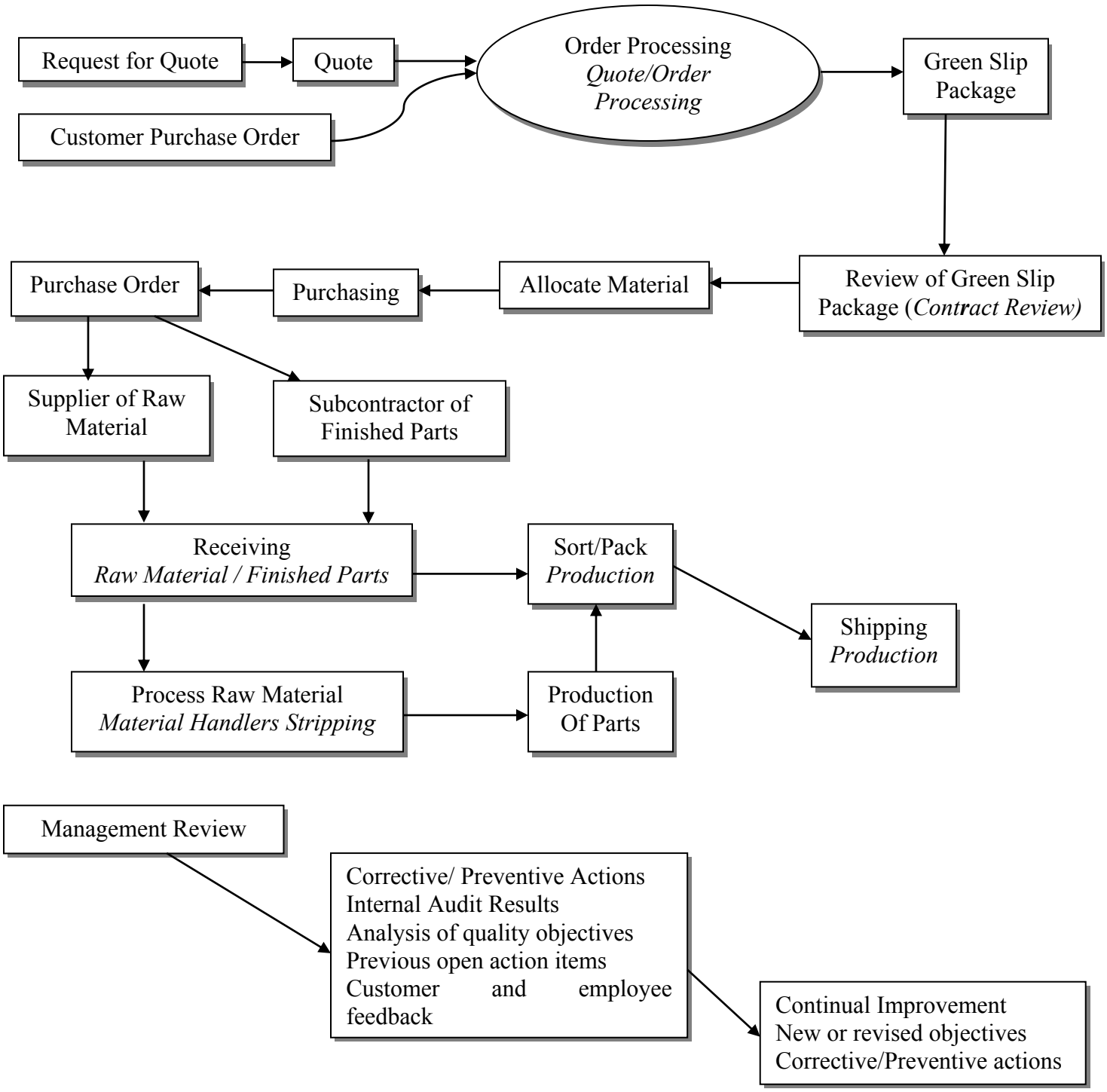
We define our processes including those required by AS 9100 C in procedures that define process inputs, outputs, and sequence of activities. Our documented procedures identify the documents needed to ensure effective planning, operation, and control of our processes. Records required by ISO, AS 9100 C are identified on a Records List in accordance with the Document Control procedure. We ensure that our employees have access to and are aware of quality management system documentation. Customers and regulatory authorities have access to quality management system documentation when requested. If quality system requirements are imposed on us by a regulatory authority we include the requirement in a procedure and/or on the Green Slip Package.

The manual, procedures, and all process documentation that requires approval and/or source qualification shall be written in English.

The Document Control procedure describes how these policies are implemented.

4.2.2 Quality Manual

This manual contains the scope of the Quality Management System in section 3.1. Specific exclusions to AS 9100 C are detailed in section 3.1 as well as in applicable sections of this Manual with a justification. Our level two Quality System procedures are identified in section 2 of this Manual with the AS 9100 C elements that apply to each procedure. Each section in this Manual also references the applicable level two Quality System Procedure(s). The following schematic outlines how the processes are linked to each other. Responsibility for performing tasks is identified in the italicized procedures. Process/quality objectives are determined at Management Review meetings and defined in meeting minutes.


Request for Quote
Quote
Customer Purchase Order
Order Processing
Quote/Order Processing
Green Slip Package
Review of Green Slip Package (*Contract Review)*
Allocate Material
Purchasing
Purchase Order
Supplier of Raw Material
Subcontractor of Finished Parts
Receiving
Raw Material / Finished Parts
Sort/Pack
Production
Shipping
Production
Process Raw Material
Material Handlers Stripping
Production Of Parts
Management Review
Corrective/ Preventive Actions
Internal Audit Results
Analysis of quality objectives
Previous open action items
Customer and employee feedback
Continual Improvement
New or revised objectives
Corrective/Preventive actions

4.2.3 Control of Documents

We maintain documented procedures to ensure Quality System documentation is controlled. Our document control system ensures the following:

a) Documents are approved for adequacy prior to use

b) Documents are periodically reviewed, updated as necessary, and re-approved

c) Current revision status of documents is identified

d) Relevant versions of applicable documents are available at necessary locations

e) Documents remain legible, readily identifiable, and retrievable

f) Documents of external origin are identified and their distribution controlled

g) Obsolete documents are prevented from unintended use

The Quality Manual and procedures are typed to ensure they are legible and they have a cover sheet that references a document title, revision, and approval signatures. The Manual and procedures are identified on a Master Document List maintained by the Document Controller. The List identifies document title, current revision, and distribution. Procedures and the Quality Manual are distributed in satellite binders to ensure quality system documentation is available at all necessary locations; the location of binders is defined on the Master Document List.

The manual and procedures are periodically reviewed by Management, updated as necessary, and re-approved. The quality policy statement is reviewed during Management Review meetings and updated as appropriate.

Documents of external origin include customer specifications and part prints. Part prints are filed in the front office by customer and part number and customer specifications for aerospace customers are filed with and maintained by the Quality Manager. Other customer specifications are filed in the front office with the customer print. Master copies of customer prints are stamped “file copy”; a copy of the print is released to Production with the Green Slip Package when an order is placed. Obsolete drawings are stamped “obsolete” and are filed in a designated folder in the front office. Work instructions that are posted at a machine are initialed by the Factory Manager or Quality Manager as evidence of review and approval; these documents are cross-referenced on the MDL.

Forms are identified by at least a title that is cross-referenced to a Form Index referencing the title and revision of forms used in each department. Forms may additionally be identified with a form number but at a minimum the form title is referenced on the Form Index. Each entry on the Index is initialed by the Factory Manager, Quality Manager, or Document Controller as evidence of review and approval.

Obsolete revisions of the Manual, procedures, and forms are discarded. Obsolete revisions of customer specifications are discarded unless otherwise instructed by the customer.

The Document Control procedure describes how these policies are implemented.

4.2.4 Quality Records

We maintain documented procedures which control the identification, collection, indexing, filing, storage, access, maintenance, retention times and disposition of completed forms and other quality system documentation. These records provide objective evidence for two purposes; to allow the continuous review and improvement of the Quality System, and to demonstrate compliance with the requirements of AS 9100 C. A Records List is maintained indicating the name of the quality record, filing place, retention time, method of indexing, the person responsible for controlling the collection and filing of the record, and disposition. All quality records including those from our suppliers are legible, readily retrievable, and stored in a suitable environment to prevent damage, deterioration, or loss. Records that are maintained on the computer are backed-up on a regular basis.

Records are not destroyed without proper authorization or prior to the defined retention period. We do not restrict access to our quality records in order to demonstrate the implementation and effectiveness of the quality system to our employees, customers, and regulatory authorities. Quality Records are made available for review by customers and regulatory authorities in accordance with contract or regulatory requirements. The Document Control procedure defines the method for controlling records created by suppliers. Our suppliers do not retain records on our behalf.

The Document Control procedure describes how these policies are implemented.

4.3 Configuration Management

We have established a Configuration Management process that is appropriate to the product that we manufacture and consists of defining manufacturing operations, raw material requirements, and special instructions on a Traveler that is part of a Green Slip Package. The Green Slip Package provides instruction to the Operator and also serves to identify parts during Production. Our quality planning/configuration management process is further described in the Production procedure.

The Production procedure describes how this requirement is implemented.

5. MANAGEMENT RESPONSIBILITY

5.1 Management Commitment

Our Management team provides evidence of commitment to the development and improvement of the Quality Management System by:

a) Communicating to the organization the importance of meeting customer requirements as well as regulatory and legal requirements when applicable through department meetings and internal postings

b) Establishing the quality policy

c) Ensuring quality objectives are established

c) Conducting management review meetings

d) Ensuring the availability of necessary resources

Senior Management demonstrates their commitment to the Quality Management System by

establishing, measuring, and improving business/process objectives. In the event that an objective is not accomplished we identify the need for and allocate as appropriate the necessary resources required to meet the objective.

The Management Review procedure describes how this policy is implemented.

5.2 Customer Focus

Management ensures that customer needs and expectations are determined, converted into requirements, and fulfilled with the aim of achieving customer satisfaction. We achieve and maintain customer focus by communicating the Quality Policy statement and the importance to follow procedures to all employees during Awareness Training sessions to stress the importance of meeting customer requirements and enhancing Customer Satisfaction. We evaluate our commitment to creating a Customer Focused organization by evaluating customer complaints, returns, on-time delivery, and customer satisfaction surveys at Management Review meetings.

The Training procedure and Management Review procedure describe how this policy is implemented.

5.3 Quality Policy

Management ensures that the quality policy statement is:

a) appropriate to the nature of the company

b) includes a commitment to meeting requirements and to continually improve effectiveness of the Quality Management System

c) provides a framework for establishing and reviewing quality objectives

d) communicated and understood by all employees

e) reviewed to ensure it is appropriate

We understand that the Quality Policy statement forms the foundation of our Quality Management System. We communicate the meaning and significance of the policy statement to all employees during Awareness Training sessions and other company forums and utilize the Internal Audit process to ensure employees understand the Statement. We review the statement during Management Review meetings to ensure we're maintaining our commitment to continual improvement and customer satisfaction and to ensure the Statement is appropriate.

The Management Review procedure and Training procedure describe how this policy is implemented.

5.4 Planning

5.4.1 Quality Objectives

We have established measurable quality objectives to determine effectiveness of our core processes and of our quality management system and evaluate the objectives at Management Review meetings to

identify opportunities for improvement. We also review quality objectives to ensure they are consistent with the Quality Policy statement including our commitment to continual improvement. Quality objectives include those needed to meet product requirements. Our quality objectives are summarized below. Data analysis is summarized at management review meetings and is communicated to employees through internal postings and department meetings.

Quality Objectives:

1. On Time Delivery of Product.
2. Quality of Products
3. Overall Customer Satisfaction
4. Supplier Performance

The Management Review procedure describes how this policy is implemented.

5.4.2 Quality Management System Planning

The President and Vice President of Manufacturing are responsible for identifying and allocating resources necessary to implement and maintain the Quality Management System in accordance with section 4.1. We ensure that resources needed to achieve quality objectives are identified and planned through our Management Review process. We monitor implementation of resources through subsequent Management Review meetings and through our Internal Audit program and ensure that our quality planning activities support our commitment to continual improvement of the Quality System. Our management review process ensures that changes to the quality system are identified, documented, and implemented in a controlled manner so as not to affect the integrity of the Quality Management System.

5.4.3 Changes to Quality

Auburn Manufacturing shall notify its customers of changes that may affect quality. These changes include Ownership, Manufacturing Location, Process Changes, or Inspection technique variations.

The Management Review procedure describes how these policies are implemented.

5.5 Responsibility, Authority, and Communication

5.5.1 Responsibility and Authority

Senior Management is responsible for defining the interrelation and authority of all positions on an organizational chart; defining responsibilities in procedures, Job Descriptions, and Qualification Checklists; and for communicating responsibilities to all employees through Awareness Training sessions to ensure the quality system procedures are effectively implemented.

The Training procedure describes how this policy is implemented.

5.5.2 Management Representative

Irrespective of all other duties, the Quality Manager has the defined authority and responsibility from

top management for ensuring that the requirements of ISO 9001:2008 and AS 9100 Rev. C are implemented and maintained, for reporting on the performance of the Quality Management System at Management Review Meetings in an effort to continuously improve the Quality System, and for promoting awareness of customer requirements through company meetings. The Management Representative also has the organizational freedom to resolve matters pertaining to quality.

The Management Review procedure describes how this policy is implemented.

5.5.3 Internal Communication

We utilize company meetings and notice boards to communicate quality objectives and results of Management Review meetings to all employees to ensure they're actively involved in improving the Quality Management System. We utilize the Internal Audit program and company meetings to solicit feedback from employees as a means of identifying opportunities for improvement.

The Management Review procedure describes how this policy is implemented.

5.6 Management Review

5.6.1 General

We maintain documented procedures to ensure the Quality Management System is reviewed through the Management Review process at planned intervals to assess suitability, adequacy, and effectiveness of the Quality Management System in meeting the requirements of AS 9100 C and our customer's requirements. We evaluate the need for changes to the Quality Management System, the Quality Policy Statement, and the quality objectives during the Management Review meetings. Minutes of Management Review meetings are retained and reviewed at subsequent meetings to drive continuous improvement.

The Management Review procedure describes how these policies are implemented.

5.6.2 Review Input

Inputs to our Management Review meetings include current performance and improvement opportunities related to the following:

a) Audit results

b) Customer feedback

c) Process performance and product conformance

d) Status of corrective and preventive actions

e) Follow-up actions from previous meetings

f) Changes that could affect the quality system

g) Recommendations for improvement from employees and/or customers

We trend data related to the above topics to measure quality objectives and to determine effectiveness

and adequacy of the Quality Management System.

The Management Review procedure and Process Control Procedure describes how these policies are implemented.

5.6.3 Review Output

Output from Management Review meetings include decisions and actions related to the following:

a) Improvement of the quality system and associated processes (preventive actions)

b) Improvement of product related to customer requirements

c) Identifying, planning, and implementing resource needs

Action items resulting from the Management Review are summarized in the Management Review minutes and reviewed during subsequent meetings.

The Management Review procedure describes how these policies are implemented.

6. RESOURCE MANAGEMENT

6.1 Provision of Resources

Our Management Review process ensures that resources needed to implement, maintain, and improve the Quality Management System and to improve customer satisfaction are determined and implemented. We utilize the Internal Audit program to verify the availability and implementation of resources as they are defined in the Quality System procedures.

The Management Review procedure describes how these policies are implemented.

6.2 Human Resources

6.2.1 General

Personnel performing work that affects quality are competent on the basis of appropriate education, training, skills, and experience.

The Training procedure describes how this policy is implemented.

6.2.2 Training, Awareness, and Competency

We maintain documented procedures to identify, review, and record the training needs of all employees performing activities affecting quality. Each employee has a Training Record on file indicating they meet competency requirements referenced on their Job Description. All employees receive quality system training to ensure they understand the procedures, the quality policy statement, the quality objectives, and how they contribute to the success of the quality system.

New employees are trained against the applicable Job Description and reviewed within 90 days of

their start date to assess effectiveness of their training; a Supervisor signs and dates their Training Record to indicate they are qualified for that position.

We review employee training needs on an on-going basis and also at the Management Review Meetings to ensure training needs are addressed in a timely manner and to assess effectiveness of training. We utilize an annual Performance Review process to assess employee performance, to determine effectiveness of any past training, to discuss company and department objectives, and to identify any training needs. Training needs are documented on a Training Record and signed and dated by a Supervisor when the employee demonstrates proficiency in the given skill or activity.

Records of employee competency (Training Records, resumes, etc.) are filed and maintained in accordance with the Records List.

The Training procedure describes how these policies are implemented.

6.3 Infrastructure

We identify, provide, and maintain facilities needed to achieve conformity of product including:

a) workspace and associated facilities

b) equipment, hardware, and software

c) supporting services

We utilize the Management Review process to identify and evaluate the adequacy of existing infrastructure as defined above and as an opportunity to identify and plan resources needed to maintain and improve infrastructure to ensure quality objectives are met. We have a defined preventive maintenance program in place to ensure production equipment and associated facilities are maintained.

The Management Review procedure and Production procedure describe how this policy is implemented.

6.4 Work Environment

We maintain a clean work environment and look for ways to improve the work environment through our Management Review process that will lead to an increase in product quality and employee productivity. Opportunities to improve the work environment and increase productivity are summarized in Management Review minutes and monitored through subsequent meetings. Due to the nature of the product that we manufacture, strict work environment controls are not required to assure product quality.

The Management Review procedure describes how this policy is implemented.

7. PRODUCT REALIZATION

7.1 Planning Production Processes

We carefully plan and develop processes needed to die cut and laminate our customer's parts and ensure that the planning is consistent with the requirements outlined in section 4.1 of this Manual. In

planning processes, we determine the following as appropriate:

a. Define the requirements for quality on the Green Slip Package

b. Identify the need for new processes, documentation, and resources during our Quality Planning process and define them on the Traveler

c. Define required inspections/in-process verification points and defined acceptance criteria on the Job on the First Piece Inspection Report

d. Records required to provide evidence that the processes and resulting product meet requirements

e. Resources necessary to support operation and maintenance of the product

The input to our Planning process is an order from the customer that is reviewed and entered by Sales to generate a Green Slip Package. The Factory Manager and/or Quality Control Manager carefully review the job and create or revise the Traveler as needed with all required operations and special instructions to control Production operations. Raw material requirements are determined and checked during the Planning process as an input to Purchasing additional raw material. The output of our Planning process is the Green Slip Package that is an input to Production along with raw material from inventory.

The Production procedure describes how these policies are implemented.

7.2 Customer-related Processes

7.2.1 Determination of Requirements Related to the Product

We maintain documented procedures to determine customer requirements including:

a) product requirements specified by the customer including requirements for delivery

b) requirements not specified by the customer but necessary for intended or specified use

c) obligations related to product including regulatory and legal requirements as appropriate

d) additional requirements identified by Auburn Manufacturing

We determine customer requirements by carefully reviewing their request for quote and/or sample part as an input to generating a quote for the customer. Requirements not specified are determined through follow-up phone calls and/or e-mails. Customer requirements are defined on the Green Slip Package.

The Quoting and Order Processing procedure describes how this policy is implemented.

7.2.2 Review of Product Requirements

We maintain documented procedures to ensure customer requirements together with requirements that we identify are reviewed before we accept an order. Our review process ensures that:

a) product requirements are defined

b) contract or order requirements differing from those previously expressed are resolved

c) Auburn Manufacturing has the ability to meet the defined requirements

d) Risks have been evaluated. Auburn will not accept an order that cannot be made and thereby reduces the risks.(see page 28)

We maintain documented procedures to control our contract review activities. All customer order requirements are thoroughly reviewed upon receipt by Sales to ensure we have the capability to meet the customer's requirements and to ensure we understand the requirements. All discrepancies or uncertainties with an order are resolved with the customer before the order is processed. Verbal requirements are documented on an Order Form to ensure requirements are accurate and agreed upon prior to processing the order. All changes are reviewed, approved, and documented by Sales and communicated to Production personnel through a revised Green Slip Package. The output of Contract Review is the Green Slip Package that is forwarded to and reviewed by the Factory Manager and Quality Manager as an input to planning jobs for Production.

The Quoting and Order Processing procedure describes how these policies are implemented.

7.2.3 Customer Communication

Sales is responsible for communicating with the customer regarding order entry, order status, and changes to an order via phone, fax, or e-mail. Customer feedback is documented on either a Customer Satisfaction Survey or Corrective/Preventive Action Request (for customer complaints and returns). Customer feedback is reviewed on an on-going basis and at Management Review meetings as an input to determining effectiveness of the quality system, as an input to identifying opportunities for improvement, and as an input to determining customer satisfaction.

The Quoting and Order Processing procedure and Management Review procedure describe how this policy is implemented.

7.3 Design and Development

The requirements of 7.3 aren't applicable to our Quality System because we do not design parts for our customers; all parts are manufactured to a customer design.

7.4 Purchasing

7.4.1 Purchasing Process

We maintain documented procedures to control our purchasing activities to ensure purchased product conforms to requirements on the purchase order. The type and extent of control that we exercise over the supplier is dependent upon the impact of their product or service on the quality of our product.

We evaluate and select subcontractors on the basis of their ability to meet requirements that we flow down on the purchase order including the requirement to use customer-designated process sources. We are responsible for the quality of all products purchased from suppliers including customer designated sources. All process materials and subcontracted work are inspected upon receipt to ensure that our suppliers conform to requirements on the purchase order. We maintain an Approved Supplier List that identifies the scope of approval (products and services that they are approved to supply) for each supplier.

We require certificates of compliance from subcontractors and request corrective action from them

when product or service quality is compromised. Selection criteria for new suppliers is defined in the Purchasing procedure and is cross-referenced on the ASL. Supplier quality discrepancies are documented on a Discrepant Material Report and late deliveries are indicated as such on the packing slip by the Receiver. Delivery and quality discrepancies are then transferred to a Supplier Evaluation form that is trended prior to Management Review meetings as an input to re-evaluating supplier performance. The results of evaluating supplier performance are used to determine the level of control that we exercise over the supplier.

The actions that we take against a supplier that doesn't comply with purchase order requirements are defined in the Purchasing procedure.

Based on the results of supplier performance, we may issue a corrective action to the supplier or remove them from the ASL if they fail to implement effective corrective actions that lead to improved performance. The person(s) authorized to approve supplier quality systems is also authorized to disapprove them.

The Purchasing procedure describes how these policies are implemented.

7.4.2 Purchasing Information

A purchase order is completed for all Production and calibration-related products and services. Purchase orders are reviewed and approved to ensure requirements/specifications are clearly flowed-down on the purchase order. The review also ensures that all applicable documents accompany the purchase order to the supplier. We ensure that the purchase order contains a clear description of the product or service ordered including when appropriate the following information:

a. requirements for approval or qualification of product, procedures, processes, and equipment
b. requirements for qualification of personnel
c. quality management system requirements
d. applicable issues of specifications, drawings, or other technical data
e. requirements for design, test, examination, inspection and related instructions for acceptance by the organization
f. requirements for test specimens (e.g. production method, number, storage conditions for design approval, inspection, investigation or auditing)
g. requirements relative to supplier notification of nonconforming product and arrangements for our approval of supplier nonconforming material
h. requirements for the supplier to notify us of changes in product and/or process and where required, obtain our approval
i. right of access by us, our customers, and regulatory authorities to all facilities involved in the order and to all applicable records
j. requirements for the supplier to flow down to sub-tier suppliers the applicable requirements in the purchasing documents including key characteristics where required

Purchase orders are reviewed and approved for adequacy prior to release to ensure our quality system requirements and customer requirements (including the use customer approved special process

sources) are flowed down to the supplier. We have controls in place that ensure changes to a purchase order are documented, approved, and communicated to the supplier through a revised purchase order. A copy of the print is forwarded to the supplier along with the purchase order to ensure subcontracted activities are controlled.

The inputs, outputs, and sequence of activities for our Purchasing process are defined in the Purchasing procedure.

The Purchasing procedure describes how this policy is implemented.

7.4.3 Verification of Purchased Product

The input to verifying purchased product is a purchase order that is verified against the packing slip and the items to ensure all purchase order requirements are satisfied. Certificates of compliance and test reports are reviewed upon receipt to ensure material and parts are compliant with specifications and standards referenced on the purchase order. Quality Control inspects raw material to ensure physical characteristics specified on the purchase order are satisfied. Quality Control initials the subcontracted activity on the Process Sheet and initials and dates the packing slip as evidence of Receiving Inspection. Raw material received for an aerospace customer is sent to an independent lab to validate test reports.

We do not delegate product acceptance to our subcontractors, if we delegate product acceptance in the future we will define the criteria used to qualify the supplier and will maintain a register of jobs that were approved on our behalf.

Auburn Manufacturing and its customers do not inspect or otherwise verify product at supplier premises, if we start this practice we will document these requirements on the purchase order along with the method of product release. We do not delegate verification activities to our suppliers.

Verification by the customer does not preclude rejection by the customer and does not absolve us of the responsibility to provide acceptable product.

Where specified in the contract, the customer or their representative are afforded the right to verify at our premises and our suppliers premises that parts conform to specified requirements.

The Receiving and Shipping procedure describes how these policies are implemented.

7.5 Production and Service Provision

7.5.1 Control of Production

We maintain documented procedures to ensure jobs are planned and parts are manufactured in a controlled manner. The inputs to Production are the Green Slip Package that is reviewed by the Factory Manager or Quality Manager and the raw material from inventory that is identified with an "Approved" tag. The Process Sheet is generated by the Factory Manager and/or Quality Manager and it defines all of the operations, and raw material requirements, in-process inspections, and special instructions (as appropriate). At the discretion of the Quality Manager, a work instruction or specification may be created to further control manufacturing activities for aerospace customers.

When required, tooling is used so that variable measurements can be taken for key characteristics.

The requirement to use such tooling will be referenced on the Process Sheet.

Controlled conditions in Production consist of the following as applicable:

a) the availability of information on the Green Slip Package that describes the characteristics of the part and the customer's requirements

b) the availability of work instructions on the Green Slip Package and through additional documentation created and approved by the Quality Manager

c) use of suitable equipment

d) the availability and use of monitoring and measuring devices

e) the implementation of monitoring and measurement through in-process and final inspections

f) the implementation of release activities (process steps are initialed on the Process Sheet and the job doesn't ship unless the Final Inspection activity on the Process Sheet has been initialed by the Quality Manager, Factory Manager, or Production Supervisor)

g) accountability for all parts during Production (we record the quantity of parts produced and the quantity of miss-hits on the Process Sheet)

h) evidence that all process steps and inspection activities have been completed as planned (we initial each activity on the Process Sheet)

i) provision for the prevention, detection, and removal of foreign objects (we don't allow food and beverage in the Production areas and package parts in plastic bags to keep them clean. Specific handling methods designed to protect parts are referenced on the Process Sheet)

j) monitoring and control of utilities such as water, compressed air, electricity, and chemical products to the extent they affect product quality (we monitor air pressure through gauges on the presses, the need to control water, chemical products and electricity is not applicable to our business)

k) criteria for workmanship is defined on the Green Slip Package and we utilize first piece samples as comparative references

The Production procedure describes how these policies are implemented.

7.5.1.1 Production Documentation

Die Cutting, Lamination, and Welding are carried out in accordance with approved data consisting of a Green Slip Package and work instructions posted in Production (as appropriate). We don't utilize numerical control machine programs in Production.

The Production procedure describes how this policy is implemented.

7.5.1.2 Control of Production Process Changes

The President, Vice President, Factory Manager, and Quality Manager are authorized to make changes to the Process Sheet. We obtain acceptance of changes that require customer and/or regulatory changes when required. Changes are noted in red ink on the Process Sheet and the change is initialed and dated as evidence of review and approval. The information on the Process Sheet and print controls the implementation of changes.

The results of changes to a process are assessed during in-process and final inspection to confirm that the desired effect has been achieved without adverse effects to product quality.

The Production procedure describes how these policies are implemented.

7.5.1.3 Control of Production Equipment, Tools, and Numerical Control Machines

Production equipment and tooling are validated through a first piece inspection process; we do not utilize numerical control programs. Production equipment is maintained and inspected periodically through a defined Preventive Maintenance program. Tooling is stored on a shelf for protection and is periodically verified by Setup personnel in accordance with the Receiving and Shipping procedure to ensure proper condition of the tooling.

The Production procedure and Receiving and Shipping procedure describe how these policies are implemented.

7.5.1.4 Control of Work Transferred to an Outside Facility

Some jobs are processed by a subcontractor as indicated by a yellow Tub Card. We control subcontracted jobs by issuing a purchase order that flows down all applicable requirements; we also issue a copy of the print if one is supplied by the customer. All subcontracted jobs are subsequently inspected by Quality Control to validate the quality of the work.

The Receiving and Shipping procedure describes how this requirement is implemented.

7.5.1.5 Control of Service Operations

Servicing is not a specified requirement of our customers and has been excluded from the scope of our quality system. Servicing is not applicable to the parts that we die cut, laminate, and weld.

7.5.2 Validation of Processes

Special processes include sonic and stitch welding. We qualify and approve methods and equipment associated with these processes through a First Piece Inspection process that is documented on the Process Sheet and/or First Piece Inspection Report. Only qualified Operators are used to operate these machines and their Training Records indicate that they are qualified. The process and method is additionally validated by a Tug test that is performed on each part. We define process settings on the Process Sheet to control the process. Our approach to validating the parts is supported by an extremely low return rate for welded parts.

The Production procedure describes how these policies are implemented.

7.5.3 Identification and Traceability

We maintain documented procedures to ensure raw material, work in-process, and finished product is clearly identified at all times. Accepted raw material is identified with an "Accepted" tag that references item description, date received, Receiver's initials, packing slip number, and expiration date (if appropriate). Rejected raw material or material on hold is identified with a Rejected tag. Only

raw material that is identified with an "Approved" tag is used in Production. Tooling is identified with the part number.

Parts in Production are placed in a box or bag and are identified by the Green Slip Package that accompanies the parts through Production. After parts have been sorted and packaged, the boxes are identified with a box label in Shipping that references at a minimum the part number, quantity, and purchase order number.

Raw material lot numbers are referenced on our certificate of compliance for traceability when required by the customer; traceability requirements are referenced on the Process Sheet. We are not required to identify each part in such a manner that identification is maintained throughout the life of the product. The identity of components (raw material) is referenced on the Process Sheet that also has a sequential record of production activities. Quality Control files test reports and certificates of compliance for raw material to ensure parts manufactured from the same lot of material can be traced.

The Production procedure and Receiving and Shipping procedure describe how these policies are implemented.

7.5.4 Customer Property

We visually inspect customer property (raw material, tooling, specifications, etc) upon receipt for any damage, identify the items with an item description and the customer's name, and store customer property on a pallet or shelf (as appropriate) to safeguard their property. If we are responsible for damaging or losing any customer property, the customer is notified and the incident is recorded on a Corrective/Preventive Action Request for root cause analysis and corrective action. Records of lost or damaged customer property are retained. Tub Cards identify if material and tooling were supplied by the customer.

The Production procedure and Receiving and Shipping procedure describe how this policy is implemented.

7.5.5 Preservation of Product

We maintain documented procedures to control handling, storage, packing, and preservation of parts to ensure conformance to customer requirements during internal processing and delivery to the customer. We preserve conformity of parts and raw material by ensure that raw material is stored in the manufacturer's packaging on pallets and store parts in boxes and/or bags. Our parts do not require cleaning and our Sorting/Packaging process ensures that parts are visually inspected to identify and remove any foreign objects. Special handling and marking requirements are referenced on the Process Sheet and expiration dates for raw material are referenced on the Approved Tag. Material Handlers utilize material on a first in first out basis to assure stock rotation. We don't utilize hazardous materials in any of our processes.

The Quality Manager ensures that certificates of compliance accompany parts to the customer and we take appropriate measures to ensure the certificate is protected against loss or damage.

The Production procedure and Receiving and Shipping procedure describe how these policies are implemented.

7.6 Control of Measuring and Monitoring Devices

We maintain documented procedures to ensure equipment that is used for verifying conformance to specified requirements is calibrated. We determine monitoring and measurement requirements during our Planning process and define measurements on the Process Sheet and/or on a First Piece Inspection Report. The instrument used for the inspection is recorded on the Inspection Report. We have established processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements. We ensure that environmental conditions are suitable for calibrations and inspections.

We do not utilize test hardware, test software, automated test equipment, personally owned calibration equipment, or customer supplied equipment in our calibration system.

Calibrated instruments are identified in a database by description, number, calibration frequency, location, date calibrated, and due date. Calibrated instruments are identified with a Calibration Label referencing calibration status. Calipers and micrometers are calibrated by QC quarterly with the calibration recorded on a Verification Checklist. The gage block set number and tolerances are defined in the Calibration procedure and the actual measurements and instrument numbers that were calibrated are recorded on the Checklist.

The Quality Manager queries the database to identify instruments due for calibration and calibrates them in accordance with a method (gage block set number and gage block sizes) referenced on a Gage Calibration Card. Calibration certificates from a supplier are reviewed upon receipt to ensure traceability to NIST is demonstrated, we reference the gage number used to performed internal calibrations to maintain NIST traceability.

Instruments are stored in their case when not in use to safeguard them from damage and our Production and Quality Control personnel are trained in the proper handling, use, and storage of calibrated instruments. Where appropriate, equipment is protected from adjustments that would invalidate a calibration setting.

Results of internal and external calibrations are compared to the allowable tolerance and we initiate an investigation if an instrument was adjusted greater than our allowable tolerance. We assess the validity of previous measuring results when equipment is found not conform to requirements and we document the results of the investigation including any action taken on parts that may have been affected on the Calibration Certificate or on a Corrective Action Report. Calibration certificates and Calibration Records are retained in accordance with the Records List.

The Calibration procedure describes how these policies are implemented.

8. MEASUREMENT, ANALYSIS, AND IMPROVEMENT

8.1 General measurement, analysis, and improvement

We plan appropriate measurement and monitoring activities needed to assure conformity of product, conformity of the Quality Management System, and to continually improve effectiveness of the Quality Management System. We evaluate product compliance through in-process inspections performed by Operators. We utilize our Management Review process to measure, track, and trend

quality system performance and to identify opportunities for improvement that lead to increased quality system effectiveness. We evaluate quality system compliance with the requirements of AS 9100C through our Internal Audit program and monitor compliance with our quality objectives through the Management Review process. We utilize trend analysis to measure quality objectives and the effectiveness of our processes and evaluate the need for additional statistical techniques at Management Review meetings.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

We maintain documented procedures to ensure information on customer satisfaction and/or dissatisfaction is monitored and used to evaluate effectiveness of the Quality System. We review customer complaints, returns, Customer Satisfaction Surveys, customer awards, and other feedback from the customer as a means of determining how the customer perceives our ability to meet their requirements. Customer responses are considered for the corrective and preventive action system as appropriate. Trends from the surveys are an input to the Management Review process.

The Management Review procedure describes how this policy is implemented.

8.2.2 Internal Audit

We maintain documented procedures to control the scheduling and implementation of internal quality audits. Our internal auditing program ensures that the Quality System conforms to the requirements of AS 9100C and to planned arrangements (policies, procedures, work instructions, and objectives). Our internal audits also ensure that the quality system has been effectively implemented and maintained.

We consider the status and importance of Quality System activities as well as previous audit results in determining audit frequency and document the frequency on an Audit Schedule maintained by the Document Controller. The Document Controller defines audit criteria and scope on an Audit Checklist and the Auditor documents audit methodology on the Checklist. Audits are performed by trained Auditors who are independent of the area they audit. We ensure that audit results are communicated to Management to facilitate timely implementation of corrective actions. The results of our internal audits form a major input to our Management Review process as a means of evaluating effectiveness and adequacy of the Quality Management System and effectiveness of our core processes. Audit Checklists and Audit Summary Sheets are filed and retained in accordance with the Records List.

We have controls in place to ensure implementation and effectiveness of corrective action is verified and documented.

The tools and techniques that we use to support audit of quality system requirements include using the quality manual and quality system procedures as guides to ensure working practice complies with documented requirements. The acceptability of our auditing tools is measured against the effectiveness of the internal audit process and overall organization performance. A summary is included in the Management Review minutes as evidence that the effectiveness of the auditing tools was verified.

Our internal audits comply with contract and/or regulatory requirements if applicable.

The Internal Audit procedure describes how these policies are implemented.

8.2.3 Monitoring and Measurement of Processes

We monitor processes through our inspections and internal audits and measure core processes by evaluating quality objectives at Management Review meetings. We utilize trend analysis to evaluate objectives and chart results to clearly show trends. If the results of this evaluation do not meet our expectations, we implement corrective action to improve process performance and ensure any nonconforming product is corrected. Nonconforming product is controlled in accordance with section 8.3 of this Manual. Process and product nonconformities are trended for analysis at Management Review meetings to determine effectiveness of our core processes and to identify opportunities for improvement.

The Management Review procedure, Internal Audit procedure, Process Control procedure, and Production procedure describe how this policy is implemented.

8.2.4 Measurement and Monitoring of Product

We maintain documented procedures to control inspection activities to verify that specified requirements are met. Such procedures ensure that no product is released to a customer until all inspections have been completed. Raw material isn't used in Production unless the material is identified with an "Approved" tag; we do not release raw material to Production unless it has been verified as conforming to purchase order requirements. We don't currently subcontract inspection activities to our suppliers, if we start this practice we will control the activity by flowing down requirements on the purchase order.

We define inspections on the Process Sheet and on a First Piece Inspection Report with acceptance criteria. Key characteristics are defined on the Process Sheet and are monitored through first piece inspections and through a Final Inspection. We utilize a statistically valid sample inspection plan that precludes the acceptance of known defective parts and when required we submit the plan for customer approval. Operators initial their activity on the Process Sheet as evidence of in-process inspection and the Inspector responsible for releasing product for shipment initials the Final Inspection activity on the Process Sheet.

Process Sheets, First Piece Inspection Reports, and Certificates of Compliance are filed and retained in accordance with the Records List.

The Production procedure describes how these policies are implemented.

8.2.4.1 Inspection Documentation

Measurement requirements and accept/reject criteria are identified on the Process Sheet and a First Piece Inspection Report for aerospace jobs. The Process Sheet identifies where in the sequence the Inspection took place and the Inspection Report identifies the actual inspection result and the instrument used for the inspection. Acceptance criteria are also referenced on the Inspection Report. The Inspector responsible for releasing product is defined on the Process Sheet and on the Inspection

Report. A Certificate of Compliance is generated along with any customer-specific records to provide evidence that the parts meet requirements on the Process Sheet. Instructions on the use of measuring instruments generally aren't required due to the skills and experience of the Inspectors, if instructions are warranted they will be included in the Comment section of the Inspection Report or on the Process Sheet.

The Production procedure describes how this policy is implemented.

8.2.4.2 First Article Inspection

We generate a first piece sample for each job; the sample is used as a comparative reference to verify compliance of subsequent parts. One part from each strip of material is visually inspected against the first piece sample; evidence of approval of the first piece sample is initialed on the Process Sheet. Any changes to a part that invalidate the previous first article inspection are subject to another first article inspection that is documented on the Process Sheet and/or First Piece Inspection Report.

The Production procedure describes how this policy is implemented.

8.3 Control of Nonconformity

We maintain documented procedures to prevent the release of nonconforming product to our customers. This control is exercised from raw material receipt through all Production processes and shipping. The Quality Manager and Factory Manager are authorized to determine and approve disposition of nonconforming parts. The process for approving them to determine disposition consists of reviewing them against the job description for their position to ensure they meet all competency requirements.

Nonconforming items received from a supplier are identified with a red Rejected tag and documented on a Supplier Nonconformance Report. Reports are forwarded to Purchasing where the incident is transferred to a Supplier Evaluation form as an input to evaluating vendor performance. A Supplier Corrective Action Request (SCAR) is also generated and sent to the supplier for each quality-related discrepancy; SCARs are logged to track due dates.

Nonconforming parts that are returned from a customer are identified with a red tag and are segregated from accepted parts. Nonconforming die cut parts or miss-hits are placed in a labeled box at the press. These parts are very clearly identified as nonconforming due to the nature of the part and are physically rendered unusable when they are miss-hit. Parts are 100% visually inspected during Sorting/Packing to ensure all nonconforming parts are removed and segregated from acceptable parts. The quantity of nonconforming parts is noted on the Process Sheet. We do not disposition parts as use-as-is or repair if the part is produced to a customer design or the nonconformance results in a departure from contract requirements.

Documented customer concessions to accept nonconforming parts or to authorize a disposition are filed with the Quality Manager.

Incidents of nonconforming parts including parts returned from a customer are trended for review as an input to measuring quality objectives and the effectiveness of the quality system.

Incidents of nonconforming product are reported to customer in accordance with any applicable contract or regulatory requirement. If we suspect that nonconforming parts were shipped to the

customer, we quickly notify them and provide a clear description of the nonconformity with the part numbers, quantity, and date(s) delivered.

The Control of Nonconforming Product procedure describes how these policies are implemented.

8.4 Analysis of Data

We collect and analyze quality records to determine suitability and effectiveness of the quality system by measuring quality objectives. Data is analyzed to provide information on customer satisfaction/dissatisfaction, conformance to customer requirements, characteristics of processes and product and associated trends, and supplier performance. Our Management Review minutes detail results of the above analysis along with action items and opportunities for improvement as appropriate.

The Management Review procedure describes how these policies are implemented.

8.5 Improvement

8.5.1 Continual Improvement

Our Management Review process, quality policy, quality objectives, corrective and preventive actions, audit results, and analysis of data facilitate continual improvement of the Quality Management System. We utilize our Management Review process to identify, plan, and manage continual improvement projects and summarize the projects in our meeting minutes with the person responsible for implementation. We review improvement projects at subsequent meetings to track the status and impact of improvement plans. We measure quality objectives to identify strengths and weaknesses of our core processes that are improved through corrective or preventive actions. The output or result of continual improvement is increased Quality System effectiveness and customer satisfaction. We focus on our core processes to identify inefficiencies relative to the flow of parts and information. Our internal auditing program, analysis of process objectives at Management Review meetings, and analysis of customer feedback are the mechanisms for identifying opportunities for improvement.

The Management Review procedure describes how this policy is implemented.

8.5.2 Corrective Action

We maintain documented procedures to eliminate the cause of nonconformities in order to prevent the reoccurrence of a nonconformance. We ensure that corrective actions are appropriate to the nature of the nonconformance. Our procedure for corrective action defines requirements for the following:

a) identifying non conformances including customer complaints

b) determining causes of a nonconformance

c) evaluating need for corrective action

d) determining and implementing corrective action

e) recording results of action taken

f) reviewing of corrective action taken

g) flow down of corrective action requirement to a supplier when it is determined that the supplier is responsible for the root cause

h) specific actions where timely and/or effective corrective actions are not achieved

Inputs to the Corrective Action process include; an evaluation of the Customer Complaint Log, internal audit findings, analysis of an objective at Management Review meetings, an analysis of Supplier Evaluation forms, and feedback from customers from the Customer Satisfaction Survey. Situations requiring corrective action are documented in the Description section of a Corrective/Preventive Action Request (CAR). We log CARs to assign a unique reference number and to track the status of verification activities. We assign an employee to investigate the root cause and to determine a corrective action plan to prevent the nonconformance from reoccurring. Corrective action plans are reviewed by Management to ensure they are appropriate to the nature of the problem.

We assign target dates for implementing corrective action, verifying implementation of corrective action, and for verifying effectiveness of the action taken. We include comments in the Verification of Effectiveness section of the CAR to support implementation and effectiveness of the action taken. If a supplier is responsible for a nonconformance, we issue them a CAR and record the incident on a Supplier Evaluation form as an input to evaluating supplier performance. In the event that a corrective action is not effective, we close out the original CAR, initiate a new one, and note the new CAR number on the original. In the event that a supplier fails to implement effective corrective actions, we re-issue them a CAR to correct the problem then eventually remove them from the Approved Supplier List.

Customer complaints are documented on a Customer Complaint Log along with actions taken to resolve the situation. Records of customer complaints, returns, and other nonconformances are retained and evaluated at Management Review Meetings to determine effectiveness of the quality system and core processes. The output of the Corrective Action process is increased Quality System effectiveness and customer satisfaction.

The Corrective and Preventive Action procedure describes how these policies are implemented.

8.5.3 Preventive Actions

We maintain documented procedures to control the implementation of preventive actions to prevent the occurrence of a potential nonconformance. We ensure that preventive actions are appropriate to the impact of the potential problem. Procedures for preventive action define requirements for:

a) determining potential nonconformances and their causes

b) Evaluating the need for action to prevent occurrence of a nonconformance

c) determining and implementing action needed

d) recording results of action taken

e) reviewing action taken

Inputs to the preventive action process include; positive feedback from the customer via the Customer Satisfaction Survey, an observation identified during an internal audit, and evaluation/improvement of

a quality objective. We document potential nonconformances in the Description section of a CAR and evaluate whether preventive action is warranted. Action taken is documented as a Preventive Action on the CAR. Preventive actions are logged in the same manner as corrective actions to assign a unique reference number and to track the status of improvement projects. We review all improvement projects at Management Review to determine effectiveness; a complete summary is included in the Management Review minutes. The output of the Preventive Action process is increased quality system effectiveness and customer satisfaction.

The Corrective and Preventive Action procedure describes how these policies are implemented.

RISK MANAGEMENT :Auburns procedures as they stand cover the normal risks associated with the fulfillment of an order. It is the responsibility of the Office Manager's to ensure that every order is tracked.

Present Status.

(a) Auburn's plant is protected by a sprinkler system in all the mfg. areas. It is checked annually to ensure that it is in proper working order. Should there be a mal function of the system Fire Stations are located in close proximity..

(b) Should a fire occur damage would be minimal & would be limited to water, smoke and/or contamination.

(c) Auburn has the tool drawings in their computer system. The system is backed up nightly and retained in a fireproof storage safe or taken off the premises.

(d) Steel rule dies are made of wood with metal or plastic inserts and can be replaced within 1 week should they be damaged beyond repair. Die sets would not be damaged beyond repair and repairs could be accomplished in a week's time.

(e) Nonmetallic raw material would need to be replaced. Auburn does not have any sole source material supplier's. Purchasing would have to expedite replacement orders after customer's are notified and new delivery dates/quantities are to.

(f) Auburn has a solid base of subcontractor's who could run Auburn's parts should need arise due to an extended downtime for repair or replacement to the building.

(g) Special processes ie: Sonic & Stitch Welding can be subcontracted.

Description of Auburn Mfg. Company
Quality Management System Process

1. Factory Manager Order Review Process	RFQ & P.O. Review, Customer Communication To Resolve Any Issues.

2. Purchasing Process	Order Of Dies, Raw Material, Annual Evaluation Of Suppliers
3. Manufacturing Process	Slitting, Cut to Length, Set-Up, Skiving
4. Shipping Process	Packaging/Storage/Preservation, Self life Evaluation & Shipping
5. Nonconforming Process	Identification/Disposition Of Internally Produced Nonconforming Product, Customer Property, Customer Returns & Supplier Nonconforming Product.
6. Internal Audit	Scheduling & Performance Of Audits, Training Of Auditors/Feedback To Responsible Parties
7. Corrective Action Process	Root Cause & Corrective Of Internal Audit Findings, Documentation, Follow-Up Of Customer Complaints/Supplier Problems
8. Preventive Action Process	Documentation /Tracing Of Actions Taken To Prevent Nonconformance As Assigned During Management Review
9. Document Control Process	Control Of Documentation Used To Ensure Latest Documentation Is Used & Required Records Are Kept.
10. Quality Control Process	Responsible To Ensure That All Inspections Required Are Performed, Calibration & Any Special Customer Requirements On Purchase Order Are Completed, Customer Complaints
11. Management Review Process	Internal Audits CAR/PAR's(Internally & Suppliers) Mission Statement Attainment, Goals/Objectives, Customer Complaints & Questionnaire Responses, On-Time Delivery Goal, Last Annual Review, Action Items QMS System Review, Follow-Up From previous Review