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**4.2.2-01 QUALITY MANAGEMENT SYSTEM**

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**PURPOSE**

The purpose of this procedure is to describe the six types of controlled documents listed in 4.2.2 Quality Management System of the Quality Policy Manual.

**QUALITY MANUAL**

The quality policy manual defines the quality system and quality policies of Clover Machine and Mfg. that meet the intent of ISO 9001.

The President, Quality Control manager and input from the staff formulated and approved the policies described in the quality manual. The quality manual is a controlled document.

**QUALITY OPERATING PROCEDURES**

Quality operating procedures are the second tier of documents under the quality manual and provide for the implementation of policies established in the manual. These procedures define the methods and responsibilities for carrying out company policies.

These procedures are controlled documents, and are formulated by department heads and staff. they are governed by each document, and approved as stipulated in Q.O.P. 4.2.3-01, Control of Documents.

**WORK INSTRUCTIONS**

Work instructions provide instructions for personnel who carry out specific processes or operations for key work centers in the company. Work instructions describe the operation of a machine or the flow of paper work through a work center, such as processing an order or purchasing.

They are usually in the form of a flow chart and are usually generated by the employees performing the work, and are controlled documents that are approved by department heads.

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**4.2.2-01 QUALITY MANAGEMENT SYSTEM**

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**PROCESS PROCEDURES AND FORMS**

Process procedures are procedures that describe the step by step method of fabricating an individual product, or performing a specific task, and are used together with work instructions to manufacture a product.

Forms used in the company are controlled documents, and are controlled as stipulated in Q.O.P. 4.2.3-01, Control of Documents.

**PRODUCT DRAWINGS AND SPECIFICATIONS**

Defines the customers product and are either standard customer product specifications for products or special customer designs

The customer issues technical specifications and drawings. Customer specifications are not on a document control list. Each issue receives appropriate reviews, verifications and checking.

**QUALITY PLANS AND PRODUCTION TRAVELLERS**

Product and quality plans (production travelers) are used to sequence and coordinate production operations, and defines the inspection test points.

Work orders containing the production and quality plans are issued by production control and are released by the production manager.

External commercial standards used on customers drawings are not controlled by Clover Machine and Mfg.

Factored items are received by incoming inspection and follow normal inspection process.

Estimating and contract review are also part of Clover Machine and Mfg. quality planning procedures.

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**4.2.3-01 CONTROL OF DOCUMENTS**

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**PURPOSE**

The purpose of this procedure is to implement the policies of 4.2.3 Control of Documents in the quality policy manual, to assign responsibilities and outline methods for this purpose.

**SCOPE**

There are six categories of controlled quality system documents within the scope of this procedure as follows:

1. Quality Policy Manual
2. Quality Operating Procedures
3. Work Instructions
4. Process Procedures
5. Product Drawings and Specifications
6. Travelers (Product and Quality Plans)

**RESPONSIBILITIES**

Document and data control responsibilities are divided into two areas follows:

1. Quality System- QC Manager (REF. Work Instructions:  
W/I 1.1 - QC Managers responsibilities)
2. Customer drawings-Operations Manager (REF. Work Instructions:  
W/I 2.1 - Operations Managers responsibilities )

**DOCUMENT IDENTIFICATION**

Documents are identified by their title, number, and revision level.

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**4.2.3-01 CONTROL OF DOCUMENTS**

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**INITIAL DOCUMENT GENERATION OR REVISION**

Any one in the organization can take the initiative to establish a new, or revise an existing document. The person who wants to initiate a document or revision, submits a draft to their supervisor of the proposed document or if controlled by QC, directly to the QC Manager. Whoever initiates a document, the responsibility to review the document always rests with the designated manager, and will be approved by executive management.

**AUTHORIZED APPROVAL SIGNATURES AND REVIEW**

Clover Machine and Mfg. controlled documents are approved by the appropriate signatures listed on A-L-2342 Document Control Change Order Request Form. Signatures that are not required are struck out on the form.

The document for review and the change notice must contain adequate background information, or such information must be available to the reviewer.

**DOCUMENT ISSUE AND RECALL**

All controlled documents will be placed at locations where they are to be used after approval. Document updates are distributed to the same locations as the original issues. Copies of all out of date documents are identified (Obsolete) and kept on file in documentation.

Posted instructions are also controlled documents. They are dated and authorized, but do not require a revision number. When revised, the obsolete posted instructions are removed and destroyed. The new versions are posed in their place.

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**4.2.3-01 CONTROL OF DOCUMENTS**

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**MASTER LIST**

A master list is maintained by Document Control of all Clover Machine and Mfg. documents that have been issued. The list identifies the latest revision and date

**UNCONTROLLED COPIES**

When the quality policy manual is issued to personnel and outside parties for information only, it is stamped (For Reference only) and is not revised.

**EXTERNAL DOCUMENTS**

Customer drawings used to build the product are maintained by Production control (see W/I 3.1 - Production Control maintenance of drawings and W/I 2.1 Operations Managers responsibilities). Customer drawings are kept with the job folder and filed after job completion.

When required, customer drawings may need to be updated. Verbal customer instructions (red line) may be used, but will be signed by production control.

**4.2.4-01 CONTROL OF QUALITY RECORDS**

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**PURPOSE**

The purpose of this procedure is to provide policy implementation and to assign responsibilities for establishing storage of company records.

**SCOPE**

Quality records with their storage, locations, responsibility and retention periods are noted on Quality Records Appendix 1, attached.

**IDENTIFICATION**

Records are identifiable to the product, customer or event to which they pertain. Records are indexed or grouped to facilitate their retrieval.

**STORAGE**

Records are stored by the same department that initially established the record (see Appendix 1 of this procedure). Records are stored in clean dry rooms. Cabinets are clearly labeled to identify their contents.

**DISPOSITION**

After duration of retention time, documents will be shredded or scrapped or recycled



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**4.2.4-01 CONTROL OF QUALITY RECORDS APPENDIX I**

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<b><u>DOCUMENT</u></b>	<b><u>WORK LOCATION</u></b>	<b><u>STOR LOCATION</u></b>	<b><u>RESPONSIBLE</u></b>	<b><u>DURATION</u></b>
1. Paid Vendor check receipts	Office	Archive	Accounting	8 years
2. Paid Customer checks	Office	Archive	Accounting	8 years
3. Employee files	Office	Archive	Accounting	8 years
4. Contract files	Office	Archive	Accounting	8 years
5. Insurance and Medical files	Office	Archive	Accounting	8 years
6. Financial records	Office	Archive	Accounting	8 years
7. Quote Sheet/QRF	Office	Archive	Accounting	8 years
8. Customer purchase orders	Office	Archive	Accounting	8 years
9. Job files	Office	Archive	Accounting	8 years
10. Tax files	Office	Archive	Accounting	8 years
11. Signed delivery shipper	Office	Archive	Accounting	8 years
12. Sales Invoice copies	Office	Archive	Accounting	8 years
13. Bank Statements	Office	Archive	Accounting	8 years
14. Time Cards	Office	Archive	Accounting	8 years
15. Bank Deposits	Office	Archive	Accounting	8 years
16. Unpaid Invoices Commissions	Office	Archive	Accounting	8 years

**4.2.4-01 CONTROL OF QUALITY RECORDS APPENDIX I**

<u>DOCUMENT</u>	<u>WORK LOCATION</u>	<u>STOR LOCATION</u>	<u>RESPONSIBLE</u>	<u>DURATION</u>
17. Service Contracts	Office	Archive	Accounting	8 years
18. Staff meeting notes	Office	Archive	Accounting	8 years
19. Payable check copies	Office	Archive	Accounting	8 years
20. Customer unpaid invoice copies	Office	Archive	Accounting	8 years
21. Material Requisitions	Office	Archive	Production Control	4 years
22. Vendor Purchase Order	Purchasing	Archive	Accounting	8 years
23. Traveler	Office	Archive	P.C.	4 years
24. Defective Material Report	QA, P.C. President	Archive	QA	4 years
25. Corrective Action Report	QA, PC President	Archive	QA	Indefinite
26. Calibration Record	QA	Archive	QA	life of tool
27. Inspection Stamp Records	QA	Archive	QA	Indefinite
28. Audit Records	QA	Archive	QA	8 years
29. Training Records	Accounting/QA	Archive	QA	Indefinite
30. Daily QC Logs	QC	QC	QC	1 year
31. Change Order	Office	NA	Sales/P.C.	1 year

**4.2.4-01 CONTROL OF QUALITY RECORDS APPENDIX I**

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<b><u>DOCUMENT</u></b>	<b><u>WORK LOCATION</u></b>	<b><u>STOR LOCATION</u></b>	<b><u>RESPONSIBLE</u></b>	<b><u>DURATION</u></b>
32. Special instructions	Office	NA	Sales/ P.C	1 year
33. Approved vendor files purchase	QA	NA	QA	Indefinite
34. Inspection Reports	QA	QA	QA	4 years
35. CNC Tape files	Office	NA	P.C.	4 years
36. Management Review Meeting	QA, President	NA	QA	4 years
37. Hardware Log	QA	QA	QA	1 year
38. Maintenance Log	QA	QA	QA	Life of Mach.
39. Customer files	Office	NA	P.C.	8 years
40. Receiving Insp. Daily Log	Office	NA	QA	1 year
41. Certification	Office	Office	QA	4 years
42. Hazardous Waste Records	Office	Office	Production Control	4 years

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**5.6-01 MANAGEMENT REVIEW**

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**MANAGEMENT REVIEW****Purpose**

The purpose of this procedure is to provide for a system and instructions, and to assign responsibility for scheduling, conducting and recording management reviews of the quality system.

**Scheduling**

The quality system is reviewed by the executive management at least once a year. The president schedules an annual review meeting. However, for the first two years following the initial issue of this manual, management reviews are conducted twice a year.

**Attendance**

Management review meetings are attended by the President, Director of Sales, and the Quality Assurance Manager. If any one of these representatives is unable to stay, the meeting must be rescheduled.

**Agenda**

The agenda for management review meetings is prepared by the QA Manager. It is then reviewed by the President and distributed to the participating department managers at least one week before the meeting.

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**5.6-01 MANAGEMENT REVIEW**

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As a minimum, the agenda comprises the following topics:

- Management objectives
- Market response to the quality effort
- Results of internal audits.
- Effectiveness of corrective preventative actions
- Defective Material Report Statistical Data
- Assessment of continuing suitability of the quality system

### **Records**

Minutes of the review meetings are taken by the QA Manager and are distributed to the attendant and the absent managers, if any. The minutes, together with other internal documents pertaining to the meetings, are confidential records and shall not be made available to anyone outside the company, including second and third party auditors and regulatory agencies. Storage location and retention period for those records are specified in procedure Q.O.P. 4.2.4-01, Control of Quality Records.

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**6.2-01 HUMAN RESOURCES**

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**Page 1 of 1****PURPOSE**

The purpose of this procedure is to provide for policy implementation and to assign responsibilities for determining training needs, providing the training and maintaining training records.

**TRAINING NEEDS**

In addition to individual training and qualification needs to a specific task, the company determines the general orientation training needs and provides such training to all employees.

**TRAINING**

The department management provides the orientation training to all new employees. The orientation training familiarizes employees with administrative rules such as working hours, parking, lunch arrangements, etc. Employee participation is recorded. The following is a list of topics:

- Product orientation with emphasis on crucial quality characteristics.
- Presentation of the Quality System
- The role of employees maintaining the Quality System and improving it's efficiency.

**RETRAINING**

Retraining is provided for an employee when requested by a supervisor or when it is required by the annual assessment.

**RECORDS**

Training records identify the subject, date and completion of the training. Certificates of completion may be awarded for training programs. Job related training records are maintained by the QA manager.

(REF. Q.O.P. 4.2.4-01 Control of Quality Records)

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**7.1-01 PLANNING OF PRODUCT REALIZATION**

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**PURPOSE**

The purpose of this procedure is to provide for a system, instructions and to assign responsibilities for:

- \* Establishing and use of work order and work instructions.
- \* Checking and monitoring production equipment.
- \* Qualification and control of special processes.
- \* Establishing criteria and responsibility for maintenance of the production environment.

**JOB WORK ORDER TRAVELERS**

Orders for manufacturing a product are transmitted to the production department by using a job work order. Work orders are established by the production control unit. The computer generated Job Number is the authorization to issue. Before manufacture the job work orders are identified by a job number and product particulars such as name, type, part number, quantity and serial numbers of the ordered product. The job work order accompanies the products through all production phases.

The job work order specifies the production and quality plans. It lists all operations and processes, including inspections and testing. Also referenced are drawings, specifications, material lists, instructions, acceptance criteria and any other data that are required for production and inspection of the products.

On completion of an operation or inspection, the operator or inspector dates and initials/stamps the job work order on the line where the operation is called out.

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**7.1-01 PLANNING OF PRODUCT REALIZATION**

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The job work order has many functions as follows:

- \* Specifies the production and quality plans
- \* The job work process
- \* Workmanship and inspection instructions
- \* Criteria by referencing appropriate documents
- \* The means for inspection status
- \* Identification of products
- \* Record of product configuration
- \* Traceability
- \* Record of in-process and final inspections

On completion of products the job work orders are retained. The storage location and retention period are specified in Q.O.P. 4.2.4-01 Control of Quality Records.

### **WORK INSTRUCTIONS**

Reference Work Instructions W/I 4.1 -Job Entry through W/I 5.1 -Customer Service. Personnel are instructed in performing critical or complex operations by written work instructions and posted notices.

Work instructions are established by production control, and are reviewed by the Production Manager before they are issued.

Work instructions are established for all operations that would adversely affect the quality. Results of internal audits and analysis of nonconformity reports are used to determine what, and how detailed instructions are required.



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**7.1-01 PLANNING OF PRODUCT REALIZATION**

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**PRODUCTION EQUIPMENT**

The performance and accuracy of production equipment is continuously monitored through regular inspection of items processed by the equipment. Operators are instructed to immediately report any equipment problems to their supervisor. Machine maintenance will be recorded in the maintenance log by the QA manager.

New equipment will not be accepted for production until it has been proven to perform to specifications by the equipment manufacturer.

**SPECIAL PROCESSES**

Special processes are processes whose results cannot be fully verified by subsequent nondestructive inspection.

Production control and QA are responsible for identifying special processes used in production and for prescribing methods and procedures for performing, controlling, and if required, recording such processes.

**PRODUCTION ENVIRONMENT**

Management emphasized the importance for quality in the production environment and maintenance of production areas.

Personnel are encouraged to report conditions such as inadequate ventilation, excessively high or low temperatures, poor lighting, and other conditions that could adversely affect performance.

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**7.2-01 CUSTOMER RELATED PROCESSES**

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**PURPOSE**

The purpose of this procedure is to provide for a system and instructions to assign responsibilities for the review of customers contracts and or orders for custom products, to ensure orders are understood , and that the company has the capability to deliver the products.

**DEFINITION**

Custom products are those that are manufactured to the customer's designed drawings, specifications, design modifications, or special production runs.

**ORDER REVIEW**

Sales of custom products are normally by a customer inquiry from a quotation or bid. (REF. Work Instructions: W/I 6.1-Sales)

Sales receives a request for a quotation, the sales personnel are required to fill in a Quotation Request Form (QRF).

Estimating reviews the quotation with all technical data. Sales will consult with the customer to resolve any ambiguous problems with the customer supplied specifications. (REF. Work Instructions: W/I 7.1- Estimating)

On completion of the QRF, sales will confirm the delivery date. If the required date cannot be achieved, the customer will be informed and resolved by sales. (REF. Work Instructions: W/I 8.1-Production Control)

On completion of all the information, sales will contact the customer with a verbal or electronic offer or bid, and secure a verbal or electronic purchase order number. Verbal orders are verified by fax or email.

**7.2-01 CUSTOMER RELATED PROCESSES**

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**Page 2 of 2**

After all issues are resolved, data entry will enter the information into the computer. (REF. Work Instructions: W/I 4.1-Job Entry)

The computer then issues a job number. The QRF and all information is then sent to production control for processing.

If a physical purchase order is received, data entry will compare the purchase order to all the QRF information in the computer.

Any conflicting information will be resolved by sales with the customer.

Customer changes: sales will fill in a change order request form with the new relevant information, and will be attached to the original QRF and reprocessed. (REF. Work Instructions: W/I 5.1-Customer Service)

**VERIFICATION OF CAPACITY**

If the company is unable to fulfill the customers requirements, the customer will be contacted and a modification for the problematic requirements is proposed.

**REVIEW RECORD**

A copy of a QRF approved by sales constitutes evidence and a record of the contract review. The storage location and retention period for contract review records are specified in Q.O.P.-16-01, Quality Records.

**CHANGES AND AMENDMENTS**

When customers change their orders during a production run, the proposed changes and their impact is reviewed by sales, and they will make the necessary decisions with production control. (REF. Work Instructions: W/I 9.1- Customer Document Control)

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**7.4.1-01 PURCHASING PROCESS**

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**PURPOSE**

The purpose of this procedure is to provide policy implementation and to assign responsibilities for the purchasing process. (REF. Work Instructions: W/I 15.1-Outside Services and W/I 16.1-Purchasing).

- Review of purchasing documents and use of the approved supplier/subcontractor list (REF. Q.O.P. 7.4.2-01).
- Verification of purchased products.

Approved supplier/subcontractor list (REF. Q.O.P. 7.4.2-01).

A copy of the approved supplier/subcontractor list is available to personnel preparing and authorizing the company's purchasing documents. Materials, components, parts or other items that are incorporated in a company's product must be purchased from suppliers that are on the list.

Supplies that are non quality critical are exempt from this requirement. These include: office supplies, janitorial, services, etc..

**PURCHASING DATA**

The planning department prepares material requisitions and are also reviewed by planning. Purchasing prepares and reviews the purchase order. The Issuance of a company job number is the authorization and approval to purchase.

Purchasing documents describe the ordered products including:

- Identification includes: name, part number, type, class, style, grade, etc., when required.
- When required, relevant standards, specifications, drawings, process requirements, and other such technical data is issued.

**7.4.1-01 PURCHASING PROCESS**

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- When required, inspection requirements, testing or other verifications, and evidence of compliance.  
(REF. Work Instructions: W/I 15.1-Outside Services and W/I 16.1-Purchasing).

**VERIFICATION OF PURCHASED PRODUCT**

When customers request a source inspection, sales will notify the QA manager no less than one week in advance to allow time for making any necessary arrangements.

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**7.4.2-01 PURCHASING INFORMATION**

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**Page 1 of 2****PURPOSE**

The purpose of this procedure is to provide documentation necessary for performing a Supplier Quality Assessment. Quality assessment may be an on site evaluation of supplier's facilities, equipment and quality system.

**APPLICAITON**

This requirement applies to any potential suppliers of materials, purchasing and QA personnel responsible for supplier selection and qualification. The first step in developing a approved source of supply may involve a reference check, past performance, an interview or formal review of the supplier's facility when necessary. A quality evaluation will be a prerequisite for approval to purchase materials or services from any supplier.

**DEFINITION**

In order to distinguish between different categories of suppliers the following definitions apply:

Supplier: A vendor that supplies standard catalog products.

Subcontractor: A vendor supplying products that are either modified to, or manufactured from company's drawings and specifications. As an exception, Vendors of catalog products intended for critical applications are also classified as subcontractors.

**ASSOCIATED MATERIALS**

Supplier and Subcontractor Evaluation

**RESPONSIBILITIES**

Procurement will have the responsibility for determining which suppliers will be surveyed along with initiation of activities through use of a Supplier Survey Form. Procurement also acts as the main interface with the supplier and will have responsibility for planning and coordination all activities.

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**7.4.2-01 PURCHASING INFORMATION**

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QA has the responsibility for the evaluation of all quality related functions at the supplier's facility and also be responsible for planning and performance of all activities which may be required at the supplier's facility.

QA will perform evaluations, report findings and assign approval status resulting from these findings.

QA may honor supplier ISO 9000 certifications.

**PROCEDURE**

Evaluation will be based on QA's need to evaluate upon the following:

- \* History of the supplier's quality, if currently supplying parts or services.
- \* Any other assessment information.
- \* Technical requirements, part or process complexity.

QA completes the applicable supplier survey form if an evaluation is warranted.

QA will perform an evaluation utilizing the supplier survey form.

QA authorizes the Supplier Survey form and monitor's the quality of the approved supplier. Approved status will be as follows:

**Approved:** Procurement may proceed to work with the supplier toward parts qualification for production quantities.

**Conditional Approval:** Procurement may proceed to work with the potential supplier and QA to correct deficiencies that are noted. First Article quantities may be ordered, but no production quantity orders may be placed until full approval status is achieved.

**Disapproved:** Procurement may not place purchase orders with the supplier.

QA will add the approved vendor to the AVL and distribute to purchasing.  
(REF. work Instructions: W/I 15.1-Outside Services & W/I 16.1- Purchasing)  
A re-evaluation and C.A.R is done on suppliers with five (5) rejects on file.

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**7.5.1-01 CONTROL OF PRODUCTION AND SERVICE PROVISION**

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**Page 1 of 2****PURPOSE**

The purpose of this procedure is to provide a system and instructions, and to assign responsibilities for the following:

- Servicing and repair functions, W/I 5.1-Customer Service.
- Collecting field experience and reliability data.
- Technical Support, W/I 17.1 -Technical Support.

**SERVICING POLICY**

It is our company policy to investigate all discrepancies, and if any are found to be the responsibility of Clover Machine and Mfg., the product will be replaced or reworked to the customers total satisfaction.

**SERVICING**

QA and production control are responsible for the servicing and repair of the company's products. Servicing operations are subject to the requirements of all relevant procedures of the company's quality system, including those regulating production control and inspection activities.

It is a requirement that shipment shortages or discrepancies must be reported within two weeks of the shipping date. Invoices that accompany the shipment of Clover Machine and Mfg. have a statement similar to the following:

Note: notification of short shipments or other discrepancies must be made within two weeks of shipping date, claims after this period will not be honored.

Request for servicing are handling by sales and QA.

Technical Support is provided to customers as a service.



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**7.5.1-01 CONTROL OF PRODUCTION AND SERVICE PROVISION**

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**FIELD EXPERIENCE AND RELIABILITY DATA**

Product failure information is collected each time a service request is received from the customer by QA. This information is sent to production control with a defective material report (DMR).

It is the responsibility of QA and production control to analyze the product failure information to determine the cause of failure and record the conclusions. A corrective action request (CAR) is issued by QA if a change is to be made to Clover Machine and Mfg. quality system to improve company performance.

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**7.5.3-01 IDENTIFICATION AND TRACEABILITY**

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**PURPOSE**

The purpose of this procedure when required by contract, is to provide for a system and instructions, and to assign responsibilities for:

- Product identification and traceability
- Allocating part and serial numbers
- Product marking

**PARTS AND PRODUCT IDENTIFICATION**

Purchased materials and parts for use in customers products are assigned and marked with a job number. The customer is responsible for assigning the part number. The marking is done during the manufacturing process. The same number often identifies drawings and specifications pertaining to the part.

Finished products are assigned and labeled with a unique serial number by the customer when required by the customer. The work order, inspection records and all other documents for testing of a product are identified with its serial number, and each product is identified with its serial number before it has passed the final inspection.

**IDENTIFICATION AND TRACEABILITY RECORD**

Records are maintained in correlating individual part numbers by the production control department, corresponding drawings, specifications, technical data and other documentation defining the part. The record is maintained while the part is used and is preserved for an additional three years after discontinuation of the part.

The production control department maintains a configuration record for each product. The record correlates serial numbers of products with the parts lists used in their manufacture. Storage location and retention period for the identification and traceability records are specified in Q.O.P. 4.2.4-01 Control of quality records.

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**7.5.3-02 IDENTIFICATION OF INSPECTION STATUS**

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**PURPOSE**

This procedure describes Clover Machine and Mfg. system for indicating the inspection status of materials, parts, and assemblies.

**APPLICATION**

This procedure applies to all customer deliverable materials, parts, and assemblies, whether incoming, in-process or complete goods.

**ASSOCIATED MATERIALS**

- Quality Assurance Inspection Stamps
- Non-Conforming Tag
- Black Pen/Marking

**INDICATION OF INSPECTION STATUS**

The inspection status of materials, in-process parts and assemblies will be recorded on the items and/or the accompanying documentation by the use of inspection stamps, or initials of the authorized responsible person.

A process will not be started unless all previous inspection points have been accepted, or waived by QA. Identification of such inspection will be indicated by a Quality Assurance Inspection Stamp, initials of the inspector or other authorized person, or a signed, stamped QA note, waiving the inspection, or moving it to a different sequence.

Non-Conformance tags are used to identify items that have been found to be discrepant and are awaiting disposition and or removal from the production area.

Black pen/markings is used to designate an item being used as a test piece (set-up). These pieces are marked SET-UP, and will be scrapped. They are not acceptable for customer use.

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**7.5.3-03 CONTROL OF QUALITY ASSURANCE STAMPS**

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**Page 1 of 2****PURPOSE**

This procedure describes Clover Machine and Mfg. requirements for issuing, controlling and using Quality Assurance Stamps.

**APPLICATION**

This procedure applies to Clover Machine and Mfg. QA Stamps.

**ASSOCIATED MATERIALS**

- Quality Assurance Stamp Log (stamp)
- Quality Assurance Stamp Log (employee)
- Quality Assurance Stamps

**PROCEDURE**

The Quality Assurance manager has the responsibility for issuing and controlling Quality Assurance Stamps.

Stamps are identified with a specific letter/number, assigned to a specific individual.

If a stamp is lost, or the employee is no longer employed at Clover Machine and Mfg., the stamp will not be reissued and will be destroyed.

Specific Quality Assurance stamps are illustrated on the Quality Assurance Stamp Record.

Quality Assurance stamps are used only by the person they were issued to.

The use of Quality Assurance stamps is defined in Q.O.P. 7.5.3-02 Indication of Inspection Status.

**QUALITY ASSURANCE STAMPS**

Acceptance Stamp



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**7.5.4-01 CUSTOMER PROPERTY**

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**PURPOSE**

The purpose of the procedure is to provide policy implementation, and assign responsibilities for handling customer supplied product.

**INSPECTION AND STORAGE**

Customer supplied product is received by company personnel and inspected for damage and quantity by production personnel and held in a designated storage area and identified with a tag bearing the words “Customer Owned Material” until required for production.

When required, customers are to supply with their products technical and quality data sufficient to provide the inspectors with the acceptance criteria against which they will carry out the inspection.

**SPECIAL REQUIREMENTS**

When specified in the contract, special instructions for handling customer supplied products are followed. The customers products are segregated and labeled to identify them as the customers property.

**LOSS OR DAMAGE**

Loss, damaged, deteriorated or unsuitable customer supplied products are reported to the customer.

**7.5.5-01 PRODUCT HANDLING**

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**PURPOSE**

The purpose of this procedure is to provide for a system and instructions, and to assign responsibilities for the following:

- Product handling activities
- Handling equipment maintenance

**RESPONSIBILITY**

The production manager is responsible for ensuring that products are handled properly and in accordance with this procedure in order to prevent damage and deterioration.

**CONTAINERS**

Metal carts, wood boxes and pallets are provided for holding components and products. Damaged or dirty containers and carts are repaired and/or cleaned, or scrapped if beyond repair.

**EQUIPMENT**

Equipment used for internal transport of products, are pallet jacks, carts, and forklift trucks. Only authorized personnel operate the forklift trucks. Forklift operators are trained and their training records are maintained by QA. Forklift trucks are inspected and regularly maintained.

**PROTECTION OF PRODUCTS**

If there is a possibility of a product being damaged from contact with abrasive or dirty surfaces, the product is adequately protected during its manufacture, storage and delivery.

**7.5.5-02 PRESERVATION OF PRODUCT**

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**PURPOSE**

The purpose of this procedure is to provide for a system and instructions, and to assign responsibilities for the following:

- Use and maintenance of stores and storage areas
- Periodical assessment of stock

**STORAGE AREAS**

There are three storage areas, material storage, raw stock and finished product storage. Also there are a number of holding areas for receiving, inspection, shipping and quarantine. Production Control is responsible for the maintenance and control of the storage areas.

Storage areas are maintained to prevent damage or deterioration of stored product. When a job is completed, production control may return unused stock for credit, assign stock to other job numbers, store stock by type for internal plant use, or scrap the stock.

**ASSESSMENT OF STOCK**

Stock items assigned to job numbers are assessed periodically, and stock items stored by type, hardware, raw material, etc. may be used on other customer products.

**AUTHORIZATION TO RECEIVE AND ISSUE**

Only stock items passing receiving inspection are authorized to be received into material stores.

Only finished products passing final inspection are authorized to be issued from finished product stores. They are identified by a QA stamp on the traveler.

Products that are shipped for outside processing are identified with a blue tag. These products are shipped with a P.O., engineering prints and or data.



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**7.5.5-02 PRESERVATION OF PRODUCT**

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**OTHER SUPPLIES**

Supplies that are in the storage areas not intended for incorporating into company products, are not identified with inspection status identifiers, and are not controlled by the quality system for moving in and out of storage.

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**7.5.5-03 PRODUCT PROTECTION AND DELIVERY**

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**PURPOSE**

The purpose of this procedure is to provide for a packaging, preservation and delivery system and to assign responsibility for the protection and delivery of finished product.

**RESPONSIBILITY**

The shipping and receiving manager is responsible for the packaging and safe shipping of product to the customer in a timely manner.

**SHIPPING AUTHORIZATION**

Only customer product that has been inspected and authorized for shipment by QA or Clover Machine and Mfg. management will be shipped to our customers. Authorization to ship is identified by a QA stamp of authorized initials on the last inspection point of the traveler.

Instructions for customers special shipping methods are kept on file by the shipping manager for use by shipping personnel. Use of alternative carriers or shipping methods must be approved by the customer.

**PACKAGING AND PRESERVATION**

Standard packaging material and standard packaging methods are specified by the shipping manager in the form of work instructions. (REF. W/I 18.1-Shipping.

Appropriate methods for preservation and segregation for product are applied throughout production and delivery processes.

If customized packaging is required by contract, a copy of any special customer shipping instructions are kept on file by the shipping manager for use by shipping personnel. Use of alternative packaging materials and methods must be authorized by the customer.

**DELIVERY**

The company truck makes local deliveries, and commercial shipping lines are

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**7.6-01 CONTROL OF MONITORING AND MEASURING DEVICES**

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**Page 1 of 3****PURPOSE**

This procedure describes the method for controlling and monitoring the measuring and test equipment, and for the standard used for calibration.

**ASSOCIATED MATERIALS**

- Calibration data record
- Calibration recall

**DEFINITIONS**

**Calibration** is used for setting and maintaining measuring and test equipment to measurement standards of known accuracy traceable to the National Institute of Standards and Testing (NIST).

**Calibration Control** is a documented system for assuring measuring and test equipment are within calibration standards for that specific device.

**Calibration Recall** is a system for dictating in advance the date when the next calibration is due for each measuring and test equipment device and for each measurement standard.

**Calibration Interval** is the period of time between calibrations with intervals that may vary for measuring devices depending upon their stability, purpose and degree of usage.

**Certification** is the approval given for the use of measuring and test equipment devices following a calibration by the use of certified equipment and devices traceable to the National Institute of Standards and Testing (NIST), so long as they are calibrated according to specifications and are accurate and capable of fulfilling their intended functions.

**Measuring and test equipment** are all devices used to measure, gauge, test, inspect or otherwise examine parts or processes to determine compliance with specifications.

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**7.6-01 CONTROL OF MONITORING AND MEASURING DEVICES**

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**Page 2 of 3****PURPOSE**

All measuring and test equipment instruments and devices used to determine acceptance of an item to specified requirements are calibrated. The calibration is performed at regularly scheduled intervals determined on the basis of stability, purpose and usage.

The QA department is responsible to insure instruments are calibrated at any time its accuracy is in doubt or the verification of its calibration has been lost or in question.

The QA department is responsible for the calibration intervals assigned every 6 to 7 months for each instrument and extending or shortening them as appropriate.

All measuring and test equipment instruments will be calibrated to measurement standards by an outside accredited calibration facility certifiable to the National Institute of Standards and Testing (NIST) if applicable. No instruments are used without current calibration.

Records are maintained to identify each item of measuring and test equipment and each instrument standard with lists the date of each instance of calibration, citing measurements and adjustments. These records are to demonstrate traceability to NIST.

Each item of measuring and test equipment and measurement standard is to be identified by showing the organizations identification No., date of last calibration, and the next calibration due date.

QA is responsible for monitoring calibration due dates and submitting instruments, devices and standards for calibration on schedule.

Measurement values or inspections obtained on measuring and test equipment that exceeded calibration due dates will not be accepted. Any instrument out of calibration will be removed from use until re-calibrated.

Employee owned measuring and test instruments can be used for in process inspection only if they are calibrated to the requirements of this procedure.

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**7.6-01 CONTROL OF MONITORING AND MEASURING DEVICES**

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QA is responsible for the evaluation and selection of subcontractors to perform calibration on instruments and devices used by our organization.

Any subcontractor performing measurement and test at or for our organization shall be evaluated by QA and their instruments and devices shall meet the requirements of the procedure.

The QA department is responsible for procuring and maintaining all measurement and test instruments and devices required to support product measurement and test requirements.

If a calibrated instrument is damaged before calibration expiration, it is the responsibility of the personnel involved to red tag the instrument, and report the damage to QA for repair and recalibration.

When measuring and test equipment is found to be outside the required calibration limits, an evaluation will be made to determine the effects on completed work and to what extent reprocessing, re-testing, re-calibration or complete rejection may be necessary. An investigation of cause will take place in order to avoid any recurrence.

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**8.2.2-01 INTERNAL AUDIT**

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**Page 1 of 2****PURPOSE**

The purpose of this procedure is to provide for policy implementation and to assign responsibilities for conducting the internal quality audits.

**PLANNING**

The QA manager is responsible for planning and scheduling the internal audits. Each main activity of the quality system is audited at least once a year. In addition to the annually scheduled audits, the QA manager can select certain activities for more frequent auditing, depending on their status, importance and past compliance history. The Plan lists all the activities corresponding to the 8 sections of the quality manual, identifies locations where these activities are taking place, and assigns an audit date to each activity location.

**AUDIT TEAM**

Only personnel that are independent of the audited activities are assigned to conduct an audit. The QA manager normally leads the audit team, but QA activities are audited by the purchasing manager.

**PREPARATION FOR AUDIT**

An audit team will prepare for an audit by familiarizing themselves with the ISO 9001:2000 standard, the quality manual and relevant operating procedures, reviewing the nonconformity reports, corrective action files, and preparing questions and checklists. Auditors will use Audit Check List when conducting audits.

**CONDUCTING AN AUDIT**

The manager responsible for the area being audited is contacted at least one week in advance with the proposed audit date. The manager concerned responds with a confirmation or proposes an alternative date.

The auditor conducting an audit seeks evidence demonstrating that the audited activities comply with the requirements of the documented quality system.

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**8.2.2-01 INTERNAL AUDIT**

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When a noncompliance is noted, it is discussed with the responsible manager. Each noncompliance noted is documented before the end of the day on the Audit Noncompliance Report. Auditors fill out only the first part of the form, describing the noted noncompliance. The form is given to the responsible manager who uses the second part of the form to propose corrective action.

**CORRECTIVE ACTION AND FOLLOW UP**

When a noncompliance is identified and documented, the responsible manager will propose the corrective action to be taken and indicate the date by which the corrective action will be fully implemented. The auditor will review and approve the proposed action.

Within a reasonable amount of time of implementation of a corrective action, the auditor will follow up with an inquiry or an audit to determine if the corrective action has been implemented and its effectiveness. If there is evidence of the corrective action being effective, the Audit Noncompliance Report is closed out. If more work is needed to implement the action, a new follow up date is agreed upon.

**DOCUMENTATION AND RECORD**

Internal audits, the implementation of a corrective action and the follow up audit are documented using the Audit Noncompliance Report form.

Part one of the form describes the nonconforming condition, part 2 contains the proposal for a corrective action, and part 3 is for the follow up and close out.

Pending Noncompliance Reports are kept by the auditor that issued the report. Storage location and retention period for closed out Noncompliance Reports are described in Q.O.P. 4.2.4-01 Control of Quality Records.

**8.2.3-01 RECEIVING INSPECTION**

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**PURPOSE**

To define Clover Machine and Mfg. procedures for inspecting items received from suppliers, subcontractors or customers.

**APPLICATION**

The application applies to the inspection of all production items received, including returned items from outside processing, and items returned by customers.

**ASSOCIATED MATERIALS**

- Electronic Data Entry
- Receiving Inspection Log (Hardware)
- Certified stock
- Non Conformance Tag
- Accepted Stamp/Signature
- Defective Material Report (DMR)

**PROCEDURE****Receiving Inspection**

All hardware items, etc., are inspected for conformance or damage by receiving inspection. The receiving log is completed indicating all applicable, information including the DMR number if the lot has been rejected. Electronic data entry is made by accounting. The job number is written on the container, and means acceptance.

**Certified Stock**

Stock received with a certificate of compliance is logged in on the Shipping Receiving Log and assigned a certification number which is recorded on the log and the test reports/certification. This certification is filed in the shipping/receiving dept.

The certification number is marked on the material and put into storage. When the material is used or further processed, the certification number is recorded on the job traveler.



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**8.2.3-01 RECEIVING INSPECTION**

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The inspector inspects the items for processing documentation, handling, packaging and any other purchase order requirement drawing specification or inspection instruction.

A DMR is written for any items that are found to be in non-conformance with requirements. A non-conformance tag is completed and attached to the items. The items are handled in accordance with Non-Conformance procedures.

Items returned from a customer, are inspected by inspection. If the items are discrepant to specifications a DMR is written. These items are subject to the applicable sections of this procedure. Accompanying paperwork or copies will be attached to the DMR, when applicable.

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**8.2.3-02 INTERMEDIATE INSPECTION**

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**PURPOSE**

To define the companies procedure for monitoring and controlling the quality of parts, components and subassemblies throughout the various intermediate steps involved in the manufacturing process.

**APPLICATION**

This procedure applies to the **in-process** inspection group of QA and excludes source, receiving inspection, final inspection, and test.

**REFERENCES**

- Inspection/test instructions
- Non Conformance Tag
- Accepted Tag
- Defective Material Report (DMR)
- Quality Assurance Stamps
- Daily Inspection Log
- Work Instruction W/I 21.1-In-Process Inspection

**PROCEDURE**

Parts, components and subassemblies, throughout their intermediate stages of manufacture, are periodically inspected by the In-Process inspection group. These inspections take place as called for on Inspection instructions, or when there is an occurrence that indicates a special inspection is appropriate.

Inspection methods can include inspections by machine operators and witnessed by inspection personnel, the use of job sampling, set-up approval or first piece approval, production line and inspection station.

Inspections are made by using applicable inspection instructions, drawings, specifications and other appropriate reference materials.

The in-process inspector secures the required gauges or test instruments if required.

**8.2.3-02 INTERMEDIATE INSPECTION**

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Inspections include an examination of the accompanying paperwork to ensure that it is completed, correct, for workmanship, and physical and functional characteristics.

For first piece inspection, when required, it is inspected by qualified personnel for approval, and results are to be recorded on the job traveler.

A defective material report (DMR) is filled out when parts or assemblies are discrepant. Following a MRB review, a decision is made to use the product as is, rework it or salvage and scrap.

Products that are to be reworked are routed to the appropriate department together with rework instructions.

Products that are to be sent to the Material Review Board are tagged with a rejection tag.

Corrective Action Requests generated by QA are responded to with assignments and actions in a timely manner.

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**8.2.3-03 FINAL INSPECTION**

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**Page 1 of 2****PURPOSE**

The purpose of this procedure is to provide a system, instructions, and to assign responsibilities for performing and recording the final inspection.

**APPLICATION AND RESPONSIBILITY**

All of the company finished products are subject to a final inspection. The inspection is performed by a QC inspector. (REF. W/I 22.1-Final Inspection).

**CARRYING OUT THE INSPECTION**

The scope of the final inspection is determined by specifications, drawings and W/I instructions, and is communicated to the QC inspectors.

The minimum scope comprises of:

- Review of the work order to make certain that all specified operations, processes, and in-process inspections are signed off.
- Review of material certificates and other certificates of compliance if required for purchased materials and components.
- Visual inspection of product to be certain that all specified operations are complete and to detect any visible quality issues.
- Taking measurements and testing as required.
- Recording the actual measurements and test results, when required.

**RECORD**

In order to establish a final inspection record, the inspector initials/stamps and dates the work order next to the space where the final inspection or shipper is called out. The work order with all associated paper work is then sent to the shipping department.

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**8.2.3-03 FINAL INSPECTION**

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**NON CONFORMING PRODUCTS**

If a non conforming product is identified when quality documents are incomplete. The QC inspector labels the product with a Rejected TAG or sticker and prepares a non conformance report. A copy of the report is attached to the product and the product is segregated. Further processing of the Non Conformity report is described in Q.O.P.8.3-01 Control of Non Conforming Product.

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**8.3-01 IDENTIFYING NONCONFORMING PRODUCT**

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**Page 1 of 1****PURPOSE**

This procedure defines Clover Machine and Mfg. process for identifying and documenting a NONCONFORMANCE.

**APPLICATION**

This procedure applies to all non-conforming items received from a supplier, in-house or returned from a customer.

**DEFINITION**

Non-conformance is a condition that makes an item or process beyond the limits for its requirements.

**REFERENCES**

Defective Material Report (DMR)  
Non-Conformance Tag

**PROCEDURE**

Nonconforming items are tagged or otherwise identified by quality control in a timely manner. A DMR is completed by quality control, a copy is attached to the item or paperwork. When applicable QA management will convene a MRB for disposition or corrective and preventative action. If necessary all stock will be removed and 100% inspected.

The items can remain in receiving, shipping, inspection or final inspection if clearly identified as non-conforming, and precautions are taken to prevent it from being used or shipped without MRB approval.

Nonconforming items may be split from a lot by making duplicate documentation for the nonconforming items, and indicating on the original documentation the quantity of item split off, and the DMR number.

If nonconforming items are brought into conformance without rework, QA may accept the item by marking the DMR in the “use as is” section.

**8.3-02 CONTROL OF NONCONFORMING PRODUCT**

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**PURPOSE**

This procedure describes Clover Machine and Mfg. system for managing items that are nonconforming, and the proper disposition of those items.

**APPLICATION**

**Material Review** Board process is to be applied to all non-conforming items.

**DEFINITION**

Use-As-Is (UAI) items that are non-conforming but are suitable for the intended purpose, and meet the customer requirements, or have a waiver from the customer for use.

Rework (RWK) are non-conforming items that can be reworked to a condition that meets all requirements.

Scrap is non-conforming items that cannot be reworked to an acceptable condition.

Return to vendor (RTV) are any non-conforming items that are to be returned to the vendor for replacement.

**ASSOCIATED MATERIALS**

Defective Material Report (DMR)

**PROCEDURE**

The Material Review Board shall determine the disposition of the non-conforming items.

The Material Review Board consist of the following members as a minimum, and may include a representative from any department affected.

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**8.3-02 CONTROL OF NONCONFORMING PRODUCT**

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**Page 2 of 2**

Items that are received from a vendor

- QA Manager or a representative
- Production Control manager or a representative

Items that are found discrepant at Clover Machine and Mfg. or at a vendor's facility:

- QA Manager or a representative
- Production Control Manager or a representative

Dispositions of the Material Review Board are as follows:

- Use-As-Is (UAI)
- Rework (RWK)
- Scrap
- Return to Vendor (RTV)
- Other (may be given by the MRB as deemed necessary)

Items that are to be reworked are followed by Clover Machine and Mfg. Rework Procedure.

Discrepant items that cannot be reworked to conformance, may be submitted to the customer for acceptance, or be scrapped.

If the Material Review Board's disposition is return to the vendor, procurement notifies the vendor and makes arrangements for the return of the item.

The distribution of the Material Review Board's report copies are as follows:

Quality Assurance Files  
Production Control Manger  
With item or Production control  
President

**FOLLOW UP**

Defective Material Reports (DMR) are reviewed, stamped and dated by the QA Manager. On a monthly basis any delinquent reports and any reoccurring problems are addressed.



**8.3-03 REWORK OF NONCONFORMING PRODUCT**

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**PURPOSE**

To define the procedure to **rework nonconforming** items to conform to specification requirements and to provide documentation and traceability.

**APPLICATION**

This procedure applies to items required by the Material Review board (MRB) to be reworked.

**ASSOCIATED MATERIALS**

Defective Material Report (DMR)

Rework Traveler

**PROCEDURE**

The Material Review Board's disposition of rework includes the rework procedure. This procedure lists the operations to be performed and the inspections to be performed.

Internal non-conformance rework will be completed and a copy of the DMR is sent to Production control and Planning for scheduling.

If rework is for an item from a customer, a DMR and rework routing card is completed. these and a copy of the DMR and any customer paperwork will be forwarded to Production Control and Planning for scheduling.

Internal rework and or the repair traveler will have such inspection points as required to verify compliance to specification.

**8.4-01 ANALYSIS OF DATA**

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**PURPOSE**

The purpose of this procedure is to provide a system and instructions, and assign responsibilities for the use of statistical techniques to provide a basis for the analysis and improvement of production processes and for carrying out inspection activities.

**PROCESS ANALYSIS**

If required by contract that certain processes be monitored by statistical techniques for the necessary level of control for early detection of variability, QA will provide training and assist the process operators in specifying the type of charting needed. Manufacturing will be responsible for performing and charting the statistical data.

**STATISTICAL SAMPLING**

Statistical sampling is used for in-process inspection and final inspection. The statistical sampling plan used is documented in ANSI / ASQC Z1.4-1993, that provides suitable inspection acceptable quality level.

**STATISTICAL TECHNIQUES**

Statistical techniques are based on the Defective Material Reports written monthly and are used to monitor customer, departmental and supplier's rejects. These reports are issued to senior management monthly.

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**8.5.2-01 CORRECTIVE ACTION**

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**Page 1 of 3****PURPOSE**

To define Clover Machines' system of determining the cause of a discrepancy, and to initiate and verify completion of corrective and preventative actions.

**APPLICATION**

This system describes the activities of all departments and customer complaints at Clover Machine and Mfg. The operation and documentation is the responsibility of the QA Department. Customer complaints are routed to the QA Manager.

**ASSOCIATED MATERIALS**

Defective Material Report (DMR)

Corrective Action Report (CAR)

Corrective Action Status Log

**DEFINITIONS**

Cause is the basic reason causing the defect or problem.

Corrective Action; is the action taken to correct the problem and avoid its reoccurrence.

**PROCEDURES**

The (CAR) corrective action request initiates an investigation of the cause of a discrepancy or customer complaint resulting in the recommendation of a corrective action to be taken to prevent the reoccurrence of the discrepancy.

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**8.5.2-01 CORRECTIVE ACTION**

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QA generates a CAR and issues it to the head of a department or an outside vendor, where the discrepancy occurred. That manager or vendor will ensure the required investigation is performed and submit the cause, recommended corrective action and date of completion to QA in a timely manner. The CAR shall have a copy of the DMR or a description of the problem, if applicable.

QA reviews the cause and corrective/preventative action as submitted. Accepts, and turns for re evaluation or forwards to another department or vendor for response.

QA maintains a corrective action status log to ensure responses are made in a timely manner. This log will also monitor the completion or implementation of the Corrective and Preventative Action.

QA prepares a Corrective/Preventative Action Report when required by the management team. This report has the following:

Date, DMR No., Part No., Description, Discrepancy, Cause, And Corrective/Preventative Action.

QA assures that the Corrective/Preventative Action is assigned to all appropriate departments or vendors and that it has been implemented to eliminate any recurrence.

A copy of the CAR, attached to the corresponding DMR, will be filed in the job folder for the part, if applicable.

The cause and the resulting corrective/preventative action will be forwarded to the customer by QA, if required.

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**8.5.2-01 CORRECTIVE ACTION**

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**FOLLOW UP**

The QA manager summarizes the open CAR's monthly. Recurring problems and delinquent CAR's will require management action. The QA manager issues additional reports citing late action items and the personnel responsible for executing them.

Vendors who fail to comply with corrective and preventative action procedures will face disqualification from the approved vendor list.

**APPROVALS**

Corrective Actions must be approved as a minimum by the QA Manager, and the customer, if required.

CAR reports are discussed at Management Review Meetings.

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**8.5.3-01 PREVENTIVE ACTION**

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**Page 1 of 1****PURPOSE**

The purpose of this procedure is to determine action to eliminate the cause of potential nonconformities in order to prevent their occurrence.

**PROCEDURE**

The QA department is responsible for reviewing and evaluating the effectiveness of the present practice and identifying sources from the following:

- Reports of purchased materials
- Quality process
- Waiver concessions
- Audit results
- Quality records
- Service reports
- Customer complaints

Identify an activity to which preventive action can be established such as one of the following:

- Product design
- Process development
- Process control

The use of statistical techniques are used to analyze various reported information to identify trends that could lead to potential causes of nonconformities/quality problems. See W/I 24.1 Preventive Action.

QA Manager to follow up reoccurrence problems, evaluate procedure, effectiveness of the action taken, and any actions for review.

Statistical techniques are used to analyze various reported information to identify trends that could lead to potential cause of nonconformities/quality problems. See W/I 24.1 Preventive Action.