

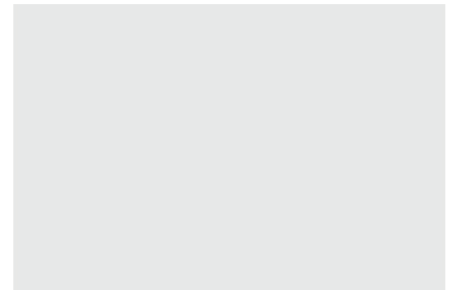


QUALITY MANAGEMENT SYSTEM MANUAL

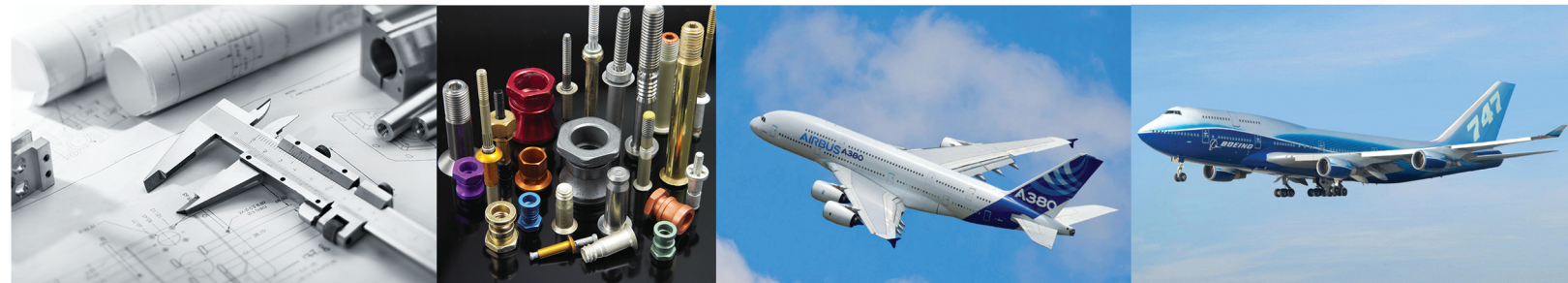
QUA-MA-000

REVISION E

ISSUED: 05.18.2017



“Serving the Aerospace Industry Since 1952”



**Peerless Aerospace Fastener Corp.
141 Executive Blvd.
Farmingdale, NY 11735**

Phone: 631.962.2218 Email: sales@pafcorp.com
Web: www.pafcorp.com

Peerless Aerospace Fastener Corporation	Section:	1	Doc. Number	QUA-SH-001
AS9100 / AS9120 QMS	Date:	04/21/2022	File Name:	Quash001.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	I	Page	1 of 4

Section 1.1

Quality Assurance Manual Table of Contents:

			<u>Document #</u>	<u>Rev Level</u>	<u>Last Revised</u>
<u>Section 1: Overview</u>			QUA-SH-001	I	04/21/2022
<u>Page</u>	<u>Sec#</u>	<u>Section Title</u>			
1-2	1.1	Detailed Table of Contents			
3	1.2	Foreword / System Endorsement			
4	1.3	Internal Organizational Chart			
<u>Section 2: Revision Log and Controlled Copy Listing</u>			QUA-SH-002	H	07/27/2022
<u>Page</u>	<u>Sec#</u>	<u>Section Title</u>			
1	2.1	Quality Manual Revision Log			
2	2.2	Physical Controlled Copy Distribution List			
<u>Section 3: Terms and Definitions</u>			QUA-SH-003	H	09/24/2019
<u>Page</u>	<u>Sec#</u>	<u>Section Title</u>			
1	3.1	Acronyms			
1	3.2	Definitions			
<u>Section 4: Quality Management System</u>			QUA-SH-004	L	07/29/2022
<u>Page</u>	<u>Sec#</u>	<u>Section Title</u>			
1	4.1	General Requirements			
1-2	4.2	Documentation Requirements: Quality Manual			
3	4.3	Documentation Requirements: Control of Documents			
3-4	4.4	Documentation Requirements: Control of Records			
4	-	Section 4 Figures(Objectives, Document Hierarchy & Interested Parties)			
<u>Section 5: Management Responsibility</u>			QUA-SH-005	F	04/19/2023
<u>Page</u>	<u>Sec#</u>	<u>Section Title</u>			
1	5.1	Management Commitment			
1	5.2	Customer Focus			
1-2	5.3	Quality Policy			
2	5.4	Planning			
2	5.5	Responsibilities, Authority and Communication			
2-3	5.6	Management Review			

Peerless Aerospace Fastener Corporation	Section:	1	Doc. Number	QUA-SH-001
AS9100 / AS9120 QMS	Date:	04/21/2022	File Name:	Quash001.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	I	Page	2 of 4

Section 6: Resource Management

QUA-SH-006 F 05/15/2017

<u>Page</u>	<u>Sec#</u>	<u>Section Title</u>
1	6.1	Provision of Resources
1	6.2	Human Resources
1-2	6.3	Infrastructure
2	6.4	Work Environment

Document # **Rev** **Last Revised**
Level

Section 7: Product Realization

QUA-SH-007 G 07/27/2022

<u>Page</u>	<u>Sec#</u>	<u>Section Title</u>
1	7.1	Planning of Product Realization
1-2	7.2	Customer Related Processes
2	7.3	Design and Development
2-4	7.4	Purchasing
4-6	7.5	Production and Service Provision
6-7	7.6	Control of Measuring Devices
7	7.7	Product Safety / FOD / Counterfeit Product Prevention

Section 8: Measurement, Analysis and Improvement

QUA-SH-008 F 05/15/2017

<u>Page</u>	<u>Sec#</u>	<u>Section Title</u>
1	8.1	General
1-3	8.2	Monitoring and Measurement
3-4	8.3	Control of Non-Conforming Product
4	8.4	Analysis of Data
4-5	8.5	Improvement

Section 9: Processes Relationships and Overview Flowcharts

QUA-SH-009

<u>Page</u>	<u>Sec#</u>	<u>Section Title</u>		
1	9	Standard Cross Reference Matrix	A	05/16/2017
2	9	General Process Flow and Relationships	F	07/27/2022
3-4	9	Customer RFQ/Order Review, planning and entry	C	05/16/2017
5	9	Forecast Planning, Supplier Selection & Procurement	C	05/16/2017
6	9	Receiving Inspection and Verification of Product	C	05/16/2017
7-9	9	Warehouse Operations	C	05/16/2017
10	9	Control of Non-Conforming Product	C	05/16/2017
11	9	Control of Monitoring and Measurement Equipment	A	05/16/2017

Peerless Aerospace Fastener Corporation	Section:	1	Doc. Number	QUA-SH-001
AS9100 / AS9120 QMS	Date:	04/21/2022	File Name:	Quash001.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	I	Page	3 of 4

Section 1.2

Foreword:

Peerless Aerospace Fastener Corporation has been serving the aerospace industry since 1952 and has become one of the world's leading factory authorized distributors of aerospace fastener products.

This manual has been created to define the Peerless Aerospace Fastener Corporation quality management system. This system has been developed to be compliant with the requirements of AS9100, AS9120 and those of our customers, so that the quality of Peerless' goods and services are maintained.

As guidance for the development of this quality system, a quality policy was created that exemplifies Peerless' commitment to continually meet the needs of its customers, as part of its goal to be the premier fastener distributor in the world.

Company Quality Policy (from 4.2.1.2):

“To maintain and continually enhance systems designed to provide all of our customers with the highest quality goods and services, in a timely, efficient and consistent manner.”

System Endorsement:

The Peerless quality management system contained in this manual has been reviewed by the senior management of the organization and has been found to be consistent with its ideals for promoting quality and customer satisfaction. The signatures below attest to the commitment of management to promote the quality system and provide resources for its implementation, maintenance and continued improvement.



William Way, Jr
CEO



Don Russo
President



Ralph Fico
Exec VP. Of Operations

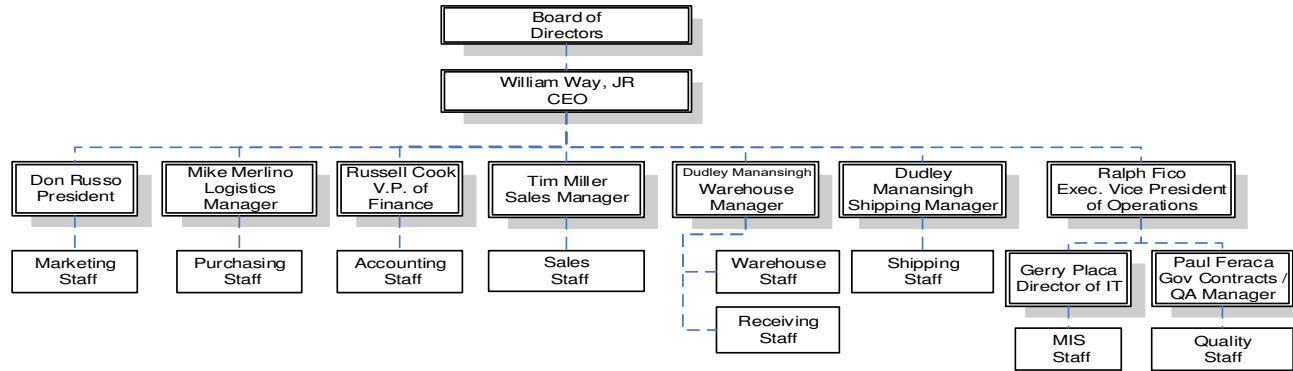


Paul Feraca
QA Manager

Peerless Aerospace Fastener Corporation	Section:	1	Doc. Number	QUA-SH-001
AS9100 / AS9120 QMS	Date:	04/21/2022	File Name:	Quash001.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	I	Page	4 of 4

Section 1.3

Peerless Aerospace Internal Organizational Chart:



Position	Overview of Responsibilities
Board of Directors	The Board of Directors shall be responsible for shaping the overall goal and direction of the company. They shall be responsible for approving all major capital investments and special projects.
CEO	The CEO shall be responsible for overseeing all daily operations at PAF, with an emphasis on material acquisition and shall further be responsible for the generation of purchase orders for re-sellable materials to maintain appropriate stock levels. Further, he/she shall be responsible for overseeing those activities dealing with the generation of customer bids, quotes, sales contracts and contract amendments and/or revisions that occur.
President	The President shall be responsible for overseeing marketing operations including primary long term contract review, international business development, and customer relations including managing key accounts.
Executive Vice President of Operations	The Executive Vice President shall be responsible for assisting the CEO/President in overseeing general company operations. They will also assist in development and operational assistance on VMI programs, data analysis and a variety of other tasks as applicable to benefit other department/ customers. Can also assume responsibilities of QA Manager and Director of IT, as required.
Sales Manager	The Sales Manager(s) shall be responsible for overseeing the everyday operation of : sales staff responsible for customer quotation and order review, pricing/management of contracts, and customer service.
Vice President of Finance	The V.P. of Finance shall be responsible for the supervision of the bookkeeping department, preparation and review of company financial statements, customer credit authorization, accounts payable/receivable and any other matter related to the financial well being of the company.
Logistics Manager	The Logistics Manager is responsible for the coordination of customer orders and vendor purchasing assuring on time and correct parts are available for our customer's orders and contract releases at all times. They are also responsible for the managing of purchasing personnel that are not purchainsg for Peerless's core product lines and/or purchainsg for gap or non traditional stocking buys.
Director of IT	As the head of information technology, they shall be responsible for the maintenance and operation of all computer systems in use and the procurement of new equipment, software and supplies to support everyday operations and special projects.
QA Manager	As the head of quality, they shall be responsible for directing all operations that affect the quality of our products and services for our customers. In addition, they shall be responsible for overseeing the maintenance of the company quality system and for the review and approval of suppliers.
Warehouse / Shipping Managers	The Warehouse/Shipping Managers shall be responsible for directing the activities of warehouse employees, the monitoring of inventory records to ensure accuracy, and any other functions necessary for the proper functioning of the company's warehouse. Further, they shall be responsible for overseeing the activities of Shipping and Packing employees, reviewing pick-ticket requests to ensure accuracy, assignment of order fulfillment materials, and any other responsibilities associated with managing the Shipping Department.

Peerless Aerospace Fastener Corporation	Section:	2	Doc. Number	QUA-SH-002
AS9100 / AS9120 QMS	Date:	07/27/2022	File Name:	Quash002.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	H	Page	1 of 2

Section 2.1

Quality Manual Revision Log:

This table provides a history of revisions to documents contained in the Peerless quality manual QUA-MA-000. Each entry includes the date of the revision, description of the change [including document number(s) w/section(s)] and a signature of a Peerless quality representative authorized to approve the indicated revision. Each individual section document contains its current revision level and date of last revision.

Revision Date:	Revision Description (include Document & section #'s):	Approval Signature:
01/23/2004	Replacement of ISO9002: 1994 quality system with initial release of AS9100: 2000 based system.	<i>Ralph Fico</i>
07/27/2004	QUA-SH-004 (Sect 4): Rev. 4.2.3 to include a more concise scope statement. QUA-SH-007 (Sect 7): Rev. 7.4.2 to include cust. right of access statement QUA-SH-008 (Sect 8): Rev. 8.2.2.1 changed bi-annual audits to min of 3/yr also 8.2.4.4 (added statement of non-acceptance b/on cust. Insp)	<i>Ralph Fico</i>
08/07/2007	QUA-SH-001 (Sect 1.3): Revised organization chart QUA-SH-003 (Sect 3.2): revised wording	<i>Ralph Fico</i>
04/20/2010	Added 3.2.3, General wording revisions for QUA-SH-004 through QUA-SH-008 and added AS9100 C requirements.	<i>Ralph Fico</i>
10/24/2011	Updated QUA-SH-001 – 008, as appropriate to incorporate AS9120 A requirements.	<i>Ralph Fico</i>
07/20/2016	Revised Sect 1 (org cht and TOC) and Section 4 (4.2.3)	<i>Ralph Fico</i>
05/16/2017	Revised SH-001-008 and added SH-009 to address transition to AS9100D/AS9120 B requirements	<i>Ralph Fico</i>
07/27/2022	Revised QUA-SH-007 7.5.2, 7.5.3.4, 7.5.5.5 Revised QUA-SH-009 to add VMI process	<i>Ralph Fico</i>

Peerless Aerospace Fastener Corporation	Section:	2	Doc. Number	QUA-SH-002
AS9100 / AS9120 QMS	Date:	07/27/2022	File Name:	Quash002.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	H	Page	2 of 2

Section 2.2

Physical Controlled Copy Distribution List:

This table provides a listing of all physically controlled copies of the Peerless Aerospace Fastener Corporation quality assurance manual, QUA-MA-000, that have been issued internally or externally. Controlled copies of the manual are stamped on their cover page with a Red "Controlled Copy" statement and indicate a unique control number. Only complete manuals are controlled. Individual pages removed/copied from manuals are considered uncontrolled. If a controlled manual becomes unfit for use, it shall be returned to the Peerless Aerospace Fastener Corporation quality department for destruction and replacement.

Issued To:	Control Number:	Issue Date:	Recall Date:
Peerless Quality Department (R.Fico)	1	10/24/2011 (Rev D)	5/18/2017
Peerless Quality Department (P. Feraca / R.Fico)	2	05/18/2017 (Rev E)	

If this document is part of a copy of QUA-MA-000 stamped with a Red "Controlled Copy" statement, it is controlled.

Peerless Aerospace Fastener Corporation	Section:	3	Doc. Number	QUA-SH-003
AS9100 / AS9120 QMS	Date:	09/24/2019	File Name:	quash003.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	H	Page	1 of 1

Section 3

Terms and Definitions:

3.1 Acronyms:

- 3.1.1 AIM – American Identification Manufacturers.
- 3.1.2 ANSI – American National Standards Institute
- 3.1.3 AQL – Acceptable Quality Level.
- 3.1.4 AS9100/AS9120 – Aerospace Standards 9100 and 9120 respectively
- 3.1.5 FOD – Foreign Object Debris (or Damage)
- 3.1.6 ISO – International Standards Organization
- 3.1.7 NIST – National Institute of Standards and Technology
- 3.1.8 OPR – Off Page Reference
- 3.1.9 PAF – Peerless Aerospace Fastener
- 3.1.10 PO – Purchase Order
- 3.1.11 QA – Quality Assurance
- 3.1.12 QMS – Quality Management System
- 3.1.13 USS – Uniform Symbol Specification

3.2 Definitions:

- 3.2.1 “Unfit for use” – This term is used to define an item which is no longer in a condition in which it can be used, read or otherwise does not meet its specifications for use. In reference to controlled documents (i.e., Quality Manuals) this condition is met if the document becomes damaged to the point where it is unreadable or any original pages comprising the document have been removed. Measuring and test equipment shall be considered unfit for use if they are out of specified calibration limits, are outside established calibration intervals and/or loose traceability to historical calibration data (e.g., loose their identification sticker).
- 3.2.2 “Vice President of Operations” – This term is used to denote the recognized head of Peerless Aerospace Fastener Corporations quality program. In written procedures and work instructions, the title of Assistant Quality Manager, Quality Assurance Manager or Vice President of Quality may be used interchangeably with this term, as titles refer to the same person within the company. Should a separate Asst./QA Manager be appointed in the future, the VP of Operations can still assume duties designated to them.
- 3.2.3 Risk – An undesirable situation or circumstance that has both a likelihood of occurring and a potentially negative consequence on Peerless’ ability to meet customer order or delivery requirements.
- 3.2.4 Counterfeit Part – A product produced or altered to imitate or resemble a product without authority or right to do so, with the intent to mislead or defraud by passing the imitation as original or genuine.
- 3.2.5 Suspected Unapproved Part – A product that might not have been or is suspected of not having been produced in accordance with applicable laws and regulations.
- 3.2.6 Documented Information – Refers to: QMS documentation, QA manual, documented procedures, and records. In Peerless documentation, the above document types are synonymous with Documented Information, as defined in AS9100D / AS9120B
- 3.2.7 “Chief Inspector” – This term is used to denote the primary quality person in charge of calibrations and/or special inspections that may need to be performed. In written procedures and work instructions, the title of Chief Inspector is interchangeable with QA Manager, in the absence of a dedicated Chief Inspector. Should a separate Chief Inspector be appointed in the future, the QA Manager can still assume duties designated to them on an as needed basis.

Peerless Aerospace Fastener Corporation	Section:	4	Doc. Number	QUA-SH-004
AS9100 / AS9120 QMS	Date:	7/29/2022	File Name:	quash004.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	L	Page	1 of 4

Section 4

Quality Management System

4.1 General Requirements:

- 4.1.1 Peerless Aerospace Fastener Corporation's (herein after referred to as PAF) primary concern is for the quality of our products and services. In order to assure our success, we must offer products and services that meet our customer's well-defined needs, uses, and purposes. These products or services must also satisfy or go beyond satisfying our customer's expectations. Our products and services must comply with laws and ethical standards of conduct in society. We must also strive through continuous quality improvement and close cooperation with our suppliers to provide products and services at competitive pricing while assuring the financial well being of PAF.
- 4.1.2 PAF has established, documented, implemented and maintains a Quality Management System (QMS) aligned to the AS9100 and AS9120 international standards. The system, where applicable, incorporates the requirements from each of these standards and any other appropriate internal/external requirements (reference Figure 4.3: Interested Parties); so as to be compliant with these standards, applicable governmental regulations and customer requirements.
- 4.1.3 The quality manual, procedures, work instructions and forms define organizational structure, responsibilities, processes, procedures, and resources available for the quality management system. PAF will structure, adapt and continually improve its quality system to fulfill the requirements of: our industry, US/International governments, customer current and future requirements and the AS9100/AS9120 standards.
- 4.1.4 PAF has determined and documented processes necessary to establish an effective QMS throughout the organization. Where appropriate the sequence and interaction of the processes including: inputs, outputs, measurement criteria, resource requirements and responsibility shall be determined and ensure that the operation and control of these processes are effective in maintaining the overall quality of the goods and services delivered by PAF. Process risks and opportunities will be addressed, as appropriate, in order to try and minimize potential negative effects.
- 4.1.5 PAF shall ensure that sufficient resources are made available to: implement, monitor, measure, analyze, maintain and continually improve upon processes, as applicable, in order to assure the continued effectiveness of the QMS and planned results are achieved.

4.2 Documentation Requirements: General and Quality Manual

- 4.2.1 In order for PAF to meet its objectives, as depicted in figure 4.1 at the end of this section, it has organized its operations to assure that all factors contributing to the quality of products and services are in control. Once in control, all processes are to be continuously improved with the goal of reducing, eliminating and preventing quality deficiencies. To this end PAF has created a quality policy and objectives designed to meet these goals.
- 4.2.1.1 Our first focus must be on the customer. We must not assume to know the customer's needs, but instead proactively seek to know a customer's needs and meet them every time. It will be the responsibility of every employee at PAF to know who their customers are and what their needs are. We must realize that an internal customer is just as important as an external customer and should be treated as such. It is on this principle that our formal quality is based on.
- 4.2.1.2 **Formal Quality Policy Statement:** *“To maintain and continually enhance systems designed to provide all of our customers with the highest quality goods and services, in a timely, efficient and consistent manner.”*

Peerless Aerospace Fastener Corporation	Section:	4	Doc. Number	QUA-SH-004
AS9100 / AS9120 QMS	Date:	7/29/2022	File Name:	quash004.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	L	Page	2 of 4

4.2.1.3 A major part of PAF quality policy will be to ensure that all employees are made aware of and fully understand our quality policy. We are committed to provide training and clarification, whenever necessary, to ensure that all of our employees are qualified to carry out the procedures set forth in the company quality manual.

4.2.2 PAF is incorporating a QMS for the purpose of accomplishing the objectives of our quality policy. This quality management system will incorporate the use of teamwork, openness and top management commitment, in order to assure its effectiveness. The QMS is documented in a quality manual (QUA-MA-000) along with a supporting procedure, work instruction and forms manual (QUA-MA-001) and is depicted hierarchically in figure 4.2, at the end of this section. QMS documents shall be made available to all personnel either in hard copy or through the internal company computer network, along with training on their retrieval and use. Notification of document modifications shall be posted on company bulletin boards, so that employees are aware of any changes. In addition, an uncontrolled copy of PAF's quality manual will be made available on our website for general reference by our customers and any other interested parties.

4.2.3 The scope of the PAF QMS described by the quality manual(s) encompass the: procurement, inspection, warehousing, sale, packaging, distribution and control of aerospace materials and related installation products. Our specific scope, as defined by our AS9100/AS9120 certifications is: "The distribution and management of fasteners, hardware and installation tools." The documentation for the QMS shall be detailed enough to ensure the effective planning, operation and control of its processes as required by the AS9100/AS9120 standards, specific customer requirements and any other applicable requirements imposed by other recognized regulatory authorities. PAF has determined the following AS9100/AS9120 sections in the table below are not applicable to its QMS based on the justifications provided:

<u>Standard</u>	<u>Clause</u>	<u>Justification of Non-Applicability</u>
AS9100 / AS9120	8.3	We are a stocking distributor only with no product or service design capabilities.
AS9100	8.5.1.2	Stocking Distributor only with no special process capabilities (e.g. heat treatment, chemical processing, composites, nonconventional machining, non-destructive testing, joining, coating, surface enhancement)
AS9100	8.5.1.3	Stocking Distributor only no material production/assembly process capabilities.

4.2.4 PAF shall define quality records as those documents that serve to demonstrate a product's conformance to specified requirements or which pertain to the effective operation of PAF's quality system. Quality records for products shall include, but not be limited to: certificates of conformity, test and inspection reports, material prints, and other supplier pertinent information. Inspection records shall identify the product, applicable requirements, verification performed, date of verification, verification authority and results obtained. These records shall be maintained in hardcopy, electronic or other media formats, as specified in 4.4. Electronic records shall be secured to prevent unauthorized alteration and shall be backed up, as appropriate, to prevent loss. Reference **QUA-MA-001 – PAF Procedures, Work Instructions and Forms Manual**, Section(s) 16: QUA-PR-016 – Control of Quality Records.

4.3 Documentation Requirements: Control of Documents

4.3.1 PAF has established and maintains a set of documented procedures to control documents and data that relate to our quality system and the AS9100/AS9120 requirements. These shall include, to the extent necessary: internal procedures/work instructions/forms, documents of external origin such as: drawings, specifications, manufacturer test reports and certificates of conformity, and internal documents such as sales/purchase orders, calibration and training records, audits, corrective actions and any other documents necessary for the planning and effective operation of the QMS. Documents and data shall be maintained in hardcopy and/or electronic formats in such a manner as adequately maintain their legibility, fitness for use, and confidentiality as appropriate.

Peerless Aerospace Fastener Corporation	Section:	4	Doc. Number	QUA-SH-004
AS9100 / AS9120 QMS	Date:	7/29/2022	File Name:	quash004.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	L	Page	3 of 4

- 4.3.2 All documents such as procedures and work instructions shall be reviewed and approved prior to release by authorized personnel (CEO/President, Department Manager, Quality Assurance Manager). This shall pertain to initial document releases as well as future revisions. Furthermore, a master list of documents shall be maintained and readily available to identify the current revision of documents, so as to preclude the use of invalid or obsolete documents. Document revisions to procedures and work instructions shall be noted on the individual documents as well as in the master document control database.
- 4.3.3 The system of control shall ensure that essential documents, contract or data change information, contract instructions, specifications or any other documents are available at the point of use.
- 4.3.4 Changes to documents and data shall be reviewed and approved by the same employees or departments that performed the original review and approval, unless alternate arrangements are specifically designated. The designated employees/departments shall have access to all pertinent background information, upon which to base their review and approval. All changes to controlled documents (e.g. quality manual) shall further meet with approval of the department manager, Quality Assurance Manager and Chairman/CEO.
- 4.3.5 The issue, control and recall of documents shall be under the jurisdiction of the QA Manager. Requests for changes to controlled documents shall be prepared by department managers and submitted to Quality Assurance for review and initiation.
- 4.3.6 Provisions shall be made to remove and destroy obsolete documents from all points of issue and activity locations. When required for traceability or knowledge preservation, a copy of each superseded document shall be retained in a suitable environment and be clearly identified as superseded or for reference only.
- 4.3.7 Where required due to contract or regulatory requirements, PAF shall coordinate appropriate document changes with customers or regulatory agencies.
- 4.3.8 Specific procedures and work instructions related to the above QMS elements are, where applicable, contained in **QUA-MA-001 – PAF Procedures, Work Instructions and Forms Manual**, Section(s) 5 (QUA-PR-002)

4.4 Documentation Requirements: Control of Records

- 4.4.1 PAF has established and maintains documented procedures and work instructions governing the identification, collection, indexing, control, filing, storage, maintenance, and disposition of quality records for its products and on its QMS.
- 4.4.2 Legible records shall be generated and maintained to support and substantiate quality related activities. These records shall provide evidence of the quality of a product and testify directly or indirectly that the product is in compliance with contractual requirements and/or as required by: AS9100/AS9120, ISO 10012, interested parties and/or Peerless' internal requirements. Examples of such records include but are not limited to: manufacturer test reports, manufacturer/distributor certificates of conformity, internal inspection reports, independent raw material verification documents, non-conformance/corrective action documents, lot traceability and calibration records.
- 4.4.3 Records shall also be maintained on the QMS itself including but not limited to: internal audits, calibration, contract review, purchase order review, training, and quality management reviews.
- 4.4.4 Records shall be maintained according to procedure **QUA-PR-016 – Control of Records** or as required by contract.
- 4.4.5 Electronic records shall be maintained in a form that prohibits their alteration and retains their legibility and fitness for use. Regular backups of electronic data shall be carried out to ensure protection of the data, in case of catastrophic loss.
- 4.4.6 Quality documents shall be available for review by customers and regulatory authorities upon request. Requests for documentation shall be honored within 48 hours of receipt during normal business hours and days of operation.

Peerless Aerospace Fastener Corporation	Section:	4	Doc. Number	QUA-SH-004
AS9100 / AS9120 QMS	Date:	7/29/2022	File Name:	quash004.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	L	Page	4 of 4

4.4.7 Specific procedures and work instructions related to the above QMS elements are, where applicable, contained in **QUA-MA-001 – PAF Procedures, Work Instructions and Forms Manual**, Section(s) 16 (QUA-PR-016).

Company Quality Objectives & Metrics

Strive for 100% Accurate Processing of Customer Orders

Peerless will monitor this objective by:

- Reviewing performance program logs for identified processing errors
- Reviewing customer return data for order processing problems that affected customers

Strive for 100% Customer On-Time Delivery and Quality Rating

Peerless will monitor this objective by:

- Maintaining a database of customer returns and using Pareto analysis to track meaningful problems
- Reviewing customer performance reports of Peerless' delivery / quality performance
- Maintaining performance reports on our vendors and reporting to them on their delivery and quality ratings

Peerless will correct identified problems by:

- Providing feedback to employees on processing errors
- Introducing process modifications, as appropriate, to try and improve accuracy and/or eliminate problems, utilizing a Plan-Do-Check-Act approach

Figure 4.1: Quality System Objectives

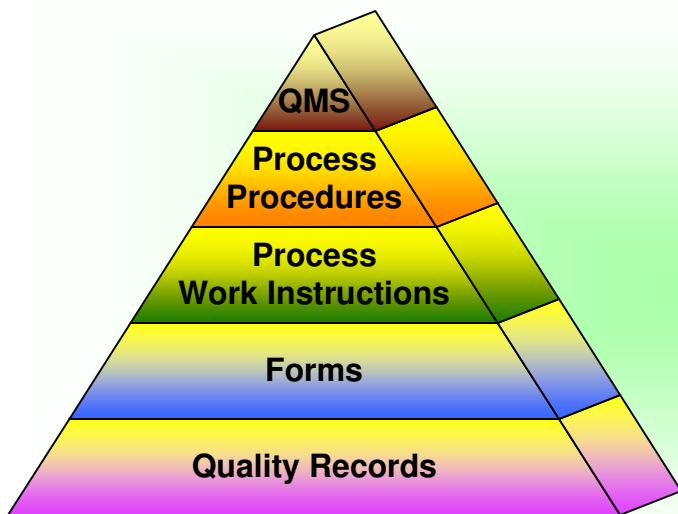


Figure 4.2: QMS Document Hierarchy

Quality Management System (QMS):
Quality System Manual: QUA-MA-000
Process Procedures:
Quality System Manual: QUA-MA-001
Process Work Instructions:
Quality System Manual: QUA-MA-001
Forms:
Quality System Manual: QUA-MA-001
Quality Records:
- Calibration - Order Review - Audits
- Inspection - Test Reports - Training
- QMS Review - Material Prints - Contracts

Figure 4.3: Interested Parties

Interested Parties	Needs / Expectations	Power/Interest
Customers	Quality, price and delivery of products. Customer service. Adherence to order requirements.	Keep Satisfied
Suppliers	Long-term relationship, financially dependable, flow down of appropriate requirements	Keep Informed
Owner/BOD	Sustained profitability, transparency, growth	Manage Closely
Regulators	Compliance with statutory and regulatory requirements	Manage Closely
Financial Institutions	Mutual financial benefit. Accurate accounting. Ability to satisfy financial requirements	Monitor
Employees	Good work environment, job security, recognition and reward	Keep Informed
Certification Bodies	Continued compliance to certified standards. Prompt response to non-conformance findings.	Manage Closely
Business Partners	Long-term relationship, financially dependable, flow down of appropriate requirements, sharing of business opportunities as appropriate.	Keep Informed

Peerless Aerospace Fastener Corporation	Section:	5	Doc. Number	QUA-SH-005
AS9100 / AS9120 QMS	Date:	04/19/2023	File Name:	quash005.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	F	Page	1 of 3

Section 5

Management Responsibility

5.1 Management Commitment:

- 5.1.1 The company's needs and interests are to attain and maintain its customers' desired quality levels at an optimum cost. In order to ensure our success, we must consistently offer products and services that meet our customers' requirements and expectations. Further, we must also ensure we comply with all applicable laws and ethical standards of conduct in society. PAF will achieve this through planned and efficient use of technology, human and material resources, training, customer/supplier participation and by instilling in our customers confidence in our ability to meet delivery obligations, maintain consistently high-quality levels, and continually strive to improve our level of service.
- 5.1.2 To further our goal of providing complete customer satisfaction, PAF has defined quality objectives and a formal quality policy to guide our QMS. These objectives and policy are stated in document **QUA-MA-000 – PAF Quality Assurance Manual**, Section 4.2.
- 5.1.3 The highest levels of management share responsibility and commitment to our quality policy. This includes the CEO, President, Vice Presidents and Department Managers. The organizational chart of management personnel is depicted in **QUA-MA-000 – PAF Quality Assurance Manual**, Section 1.3.
- 5.1.4 The Quality Assurance Manager in conjunction with the PAF Company CEO/President/Vice Presidents are responsible for reviewing PAF's quality system at a minimum on an annual basis. This will be done to ensure its continued suitability and effectiveness in satisfying the requirements of AS9100/AS9120, customer needs and/or stated quality policy and objectives. Records of management reviews will be maintained.
- 5.1.5 Management shall provide resources to ensure that all employees are: aware of the QMS, familiar with appropriate procedures/work instructions and are adequately qualified in their relevant functions, to perform the duties of their position in a satisfactory manner. Management will also promote employees' risk-based thinking so that they can try incorporating risk reduction into their daily activities.

5.2 Customer Focus:

- 5.2.1 Peerless shall always strive to meet or exceed the needs of its customers. Much of our ability to provide customer satisfaction will come from our review of customer purchase order documents and our effectiveness in complying with them, along with any other appropriate regulatory requirements. In addition, it is Peerless' intention to develop clear channels of communication with customers, both pre and post delivery, so that issues relating to order expediting/delivery/quality can be discussed. Peerless will review its own as well as customer generated feedback on performance (e.g., on-time delivery and quality ratings, corrective actions, complaints) and will utilize the data during QMS reviews to help identify process improvement opportunities. This will allow us to better meet customer needs and potentially reduce risks. In addition, appropriate actions will be defined and implemented should desired results not be achieved. Refer to **QUA-MA-001- PAF Procedures, Work Instructions and Forms Manual**, Section(s): 3 & 6, for documents related to contract review and expediting practices.

5.3 Quality Policy:

- 5.3.1 Our first focus must be on the customer, which is reflected in the quality objectives and policy of the company. We must not assume to know the customer's needs, but instead proactively seek to know a customer's needs and meet them every time. It will be the responsibility of every employee at PAF to know who their customers are and what their needs are. We must realize that an internal customer is just as important as an external customer and should be treated as such.
- 5.3.2 PAF management shall be committed to the development, maintenance, and continued improvement of the QMS in order to effectively meet the changing needs of its customers, international standard requirements and appropriate regulatory agencies. At a minimum, semi-annual audits of the QMS by

Peerless Aerospace Fastener Corporation	Section:	5	Doc. Number	QUA-SH-005
AS9100 / AS9120 QMS	Date:	04/19/2023	File Name:	quash005.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	F	Page	2 of 3

management shall take place to ensure that the company's quality objectives and policy are reviewed to assure continued suitability in meeting the overall needs of the company and its customers. When desired/required performance objectives are not being met, management will determine appropriate actions to take, implementation schedule, and monitoring/evaluation requirements to ensure objectives are being met.

- 5.3.3 A major part of PAF quality policy will be to ensure that all employees are made aware of and fully understand our quality policy, as defined in 4.2.1.2. We are committed to providing training and clarification, whenever necessary, to ensure that all of our employees are qualified to carry out the procedures set forth in the QMS. Further, our quality policy will be made available to all interested parties via our website.

5.4 Planning:

- 5.4.1 To meet our customer's needs we must methodically change our thinking and way of doing business through the development and refinement of quality objectives, incorporating risk/opportunity-based thinking where possible. These objectives shall ensure the integrity and quality of the goods and services provided by Peerless. Quality objectives have been established by management at appropriate levels within the organization, where they will be measured to determine their effectiveness in fulfilling the quality policy of the company.
- 5.4.2 Management shall ensure that sufficient planning, resources, and support are made available in the development, implementation, and continued improvement of the QMS to assure that the requirements of the AS9100/AS9120 are met and the integrity of the system maintained. Changes will be carried out in a planned manner and with consideration for potential consequences.

5.5 Responsibility, Authority and Communication:

- 5.5.1 As part of the QMS, a hierarchical organizational chart has been created which defines the management authority structure within the company, including a general list of responsibilities for senior level positions. This chart shall be made part of the quality manual and made available for reference by all employees or other interested parties. Reference **QUA-MA-000 – PAF Quality Assurance Manual**, Section 1.3.
- 5.5.2 To ensure the integrity and overall suitability of the QMS, a member of PAF's management (QA Manager) has been appointed, as the Representative, who will have the responsibility and authority to implement, modify or amend the QMS, as necessary, to assure that the requirements imposed on the quality system are maintained and the quality principles of the company adhered to. In addition, the management representative shall have the responsibility and authority to resolve matters related to quality, product, and process conformity to ensure that they meet requirements and/or are achieving desired results. Further, they shall have unrestricted access to senior management for the purposes of obtaining clarification or additional support in the resolution of quality issues.
- 5.5.3 The appointed management representative will further be responsible for raising employee awareness and acceptance of the QMS through effective communication (e.g., memo's, meetings, email, postings, etc...) and training as/when appropriate (e.g., resulting from system changes, new policies, quality issues, etc...). As part of the awareness effort, employees will be made aware of appropriate customer-imposed requirements (e.g., as highlighted on orders, included in special messages, references in procedures, verbal/written notifications, etc...) and ethical/quality considerations that could affect the quality level of delivered goods and services.

Peerless Aerospace Fastener Corporation	Section:	5	Doc. Number	QUA-SH-005
AS9100 / AS9120 QMS	Date:	04/19/2023	File Name:	quash005.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	F	Page	3 of 3

5.6 Management Review:

- 5.6.1 The management representative will be responsible for reviewing PAF's quality system a minimum of 2 times per fiscal year and reporting to senior management on its performance and any areas that require improvement (e.g., procedures, work instructions, policies, or quality objectives). This will be done to ensure the QMS continued suitability and effectiveness in satisfying the requirements of AS9100/AS9120, customer needs/requirements and/or the stated quality policy and objectives of PAF. Records of Management reviews will be retained. Any other relevant supporting documentation from the reviews shall be maintained, as appropriate (e.g., corrective actions, recommendations for improvement, requests for resources, meeting minutes, etc...).
- 5.6.2 As part of the QMS review process, the management representative should draw upon relevant archive information acquired since the last review, to assess the overall suitability and effectiveness of the quality system. Archive information includes such items as: results from previous audits (both internal and external), customer returns, performance program logs, internal and externally generated corrective actions, on-time delivery performance, previous management review results, employee/customer comments and any other sources that are deemed to have relevant input as to the effectiveness of the QMS.

Peerless Aerospace Fastener Corporation	Section:	6	Doc. Number	QUA-SH-006
AS9100 / AS9120 QMS	Date:	05/15/2017	File Name:	quash006.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	F	Page	1 of 2

Section 6

Resource Management

6.1 Provision of Resources:

6.1.1 PAF's goal is to provide all of its customers with the highest quality goods and services. To this end, the companies QMS shall be provided, by management, sufficient human, material and financial resources to ensure that it is effectively implemented, maintained and improved upon, considering potential risks, opportunities and internal/external resource limitations as appropriate. Through planned and efficient use of: technology, resources, customer participation, supplier participation, and quality management techniques, PAF shall ensure that customer needs are met now and into the future.

6.2 Human Resources:

- 6.2.1 Management shall be responsible for ensuring that all staff are adequately qualified and experienced in their relevant functions, to perform the duties of their position in a satisfactory manner. In addition, management shall ensure that all employees satisfactorily complete applicable company-training program elements. Employees will have a minimum of 1 performance evaluation during the company's fiscal year to help determine their level of competence in performing their duties and actions will be taken, as appropriate, should deficiencies be identified.
- 6.2.2 PAF has established and maintains documented procedures and work instructions governing the training of its employees. These procedures shall be used to identify training needs and provide personnel with the appropriate training, so that they can effectively perform their job duties. The identification of training needs shall apply to all functions that require acquired skills and which, by omission, could adversely affect job performance and quality. During the course of training, employees may be given the opportunity to observe other areas within the company so that they can obtain a better understanding of the entire QMS and the interaction of jobs within it.
- 6.2.3 Training shall be conducted using in-house resources, where possible, or by a credible third party organization. This training shall take the form of both classroom instruction and/or that of apprenticeship tutelage (minimum of one month), during which time the effectiveness of the training the employee received will be evaluated. Training shall be provided until such time as the employee demonstrates a sufficient level of competence in the performance of their duties. Records of employee training shall be maintained in a master database and reviewed to verify that individuals are performing tasks for which they are properly qualified, based on appropriate education, training and/or experience.
- 6.2.4 Employees who have the required documented training expertise or experience shall perform training conducted in-house.
- 6.2.5 As part of Peerless' commitment to training and quality performance during training activities employees will be given perspective on how their jobs relate to other processes as well as any appropriate quality, safety, or ethical considerations that may be applicable to them.
- 6.2.6 Specific procedures and work instructions related to the above QMS elements are, where applicable, contained in **QUA-MA-001 – PAF Procedures, Work Instructions and Forms Manual**, Section(s) 18.

6.3 Infrastructure:

6.3.1 Peerless has developed and continues to improve upon an infrastructure that it believes enhances operational effectiveness, maintains product conformity/fitness for use and promotes employee teamwork. Routine maintenance schedules are followed on certain utilities/supplies (e.g., generator, compressor, forklift, conveyors, power carts, and heating/air conditioning systems) to ensure continued effectiveness in supporting daily operations.

Peerless Aerospace Fastener Corporation	Section:	6	Doc. Number	QUA-SH-006
AS9100 / AS9120 QMS	Date:	05/15/2017	File Name:	quash006.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	F	Page	2 of 2

6.3.2 To ensure product integrity, PAF products are maintained in a climate-controlled environment where they are protected from adverse environmental conditions such as rain, snow and excessive temperatures. To allow for proper material tracking within the facility, barcode tracking is used to identify both materials and storage locations. In addition, designated areas have been established to ensure proper segregation of accepted, un-accepted, bonded and scrap materials; so as to prevent the inadvertent use of unapproved or unacceptable materials.

6.3.3 To ensure efficient use of human resources, sufficient technological and material resources shall be made available to employees, to enable them to safely and effectively carry out their job responsibilities. Typical resources shall include, but not be limited to: computers, software applications (including internet and email access where appropriate), phones, measuring equipment, material handling equipment (e.g., carts, forklift), ladders and a clean and comfortable working environment.

6.4 Work Environment:

6.4.1 As previously mentioned in 6.3.2, all products are maintained in climate controlled warehouse environment, free from the effects of natural elements and which is maintained at comfortable working temperature for PAF employees.

6.4.2 The maintenance of the warehouse shall be overseen by the Warehouse Manager who will ensure that: it remains clean and fit for use, lighting levels are maintained, sufficient storage space is available, shelf locations are clearly marked, and appropriate equipment is available for employees to perform their duties.

6.4.3 Office areas shall likewise be maintained in such a manner that they are fit for use and preserve the well being of employees. Sufficient resources shall be allocated to allow employees to efficiently and effectively perform their duties.

6.5 Organizational Knowledge:

6.5.1 Peerless retains knowledge documentation, on appropriate process operations in order to ensure the continued conformity of the products and services it provides. Access to material inspection prints are available physically or via online resources linking directly to manufacturer documentation. In addition, procedures, instruction manuals, past sales/quotation information and help guides available and accessible to appropriate personnel as needed. Documentation is updated with new/relevant information, as appropriate so as to be retained for future reference.

Peerless Aerospace Fastener Corporation	Section:	7	Doc. Number	QUA-SH-007
AS9100 / AS9120 QMS	Date:	07/27/2022	File Name:	quash007.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	G	Page	1 of 7

Section 7

Product Realization:

7.1 Planning of Product Realization:

- 7.1.1 The PAF QMS has been developed to ensure that all customers receive the highest quality goods and services; as exemplified in the companies overall quality objectives stated in **QUA-MA-000 – PAF Quality Assurance Manual**, Sections 4.1 and 4.2. Through the establishment of well-defined procedures and work instructions relating, but not limited to: customer contract review, risk assessment, material inspection, equipment calibration, purchasing and order processing, PAF shall ensure that all applicable requirements for material and contract conformance are consistently met. Where appropriate, records shall be maintained which support product and service conformance.
- 7.1.2 While the products supplied by PAF are not considered as serviceable and do not require maintenance or configuration, PAF shall make appropriate resources available to its customers for the purpose of verifying product conformance and/or with questions relating to specifications, installation and use. If PAF staff are not immediately able to assist the customer, the material manufacturer shall be consulted for support and/or clarification.
- 7.1.3 As appropriate, internal processes will evaluate risks that could potentially impact Peerless’ ability to achieve its ultimate goal of ensuring 100% quality and on time delivery ratings with its customers. Where possible, appropriate actions will be taken to mitigate risks that exceed evaluation criteria.
- 7.1.4 Peerless Aerospace, operates solely as a distributor of new finished aerospace products and installation tools, procured directly from OEM’s or other authorized distributors. As such it does not perform any manufacturing, rework, repair or configuration operations nor does it engage in the transfer of any materials to outside organizations for the purposes of product or work completion. An internal pick ticket, checklists and customer orders govern the configuration planning process for orders and includes: the selection of material, packing and in-house routing, prior to shipment to customers.
- 7.1.5 PAF Corporation functions solely as a stocking distributor and as such possesses no capabilities or authority to: design, repair, rework or otherwise modify any of the parts it sells. Material print specifications are maintained on file to support inspections that serve to validate procured products conformance to manufacturer and/or industry requirements. At no point during the life cycle of a product at Peerless is its original form, fit or functionality configuration altered from the state it was originally received, inspected and accepted in
- 7.1.6 Specific procedures and work instructions related to the above QMS elements are, where applicable, contained in **QUA-MA-001 – PAF Procedures, Work Instructions and Forms Manual**, Section(s) 10.

7.2 Customer-Related Processes:

- 7.2.1 PAF has a documented review process for all purchase orders and contracts received to ensure that our customer’s requirements (e.g., product type, quantities, delivery, revision, special requirements, etc…) are adequately defined and documented; so that potential problem issues can be identified and resolved prior to final PAF acceptance. As appropriate, PAF shall evaluate order acceptance risks and shall determine acceptable risk tolerance levels associated with order acceptance.
- 7.2.2 As part of the contract review process the following essential elements, as applicable, shall be reviewed prior to order acceptance:
- | | |
|------------------------------|--------------------------------|
| 7.2.2.1 Product Number(s) | 7.2.2.6 Special Requirements |
| 7.2.2.2 Quantity | 7.2.2.7 Required Documentation |
| 7.2.2.3 Price | 7.2.2.8 Packaging Requirements |
| 7.2.2.4 Delivery Date(s) | 7.2.2.9 Billing Method |
| 7.2.2.5 Quality Requirements | 7.2.2.10 Payment Terms |

Peerless Aerospace Fastener Corporation	Section:	7	Doc. Number	QUA-SH-007
AS9100 / AS9120 QMS	Date:	07/27/2022	File Name:	quash007.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	G	Page	2 of 7

7.2.2.11 Shipping Address

7.2.2.12 Government Regulations

- 7.2.3 During contract review, particular care shall be taken to verify that delivery terms quoted to the customer are properly reflected in the order contract, so as to minimize the risk of not meeting customer delivery requirements. Given the nature of the products PAF provides, it is common to quote a certain quantity of material as stock, with the remainder being supplied at a later date, after receipt from the manufacturer. It is during the time of quotation that the sales representative shall evaluate available quantities, determine if additional amounts are needed and indicate on the quote an estimated shipping date for the remaining quantity, based on best lead time estimates from the manufacturer. As appropriate, PAF shall evaluate order acceptance risks and shall determine acceptable risk tolerance levels associated with the order prior to acceptance. The remaining risk is assumed to be accepted upon Peerless stamped acceptance of the order.
- 7.2.4 PAF has documented procedures for handling amendments to contracts and purchase orders to ensure that customer's requirements are met. These procedures shall be followed by PAF employees upon receipt of appropriate notification pertaining to a contract amendment. As part of the amendment process, PAF shall ensure that appropriate personnel within the organization are made aware of the contract changes and that the changes are followed as appropriate.
- 7.2.5 Whenever a discrepancy is identified, uncertainty exists, the customer does not provide documented requirements or further clarification is required during contract review and/or order processing, a PAF representative shall contact the customer to resolve the issue and/or to verify the exact requirements that should be applied to the order, prior to acceptance.
- 7.2.6 During customer contract review and processing, acceptance stamps and/or handwritten authorization shall serve as evidence that proper procedures have been followed. Customer orders and any other applicable supporting documentation shall be maintained on file as specified in **QUA-MA-000 – PAF Quality Assurance Manual**, Section 4.4.
- 7.2.7 To better improve the overall quality of the services provided by PAF, clear channels of communication between our customers and with our factories shall be maintained. These channels shall be used to provide necessary information to our customer related to: product specifications, available inventory, order status, returns processing and on any other matter that could affect the quality of the goods and services provided by PAF.
- 7.2.8 Specific procedures and work instructions related to the above QMS elements are, where applicable, contained in **QUA-MA-001 – PAF Procedures, Work Instructions and Forms Manual**, Section(s) 3.

7.3 Design and Development:

- 7.3.1 PAF Corporation is an authorized stocking distributor for several manufacturers and possesses no capabilities to: design, manufacture, rework, repair or in any other way modify the materials that we sell. As such, PAF does not maintain procedures or work instructions related to these functions.
- 7.3.2 When developing service or customer satisfaction processes PAF shall consider: the nature, complexity, risks, desired results, consequences, stages/interfaces, responsibilities, resources, specific interested party requirements, release authorization, and verification/documentation activities, associated with the process as appropriate. Developed processes will be monitored, as appropriate to ensure they are achieving desired results and if not, re-designed to attempt to correct the shortfalls. If appropriate, interested parties will be notified of design changes that could affect their specific requirements. Documentation on processes will be maintained as appropriate.

7.4 Purchasing:

- 7.4.1 PAF has established a documented set of procedures and work instructions to insure that purchased products conform to specified requirements including conformance to: print specifications, established quality standards and any applicable customer requirements.

Peerless Aerospace Fastener Corporation	Section:	7	Doc. Number	QUA-SH-007
AS9100 / AS9120 QMS	Date:	07/27/2022	File Name:	quash007.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	G	Page	3 of 7

- 7.4.2 PAF shall evaluate and select suppliers on the basis of their ability to: meet PAF contract requirements, supply desired products, meet quality requirements, and adhere to delivery schedules. The extent of control exercised by PAF over suppliers shall include subsequent quality audits and monitoring of supplier's facility. This control shall be dependent upon the type of product, the impact of the suppliers product on PAF customers and, where applicable, on the quality audit reports and/or records of previous supplier performance. Suppliers possessing accreditation from recognized industry sources (e.g., OASIS, NADCAP, 3rd Party QMS Accreditation Bodies, etc...) will generally undergo less stringent annual review processes, although their performance will still be monitored for continued suitability in fulfilling PAF order requirements. If delegation verification activities are granted to a supplier, the scope of the verification and requirements shall be defined and documented. In addition, as delegated suppliers shall be periodically monitored to ensure requirements are being met, and appropriate actions will be taken if they are not. Both PAF and its suppliers shall provide "right of access" during normal business hours to customers/regulatory authorities for the purposes of verifying product and/or order records.
- 7.4.3 Sources selected by the purchasing authority for procurement of materials or services, including customer designated sources shall be evaluated and approved by Quality Assurance, including evaluating risks associated with using them, prior to including them on the list of approved sources. In addition, prior to approval, suppliers will be provided copies of Peerless standard purchasing conditions and customer provided requirements, as appropriate. The Quality Assurance Manager shall have the right to remove any supplier from the approved supplier list, based on its failure to meet PAF order requirements or for any other reason that could adversely affect the quality of the goods and services PAF supplies to its customers. The purchasing authority will be the final authority on which bidder shall receive a purchase order.
- 7.4.4 PAF shall only purchase materials from original equipment manufacturers or reputable distributors whose quality system meet or exceed PAF and/or customer specified requirements. In all cases, to prevent the acquisition of counterfeit or unapproved parts, procured materials shall only be accepted if accompanied by documentation clearly tracing the material lots to the original manufacturer (e.g., test reports/ certificates of conformity) and, where applicable, are in original factory sealed containers. In addition, all materials upon receipt shall be inspected to verify conformance with issued purchase order requirements; using in house or manufacturer supplied print specifications. Under no circumstances shall incoming materials received directly by PAF be released to stock or for order fulfillment without having undergone receiving inspection and been approved. In some instances, materials may need to be shipped directly from a supplier to a customer, without passing through Peerless internal inspection procedures. In these cases, appropriate controls will be used to ensure products conform to applicable material/customer requirements and copies of supplier documentation will be retained on file at PAF. A list shall be maintained by Quality Assurance of suppliers who, based on quality performance, have been approved to supply PAF with goods and services. The list shall include approval status, scope of approval and relevant contact information.
- 7.4.5 The quality department maintains quality reports on all primary re-sellable product suppliers and provides copies to suppliers informing them of their quality status and if applicable corrective actions need to be taken to address deficiencies. These documents shall serve as the basis for determining the continued suitability of suppliers.
- 7.4.6 Records demonstrating supplier performance and product conformance shall be maintained on file as referenced in **QUA-MA-000 – PAF Quality Assurance Manual**, Section 4.4. In addition, periodic random samples of received materials, shall be sent out for independent raw materials test report validation. Suppliers shall be informed immediately of any non-conforming product so that control / corrective actions can be initiated.
- 7.4.7 The PAF CEO, Purchasing Representative, Executive VP, Quality Manager or Sales Manager shall review purchase orders to ensure that they contain data clearly describing the product to be ordered. This includes, where applicable: part number, description, specifications, drawings, inspection instructions, technical data, test reports, quantity, price, revision, supplier risk associated with order placement and any other relevant information pertaining to the order or items to be supplied.

Peerless Aerospace Fastener Corporation	Section:	7	Doc. Number	QUA-SH-007
AS9100 / AS9120 QMS	Date:	07/27/2022	File Name:	quash007.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	G	Page	4 of 7

- 7.4.8 Quality Assurance shall review purchasing documents for the adequacy of PAF and customer specified requirements, prior to release and shall be stamped as verification of this review. PAF shall, as part of its annual audit of suppliers, provide them with copies of PAF's standard terms and conditions clauses that are applicable to all orders, unless specifically stated otherwise on submitted purchase orders. These clauses can be referenced in **QUA-MA-001 – PAF Procedures, Work Instructions and Forms Manual**, PUR Forms Section.
- 7.4.9 Specific procedures and work instructions related to the above QMS elements are, where applicable, contained in **QUA-MA-001 – PAF Procedures, Work Instructions and Forms Manual**, Section(s) 6,10.

7.5 Production and Service Provision:

- 7.5.1 PAF shall identify processes that directly affect the quality of products or services and shall insure that these processes are carried out under controlled conditions. Controlled conditions at PAF shall include the following:
- 7.5.1.1 Establishing a set of approved documented procedures and work instructions, outlining the tasks and responsibilities of PAF employees to be followed in the performance of their duties. These documents along with any other supporting information (e.g., material specifications, customer requirements, etc...) shall be readily available to employees at their areas of work.
 - 7.5.1.2 The continued review and revisions of company procedures and work instructions, to ensure that they accurately depict the activities for which they were written, achieve desired results and also continue to meet the quality standards of AS9100/AS9120, our customer's and our own internal requirements. In addition, during process/procure review consideration will be given, when possible, to human factor considerations that might help prevent processing errors.
 - 7.5.1.3 Adherence to established industry guidelines relating to quality assurance inspection, testing FOD Detection and lot sampling. Where applicable, inspection and testing documents shall be maintained on file as described in **QUA-MA-000 – PAF Quality Assurance Manual**, Section 4.4. This shall include bi-monthly inspection and calibration data of testing equipment (e.g., calipers, scales, micrometers) by qualified personnel.
 - 7.5.1.4 Providing appropriate and suitable storage areas for accepted stock. Areas shall also be set aside and appropriately marked for non-conforming or un-inspected products, to ensure that they are not mistakenly transferred to accepted product storage or removed for inclusion in a customer's order. PAF shall provide special bonded or segregated storage areas for those customers who require it as part of their contract requirements.
 - 7.5.1.5 PAF shall ship products using industry accepted commercial carriers upon order final inspection and approval. When applicable, customer's special requirement(s) for shipment (e.g., specific carrier, packaging requirements, bar-coding, etc...) shall be used, if indicated in the contract or as defined in blanket terms agreements.
 - 7.5.1.6 Specific procedures and work instructions related to the above QMS elements are, where applicable, contained in **QUA-MA-001 – PAF Procedures, Work Instructions and Forms Manual**, Section(s) 15.
- 7.5.2 Although PAF functions solely as a distributor, it shall develop special procedures, as necessary, to support customer and internal requirements. These procedures typically will relate to activities that while not directly affecting the quality of the product or services provided, support the effectiveness of the QMS (e.g., backup procedures, imaging, material re-packing, VMI). In some special cases, customers may require that specific procedures be created to govern the processing of their orders. In these cases, PAF will work with the customer to ensure that all applicable processing procedures are clearly defined in written instructions. In addition, should it be necessary to perform any off-site functions, PAF will take appropriate actions to company, customer and regulatory requirements are adequately addressed to ensure the conformance of the products or services provided.

Peerless Aerospace Fastener Corporation	Section:	7	Doc. Number	QUA-SH-007
AS9100 / AS9120 QMS	Date:	07/27/2022	File Name:	quash007.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	G	Page	5 of 7

- 7.5.3 Peerless is a supplier of highly critical fasteners to the aircraft industry and has established procedures for traceability on all parts that are sold; back to the original manufacturer, via lot numbers. In addition, barcode technology is used to positively identify all accepted in-house materials until such time as they are physically shipped to customers. To ensure proper identification and monitoring of materials:
- 7.5.3.1 Peerless shall only purchase from the manufacturer themselves or approved suppliers, who can provide materials in original factory sealed containers, with full traceability on the product and paperwork back to the original manufacturer, so as to ensure material authenticity.
 - 7.5.3.2 PAF has established and maintains procedures for identification of the product to applicable drawing specifications and other documents during: receiving, storage, packing, shipping and delivery. Specifications for parts shall be maintained in the Quality Assurance Lab, Receiving Departments and/or in on-line computer files. PAF will ensure that proper inspection prints are available for product verification through: agreements with its manufacturers to provide updated print documents on a regular basis, the retention of services from a document distribution company and by providing internet services capable of accessing websites of PAF manufacturers, who make their print specifications available on-line
 - 7.5.3.3 Upon receipt of products from a supplier, information shall be recorded into the PAF computer inventory file, which includes: part number, alternate numbers, lot number, description, quantity, receipt date, and other appropriate data provided from the supplier. PAF shall establish and maintain records that confirm that the product has undergone inspection and/or testing, to the specified requirements. These records shall also clearly indicate whether the product has passed or failed the inspection and/or testing requirements. The records shall also indicate the person(s) performing the inspection/testing activities and also the person(s) responsible for the release of the product. These records shall be maintained on file according to **QUA-MA-000 – PAF Quality Assurance Manual**, Section 4.4.
 - 7.5.3.4 All material that is accepted shall identified with a unique barcode, on the primary material container, and put into a stocking location. All non-conforming material shall be tagged as non-conforming and immediately placed in a quarantined location until final disposition is determined (e.g., scrap, return to supplier, use as is only if given specific customer written approval). All inspection stamps used in inspection processes shall be adequately controlled prior to issuance, during use by inspectors and subsequent to recall.
 - 7.5.3.5 Each primary container of accepted product shall be labeled upon inspection with a yellow barcode conforming to the American Identification Manufactures (AIM) Uniform Symbol Specifications (USS) code 128. When the product is transferred to different locations within the PAF facility it shall be scanned into the computer system. This barcode system shall then be used to track the location of the product throughout the PAF facility until its shipment to a customer.
 - 7.5.3.6 After a product has been shipped to a customer, the box bar code shall no longer be used for traceability purposes. Should the need to trace a lot number arise, it shall be traceable through the records maintained in the Dymax system and/or through commercial carrier means.
 - 7.5.3.7 Specific procedures and work instructions related to the above QMS elements are, where applicable, contained in **QUA-MA-001 – PAF Procedures, Work Instructions and Forms Manual**, Section(s) 8, 10, 12.
- 7.5.4 PAF does not generally deal in maintaining customer or external provider’s supplied property. However, when required to do so, PAF will: exercise proper care in verifying, handling, protecting, segregating and storing of the property to minimize the chance of loss or damage. Any property that is lost, damaged, or otherwise unsuitable for use shall be documented and reported to the customer. Inspection verification by PAF does not absolve the customer of the responsibility to provide acceptable property.
- 7.5.5 PAF has established and maintains documented procedures for: handling, storage, preservation (including when applicable first-in first out stock rotation and shelf life), packaging and delivery of products to ensure that their form, fit and functionality are maintained as well as to identify, remove and prevent FOD contamination. Product preservation measures include:

Peerless Aerospace Fastener Corporation	Section:	7	Doc. Number	QUA-SH-007
AS9100 / AS9120 QMS	Date:	07/27/2022	File Name:	quash007.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	G	Page	6 of 7

- 7.5.5.1 Providing appropriate climate-controlled storage areas for materials, which are clearly marked with bar-coded location labels. Areas have also been set aside and appropriately marked for non-conforming product to ensure that they are not mistakenly transferred to accepted product storage or removed for inclusion in a customer's order.
- 7.5.5.2 That all parts shall remain in their original manufacturer's packaging, if possible, to ensure lot integrity. In the event material needs to be repackaged, labels shall be applied indicating all original manufacturer label information. All acceptable product boxes shall be bar coded so that they can be entered into the inventory program and tracked throughout the PAF facility. PAF shall control packaging, packing and marking processes to the extent necessary to ensure conformance to industry, customer or government-specified requirements.
- 7.5.5.3 That all product material shall be packaged for delivery in accordance with industry acceptable methods and customer specifications. Material containers shall be appropriately labeled including: part number, lot number, customer PO, quantity and a description of the part. Where customer requirements for packaging exceed our standard packing methods (e.g., barcode labels, qty/bag, etc...), the customer's requirements shall be used.
- 7.5.5.4 Being examined prior to shipment to ensure that no corrosion or other deterioration has taken place and that any required accompanying paperwork for inclusion with the shipment, is correct for the item(s) being shipped. In the event that a product is found to have deteriorated, it shall be removed from stock, bonded, recorded as defective and become subject to non-conforming material procedures.
- 7.5.5.5 PAF shall ship products using industry accepted commercial carriers upon final inspection and approval. A customer's special requirement for shipment/delivery shall be used, if indicated in the contract or as part of an LTA/VMI agreement. Records on all shipment shall be maintained for reference purposes. Once products have been shipped to a customer, post-delivery support will be limited to dealing with detected non-conformance, returns and in some cases acting as a liaison between the customer and material manufacturer to resolve issues related to the supplied products.
- 7.5.5.6 Specific procedures and work instructions related to the above QMS elements are, where applicable, contained in **QUA-MA-001 – PAF Procedures, Work Instructions and Forms Manual**, Section(s) 10, 15.

7.6 Control of Monitoring and Measuring Devices:

- 7.6.1 PAF has established and maintains detailed and documented procedures and work instructions to control, calibrate and maintain equipment used for inspection, measuring and testing as well as devices used by PAF to demonstrate the conformance of product to the specified requirements. PAF shall identify, for each product, the measurements to be made and the accuracy required. PAF inspection personnel shall select the appropriate inspection and measuring equipment, when performing inspections that are capable of the required accuracy and precision necessary for product verification.
- 7.6.2 A register of each piece of inspection equipment shall be maintained which indicates the type of equipment, tracking number and status indicator from last inspection period. In addition, each piece of inspection equipment shall be clearly marked with: a unique tracking number, date of last/next calibration and the initials of the calibrating person.
- 7.6.3 A history file for each piece of equipment shall be maintained, identified by the equipment tracking number, containing previous inspection results and any other quality related documentation. Quality records related to each piece of equipment shall be maintained according to **QUA-MA-000 – PAF Quality Assurance Manual**, Section 4.4.
- 7.6.4 In-house inspection and calibration (based on ANSI/NCSL Z540-1 and/or ISO 10012-1) shall be conducted bi-monthly or prior to use, depending on the type of equipment, under environmentally controlled conditions. PAF shall identify and have calibrated, by an outside source, measuring and inspection equipment, which cannot be accurately calibrated or verified in-house. The outside source

Peerless Aerospace Fastener Corporation	Section:	7	Doc. Number	QUA-SH-007
AS9100 / AS9120 QMS	Date:	07/27/2022	File Name:	quash007.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	G	Page	7 of 7

shall calibrate PAF equipment against equipment calibrated to nationally (e.g. ANSI/NCSL Z540-1) or internationally recognized standards (e.g., ISO 10012-1). All standards shall be traceable to NIST.

- 7.6.5 The working conditions at PAF shall be suitable for the calibration, inspections, measurements and tests being carried out. Internal calibration activities shall be carried out in a controlled environment that is within designated specifications.
- 7.6.6 PAF employees through the normal performance of their duties shall ensure that: the handling, preservation and storage of inspection/measuring equipment is such that accuracy and fitness for use is maintained. Suitable cleaning and storage resources shall be provided to employees, as needed, to ensure proper equipment operation. If an employee has reason to question the validity of a piece of inspection equipment they are using, they shall bring the equipment to the Chief Inspector for verification testing. If the equipment fails verification testing, it shall be recalled and sent out for repair to an authorized facility. Under no circumstances shall employees, attempt to repair, adjust or otherwise modify inspection equipment.
- 7.6.7 In the event that a piece of test equipment is found to be out of calibration, procedures shall be established to assess and document the validity of previous tests and inspections performed with the equipment. Immediate corrective action procedures shall be implemented in order to prevent reoccurrence and an impact analysis shall be performed. In the event that impact analysis results in the identification of non-conforming products inspected with the non-conforming instrument, non-conforming material procedures shall be initiated.
- 7.6.8 Specific procedures and work instructions related to the above QMS elements are, where applicable, contained in **QUA-MA-001 – PAF Procedures, Work Instructions and Forms Manual**, Section(s) 11.

7.7 Product Safety / FOD / Counterfeit Product Prevention:

- 7.7.1 As a distributor, with no design, modification or rework capabilities Peerless limits its activities related to product safety to: storing products in a suitable manner to prevent damage/deterioration from mishandling or environmental elements, and passing manufacture safety/quality information (e.g., recalls, MSDS, Reach info, etc...) to our customers as appropriate.
- 7.7.2 Peerless has developed and implemented procedures to try to detect and eliminate FOD at appropriate points in its operations so as to minimize potential negative impacts to materials and customers.
- 7.7.3 Peerless has developed, implemented and controls appropriate processes designed to prevent the acquisition of counterfeit or suspected counterfeit parts. As part of our efforts to prevent the acquisition of counterfeit or unapproved parts, procured materials shall only be accepted if accompanied by documentation clearly tracing the material lots to the original manufacturer (e.g., test reports/ certificates of conformity) and, where applicable, are in original factory sealed containers. In addition, all materials upon receipt shall be inspected to verify conformance with issued purchase order requirements; using in house or manufacturer supplied print specifications, FOD and checked for suspected counterfeit parts. If Peerless received materials which it suspects as counterfeit, the materials shall be quarantined until disposition is determined and reported to appropriate organizations (e.g., OEM, FAA, etc...).

Peerless Aerospace Fastener Corporation	Section:	8	Doc. Number	QUA-SH-008
AS9100 / AS9120 QMS	Date:	05/15/2017	File Name:	quash008.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	F	Page	1 of 5

Section 8

Measurement, Analysis and Improvement:

8.1 General:

- 8.1.1 PAF has established and maintains detailed, documented procedures and work instructions for the performance and monitoring of inspection and testing activities, in order to verify that the specified requirements for products, customers and the QMS are met. Where appropriate, PAF shall identify the need for statistical techniques required for establishing and verifying product characteristics. The types of techniques chosen for use shall be such that they fulfill the customer's and/or PAF's requirements for product specification verification.
- 8.1.2 The QMS itself shall be audited at scheduled intervals to verify its effectiveness and ability to meet the needs of our customers, achieve established quality objectives, and adhere to the requirements of AS9100/AS9120. Based on auditing results, areas of improvement will be explored and enhancements to the system implemented, where appropriate.

8.2 Monitoring and Measurement:

- 8.2.1 PAF shall review: customer complaints, returns, feedback, and performance evaluation reports, to try and obtain a sense of the perceived quality and satisfaction levels it is providing to its customers as a whole. When possible, PAF shall take appropriate measures to enhance areas of its operations where actual or perceived customer satisfaction levels could be improved upon (e.g., have customer requirements been fully met and if not what measures can be implemented to ensure future compliance) to enhance customer satisfaction and will assess effectiveness on future customer evaluations.
- 8.2.2 PAF has established and maintains documented procedures and work instructions governing the planning and implementation of internal quality audits. These audits are designed to determine the effectiveness of Peerless's quality system and to verify its ability to meet the requirements of our customers, adhere to company quality objectives and satisfy the requirements of AS9100/AS9120. To satisfy auditing requirements:
- 8.2.2.1 PAF shall conduct periodic audits of its activities to verify their effectiveness to the quality system. These company audit reviews shall be conducted at least three times per year. Activities found to be of greater importance to the quality system shall be audited on a more frequent basis, if deemed necessary by the QA Manager. Qualified personnel, who are not directly responsible for performing the activity being audited, shall conduct internal audits to ensure an objective evaluation. The listing below defines elements that, at a minimum, shall be included in the auditing program:
- 8.2.2.1.1 The functions, procedures and work instructions to be audited
- 8.2.2.1.2 The personnel qualified to perform the audit.
- 8.2.2.1.3 The frequency of the audits including scope and criteria.
- 8.2.2.1.4 The methods for reporting audits.
- 8.2.2.1.5 The methods for reporting the findings.
- 8.2.2.1.6 The means for having corrective actions agreed upon and implemented.
- 8.2.2.1.7 The means for monitoring the effectiveness of implemented actions.
- 8.2.2.2 During the course of auditing activities, auditors shall utilize checklists and obtain objective evidence, where appropriate, in order to verify compliance. Checklists shall be developed for

Peerless Aerospace Fastener Corporation	Section:	8	Doc. Number	QUA-SH-008
AS9100 / AS9120 QMS	Date:	05/15/2017	File Name:	quash008.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	F	Page	2 of 5

department audits and will be based on the QMS, customer and/or regulatory requirements that are carried out within the department or are applicable to the entire organization.

- 8.2.2.3 The results of quality audits shall be recorded and brought to the attention of the management personnel in the area being audited as well as to senior management (as part of QMS review meetings). Management shall review the audit and work to take timely and definitive measures to develop corrective actions addressing any audit deficiencies. These corrective actions shall be documented, initiated, and followed up with additional documented audits, in order to verify their effectiveness in resolving the deficiencies. Records of audits shall be maintained on file as specified in **QUA-MA-000 – PAF Quality Assurance Manual**, Section 4.4.
- 8.2.2.4 The results of PAF internal audits shall be used to provide important information to management as to the operational effectiveness of Peerless’s quality system and also will form an integral part of the input to overall QMS review activities.
- 8.2.2.5 Specific procedures and work instructions related to the above QMS elements are, where applicable, contained in **QUA-MA-001 – PAF Procedures, Work Instructions and Forms Manual**, Section(s) 17.
- 8.2.3 Internal auditing activities, as described in 8.2.2, shall serve to evaluate and determine compliance or non-compliance with applicable QMS, customer or government imposed requirements. Where any non-compliances are encountered, corrective action plans shall be developed, implemented and monitored to ensure that they are resolved. Also, where appropriate, investigation should be performed to see if the non-conformance could have affected other products. Where a nonconformance has been found that resulted in a product non-conformity being supplied to a customer, non-conforming material procedures shall be followed as specified in 8.3.
- 8.2.4 PAF has established and maintains detailed, documented procedures and work instructions for the performance of inspection and testing activities, in order to verify that the specified requirements for products are met. As part of product verification PAF shall:
- 8.2.4.1 Insure that all incoming product is not stocked or shipped until it has been inspected and approved as conforming to specified requirements. Trained and qualified inspectors shall carry out all inspections. The verification of the requirements shall be in accordance with those defined in the quality plan, documented procedures and work instructions.
- 8.2.4.2 Conduct inspection sampling on incoming product in accordance with accepted sampling plans as specified in document **QUA-PR-020 – Statistical Techniques**. This does not, however, relieve our suppliers of their obligation to conduct their own tests and inspection procedures and to supply a quality product. PAF shall work with its suppliers, when possible, to maintain acceptable quality levels.
- 8.2.4.3 Maintain on file records of inspections in accordance with **QUA-MA-000 – PAF Quality Assurance Manual**, Section 4.4. Receiving inspection report records shall indicate, at a minimum, the following items:
- 8.2.4.3.1 Product part number and any alternate part number certifications.
- 8.2.4.3.2 Material lot number(s) including quantities received for each.
- 8.2.4.3.3 Manufacturer and the PAF PO number the items are being received against.
- 8.2.4.3.4 Date of receipt and inspection, including final disposition (acceptance/rejection).
- 8.2.4.3.5 Inspector and the inspection equipment tracking numbers used during the inspection.
- 8.2.4.3.6 Specification inspected to including revision.
- 8.2.4.3.7 Specification characteristics inspected including appropriate required and actual values.

If this document is part of a copy of QUA-MA-000 stamped with a Red “Controlled Copy” statement, it is controlled.

Peerless Aerospace Fastener Corporation	Section:	8	Doc. Number	QUA-SH-008
AS9100 / AS9120 QMS	Date:	05/15/2017	File Name:	quash008.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	F	Page	3 of 5

8.2.4.3.8 Sample sizes and acceptance/rejection criteria.

8.2.4.3.9 Inspector's signature and stamp for accepted materials.

8.2.4.4 Not release products to customers until all of the activities specified in the procedures and work instructions pertaining to receiving, final inspection and shipments have been satisfactorily completed and the associated data and documentation are available and authorized. Where PAF's customers either at Peerless or the supplying material vendor perform inspections, PAF shall not use these as evidence of product conformity or as acceptance of effective quality control.

8.2.4.5 Specific procedures and work instructions related to the above QMS elements are, where applicable, contained in **QUA-MA-001 – PAF Procedures, Work Instructions and Forms Manual**, Section(s) 10 & 20.

8.2.5 All original paperwork associated with material receipt shall be maintained on file in hardcopy and/or in electronic format. Paperwork shall include, as appropriate: receiving inspection reports, supplier packing slips, certificates of conformance, test reports, raw material certifications, a copy of the PAF purchase order the items were procured under and any other documents that serve to verify the conformity of the product or as traceability to the original manufacturing source. When specified as part of a customer's order requirements, appropriate paperwork supporting the conformity of the product shall be included for delivery with the product. For all shipments, PAF's certificate of conformity shall be included as part of the delivery, which also includes identification of the goods, lot quantities, manufacturer, and customer specific information (e.g., name, PO#, bill/ship to addresses). The retention of records relating to product conformity shall be maintained, as specified in **QUA-MA-000 – PAF Quality Assurance Manual**, Section 4.4

8.3 Control of Non-Conforming Product:

8.3.1 PAF has established and maintains documented procedures for the control of non-conforming product, which also includes the reporting of suspected counterfeit or unapproved parts. These procedures state that upon the identification of a non-conforming product, it shall be recorded and placed in a segregated area to prevent unauthorized use, shipment or inclusion with conforming product. As a stocking distributor, PAF possess no capabilities to rework, repair or otherwise modify the materials that it sells. PAF shall therefore limit its material dispositions to scrap or rejection to supplier/manufacturer for replacement or rework.

8.3.2 A material rejection report shall be prepared which will identify the product, deviation or discrepancy and affected lot number(s). Personnel responsible for the disposition of the non-conforming product shall forwarded to the supplier or original material manufacturer, a copy of the report and when applicable samples for verification testing. Suspected counterfeit/unapproved product would be forwarded to an appropriate regulatory authority for review. PAF disposition personnel shall be assigned these responsibilities by the Quality Manager or company President.

8.3.3 The supplier/manufacturer shall classify the product to be either reworked to specification requirements or scrapped. PAF shall either return all affected materials to the supplier or scrap them based on the disposition classification. PAF shall maintain objective evidence to substantiate that the manufacturer-reworked product has been re-inspected to applicable print specifications and shall not release any materials until product conformity has been verified. Where possible, PAF will check or shall verify with the manufacture that items similar to the nonconforming material do not possess the same defect.

8.3.4 Any materials that have a disposition as scrap (e.g., obsolete, non-conforming) shall be removed from stock, both physically and in the PAF inventory control system and moved to the designated controlled warehouse material scrap location. All scrap materials shall remain segregated in this location, until they are transferred to a licensed recycling company to be destroyed.

8.3.5 In instances where nonconforming materials have been identified, that have already been supplied to customers; PAF shall immediately determine which customers received affected materials and inform them of the material discrepancy. Customers shall be provided written documentation as to the nature of

Peerless Aerospace Fastener Corporation	Section:	8	Doc. Number	QUA-SH-008
AS9100 / AS9120 QMS	Date:	05/15/2017	File Name:	quash008.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	F	Page	4 of 5

the nonconformance (e.g., affected parts with lot numbers, description of the nonconformity, original PO, quantity supplied, and date of shipment from PAF) and a course of action to follow for disposition and replacement of the materials (e.g., scrap or return to PAF for credit and replacement).

- 8.3.6 Records of identified nonconformance shall be maintained on file by PAF in accordance with **QUA-MA-000 – PAF Quality Assurance Manual**, Section 4.4.
- 8.3.7 Specific procedures and work instructions related to the above QMS elements are, where applicable, contained in **QUA-MA-001 – PAF Procedures, Work Instructions and Forms Manual**, Section(s) 13.

8.4 Analysis of Data:

- 8.4.1 PAF shall use accepted lot sampling techniques for the inspection of incoming and, as necessary, outgoing product and has developed documented procedures for their use. The results of inspections utilizing these techniques shall be recorded for verification purposes and retained on file according to **QUA-MA-000 – PAF Quality Assurance Manual**, Section 4.4.
- 8.4.2 PAF shall use analysis tools such as Pareto analysis, trend charts and root cause analysis to monitor different aspects of our operations (e.g., supplier quality/delivery performance, customer returns, customer satisfaction ratings, etc...), in an effort to identify potential problem areas, reduce costs, and ensure the quality of goods and services provided to our customers. An error log program has been established to record processing errors. This program is part of an internal monitoring initiative designed to identify errors, before they affect our customers and also to raise employee quality awareness, so that the same mistakes can be prevented in the future.
- 8.4.3 Specific procedures and work instructions related to the above QMS elements are, where applicable, contained in **QUA-MA-001 – PAF Procedures, Work Instructions and Forms Manual**, Section(s) 14 & 20.

8.5 Improvement:

- 8.5.1 As part of company QMS review activities, opportunities for improvement are evaluated to determine if their implementation would improve the effectiveness of the system and/or enhance customer current or future satisfaction needs. Typically data from QMS reviews, submitted employee or customer suggestions and current business trends are used as the basis for determining improvement actions. When improvement actions are initiated, they shall be monitored to determine their effectiveness at achieving planned results/addressing risk and opportunities, and take appropriate actions taken if they do not.
- 8.5.2 PAF has established and maintains documented procedures that define who will be responsible and have the authority for initiating corrective and preventive actions. The degree to which corrective and preventive actions will be taken shall be appropriate to the magnitude of the problem. When these actions are initiated, controls shall be used to ensure that the specified actions have been taken and are effective.
- 8.5.2.1 PAF has developed documented procedures, which define the process of initiating corrective action measures and subsequent effectiveness verification. Elements of the PAF corrective action program include:
- 8.5.2.1.1 Documenting and processing customer complaints and/or reports of product non-conformities.
- 8.5.2.1.2 Investigating the root causes of non-conformities (including those related to human factors) relating to: the affected product as well as other products that could be affected, process, quality system, and recording the findings.
- 8.5.2.1.3 Preparing and implementing a list of corrective actions designed to eliminate the non-conformity problems, based on the findings from the root cause analysis.
- 8.5.2.1.4 Establishing procedures for the review of initiated corrective actions to ensure that the non-conformity issues have been effectively dealt with.

Peerless Aerospace Fastener Corporation	Section:	8	Doc. Number	QUA-SH-008
AS9100 / AS9120 QMS	Date:	05/15/2017	File Name:	quash008.doc
Quality Assurance Manual (QUA-MA-000)	Revision:	F	Page	5 of 5

- 8.5.2.1.5 Provisions for relaying corrective action requests to our suppliers; in those cases where non-conformity root causes have been determined to come from the supplier or original material manufacturer.
- 8.5.2.1.6 Procedures to be followed if corrective action requests have not been addressed in a timely manner and/or have been found to not have adequately resolved the source of the non-conformity.
- 8.5.2.1.7 Provisions to investigate, as appropriate, products/services similar to those determined to be non-conforming to assess whether they are affected by the same condition and if so, to take the necessary actions to prevent escapes, notify customers and correct the problem.
- 8.5.2.1.8 Specific procedures and work instructions related to the above QMS elements are, where applicable, contained in **QUA-MA-001 – PAF Procedures, Work Instructions and Forms Manual**, Section(s) 14.
- 8.5.2.2 PAF has developed documented procedures, which define measures taken within the company, as part of a preventative action initiative, to identify potential risk/need/opportunity areas that could result in non-conformities. PAF’s preventative action initiative shall:
 - 8.5.2.2.1 Analyze information derived from product documentation (e.g., test reports, inspection results), risk analysis, customer complaints, trend analysis and product audits to join with our suppliers in developing effective preventive actions designed to address potential causes of non-conformities.
 - 8.5.2.2.2 Conduct periodic reviews of our procedures to help identify potential problems, which could impact on the quality of the products and services we provide our customers. Upon the identification of a potential problem area, it shall be submitted to management for review and consideration for corrective action initiation.
 - 8.5.2.2.3 Maintain a suggestion system that allows for employees to submit ideas on process improvements that they feel would improve its overall effectiveness or efficiency.
 - 8.5.2.2.4 Analyze customer feedback either from direct comments or through performance reports to determine areas where improvements could be made to improve our ratings with the customer or where overall customer satisfaction could be enhanced.
 - 8.5.2.2.5 Specific procedures and work instructions related to the above QMS elements are, where applicable, contained in **QUA-MA-001 – PAF Procedures, Work Instructions and Forms Manual**, Section(s) 14.

QUA-SH-009 - Standard Cross Reference Matrix [RevA, 05/16/2017]

CLAUSE NAMES ARE LISTED ACCORDING TO AS9100D SECTIONS

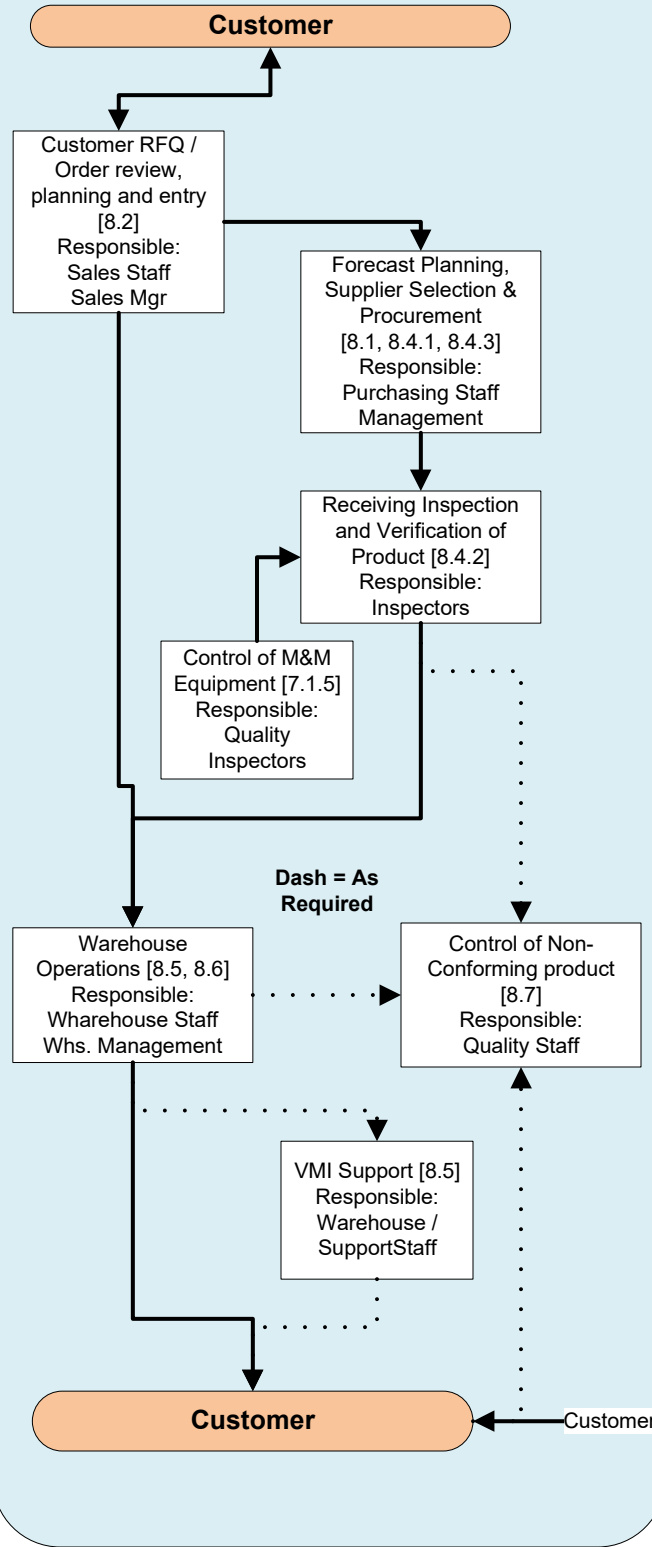
Non-Applicable Clauses (Exclusions): Refer to QUA-SH-004 (4.2.3) for QMS exclusions and justifications

A = Administrative O = Operational

AS9100C Section	AS9100D / AS9120B Section	AS9100D / AS9120B Clause Desc	1	2	3	4	5	6	7	8	9	10	11	12
			Document & Record Control (A)	Management Responsibility & System Control (A)	Resource Management & Training (A)	Customer RFQ / Order review, planning and entry (O)	Forecast Planning, Supplier Selection & Procurement (O)	Warehouse Operations (O)	Control of M&M Equipment (O)	Receiving Inspection and Verification of Product (O)	Control of Non-Conforming product (O)	Internal Audits (A)	Process monitoring and customer satisfaction (A)	Corrective Actions (A)
1.1	4.1	Understanding The Organization And Its Context		1										
1.1	4.2	Understanding The Needs And Expectations Of Interested Parties		1										
1.2, 4.2.2	4.3	Determining The Scope Of The Quality Management System		1										
4, 4.1	4.4	Quality Management Systems And Its Processes		1										
5.1	5.1	Leadership And Commitment (5.1.1)		1										
5.2	5.1.2	Customer Focus		1		2		2					2	
5.3	5.2	Quality Policy (5.2.1, 5.2.2)		1										
5.5.1(2), 5.4.2	5.3	Organizational Roles, Responsibilities And Authorities		1										
5.4.2, 8.5.33	6.1	Actions To Address Risks And Opportunities		1		2	2	2	2	2	2		2	
5.4.1	6.2	Quality Objectives And Planning To Achieve Them		1		2								
5.4.2	6.3	Planning Of Changes		1										
6	7.1	Resources		2	1									
6.1	7.1.1	General		1	1									
6.1	7.1.2	People		2	1									
6.3	7.1.3	Infrastructure		2	1									
6.4	7.1.4	Environment For The Operation Of Processes		2	1			2						
7.6	7.1.5	Monitoring And Measuring Resources (7.1.5.1, 7.1.5.2)			1									
N/A	7.1.6	Organizational Knowledge		2	1									
6.2.1, 6.2.2	7.2	Competence		2	1								2	
6.2.2	7.3	Awareness	1	1	1									
5.5.3	7.4	Communication		1	2									
4.2	7.5	Documented Information (7.5.1)	1	2	2									
4.2.3, 4.2.4	7.5.2	Creating And Updating	1	2	2	2	2	2	2	2	2	2	2	2
4.2.3, 4.2.4	7.5.3	Control Of Documented Information	1	2	2	2	2	2	2	2	2	2	2	2
7.1	8.1	Operational Planning And Control		1		2	2							
7.1.2	8.1.1	Operation Risk Management				1	1	1						
7.1.3	8.1.2	Configuration Management	1			1	1							
7.3.1	8.1.3	Product Safety (Not Applicable)												
N/A	8.1.4	Prevention Of Counterfeit Parts					2	1		2	2			
7.2.3	8.2.1	Customer Communication				1							1	
7.2.1	8.2.2	Determination Of Requirements Related To Products And Services				1	1							
7.2.2	8.2.3	Review Of Requirements Related To Products And Services				1	1							
7.2.2	8.2.4	Changes to requirements for products and services				1	1							
7.3	8.3	Design and Development of Products and Services (Not applicable)												
7.4.1	8.4	Control Of Externally Provided Processes					1							
7.4.1	8.4.1	General (Control of Externally Provided Products and Services)					1	1		2				
7.4.1, 7.4.3	8.4.2	Type And Extent of Control Of External Provision (8.4.2.1)					1							
7.4.2	8.4.3	Information For External Providers					1							
7.4.3	8.5	Product And Service Provision					1	1						
7.5.1, 7.5.2	8.5.1	Control Of Production And Service Provision					1	1						
7.5.1.3	8.5.1.1	Control of Production Equipment, Tools, And Software Programs						1	1					
7.5.1.4	8.5.1.2	Validation and Control Of Special Processes (Not Applicable)												
7.5.1.1	8.5.1.3	Production Process Verification (Not Applicable)												
7.5.3	8.5.2	Identification And Traceability					2	1		1				
7.5.4	8.5.3	Property Belonging To Customers Or External Providers				2	2	1						
7.5.5	8.5.4	Preservation						1						
7.5.1.4	8.5.5	Post Delivery Activities						1						
7.3.7	8.5.6	Control Of Changes		1				1						
7.4.3, 8.2.4	8.6	Release Of Products And Services						2		1				
8.3	8.7	Control Of Nonconforming Outputs						2		1	1			2
8	9.1	Monitoring, Measurement, Analysis And Evaluation (9.1.1)		1		2		2	2	1			1	
8.2.1	9.1.2	Customer Satisfaction		2		2							1	
8.4	9.1.3	Analysis And Evaluation		1	2	2							1	
8.2.2	9.2	Internal Audit										1	2	2
5.6	9.3	Management Review (9.3.1, 9.3.2, 9.3.3)		1									2	
8.5.1	10.1	General (Improvement)		1				2					2	
8.3, 8.5.2	10.2	Nonconformity And Corrective Action								2	1			1
8.5.1, 8.5.3	10.3	Continual Improvement		1	2	2	2	2		2			2	

1 = Primary Clause Ownership
2 = Secondary Clause Ownership

Customer Service / Product Realization Processes (Operational)



**QMS Processes (Administrative)
Responsible:
Management
Staff as applicable**

- Document and record control [7.5]
- Management responsibility and system control [4,5,6,9.3]
- Resource management and training [7.1-7.4]
- Internal audits [9.2]
- Process monitoring and customer satisfaction [9.1]
- Corrective actions [10]

Process Improvements

Note: AS9100/AS9120 clause numbers in brackets included for reference only

PEAR SAL82 Information

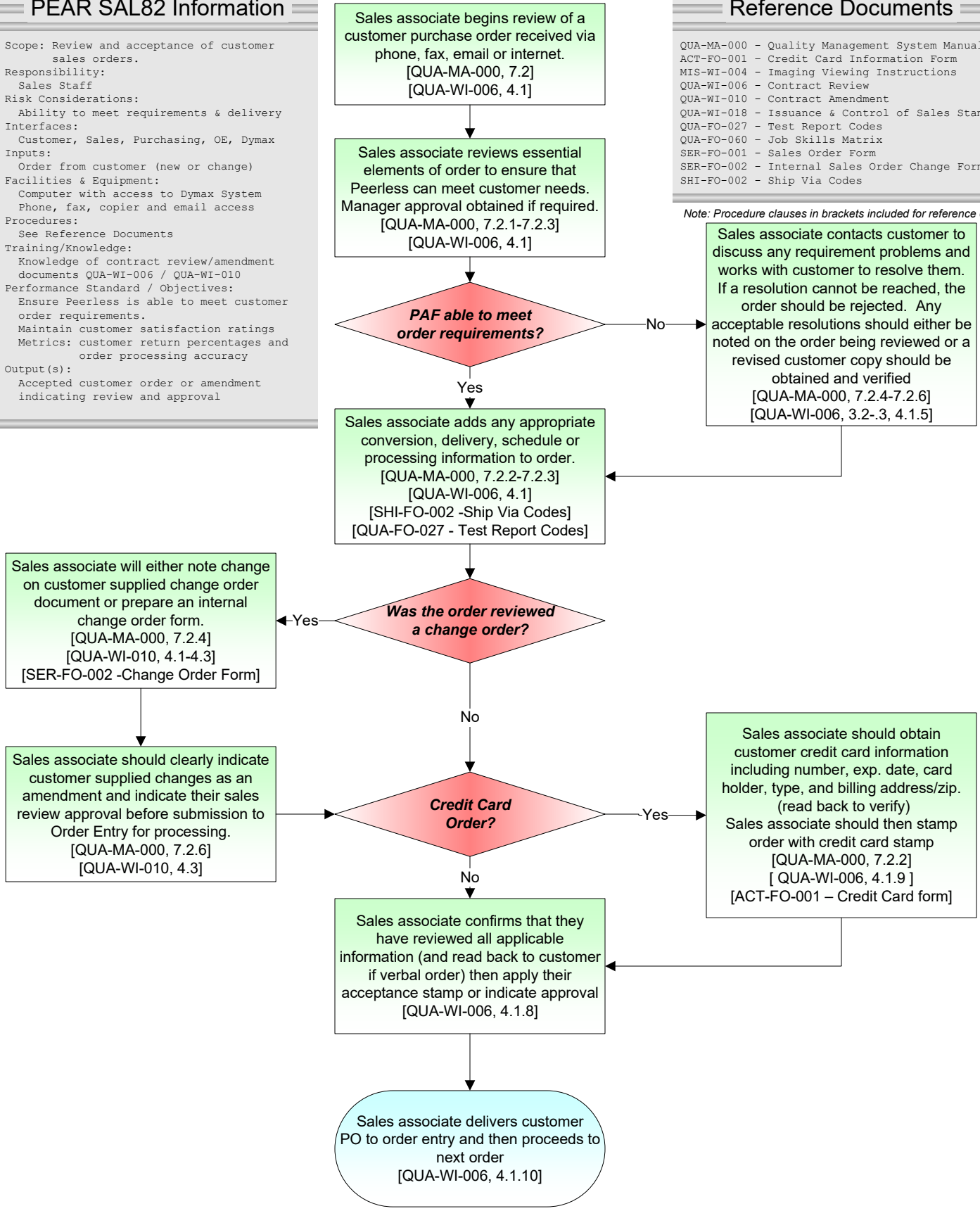
Scope: Review and acceptance of customer sales orders.
 Responsibility:
 Sales Staff
 Risk Considerations:
 Ability to meet requirements & delivery
 Interfaces:
 Customer, Sales, Purchasing, OE, Dymax
 Inputs:
 Order from customer (new or change)
 Facilities & Equipment:
 Computer with access to Dymax System
 Phone, fax, copier and email access
 Procedures:
 See Reference Documents
 Training/Knowledge:
 Knowledge of contract review/amendment documents QUA-WI-006 / QUA-WI-010
 Performance Standard / Objectives:
 Ensure Peerless is able to meet customer order requirements.
 Maintain customer satisfaction ratings
 Metrics: customer return percentages and order processing accuracy
 Output(s):
 Accepted customer order or amendment indicating review and approval

Reference Documents

QUA-MA-000 - Quality Management System Manual
 ACT-FO-001 - Credit Card Information Form
 MIS-WI-004 - Imaging Viewing Instructions
 QUA-WI-006 - Contract Review
 QUA-WI-010 - Contract Amendment
 QUA-WI-018 - Issuance & Control of Sales Stamps
 QUA-FO-027 - Test Report Codes
 QUA-FO-060 - Job Skills Matrix
 SER-FO-001 - Sales Order Form
 SER-FO-002 - Internal Sales Order Change Form
 SHI-FO-002 - Ship Via Codes

Note: Procedure clauses in brackets included for reference only

Sales associate contacts customer to discuss any requirement problems and works with customer to resolve them. If a resolution cannot be reached, the order should be rejected. Any acceptable resolutions should either be noted on the order being reviewed or a revised customer copy should be obtained and verified
 [QUA-MA-000, 7.2.4-7.2.6]
 [QUA-WI-006, 3.2-.3, 4.1.5]



PEAR SAL82 Information

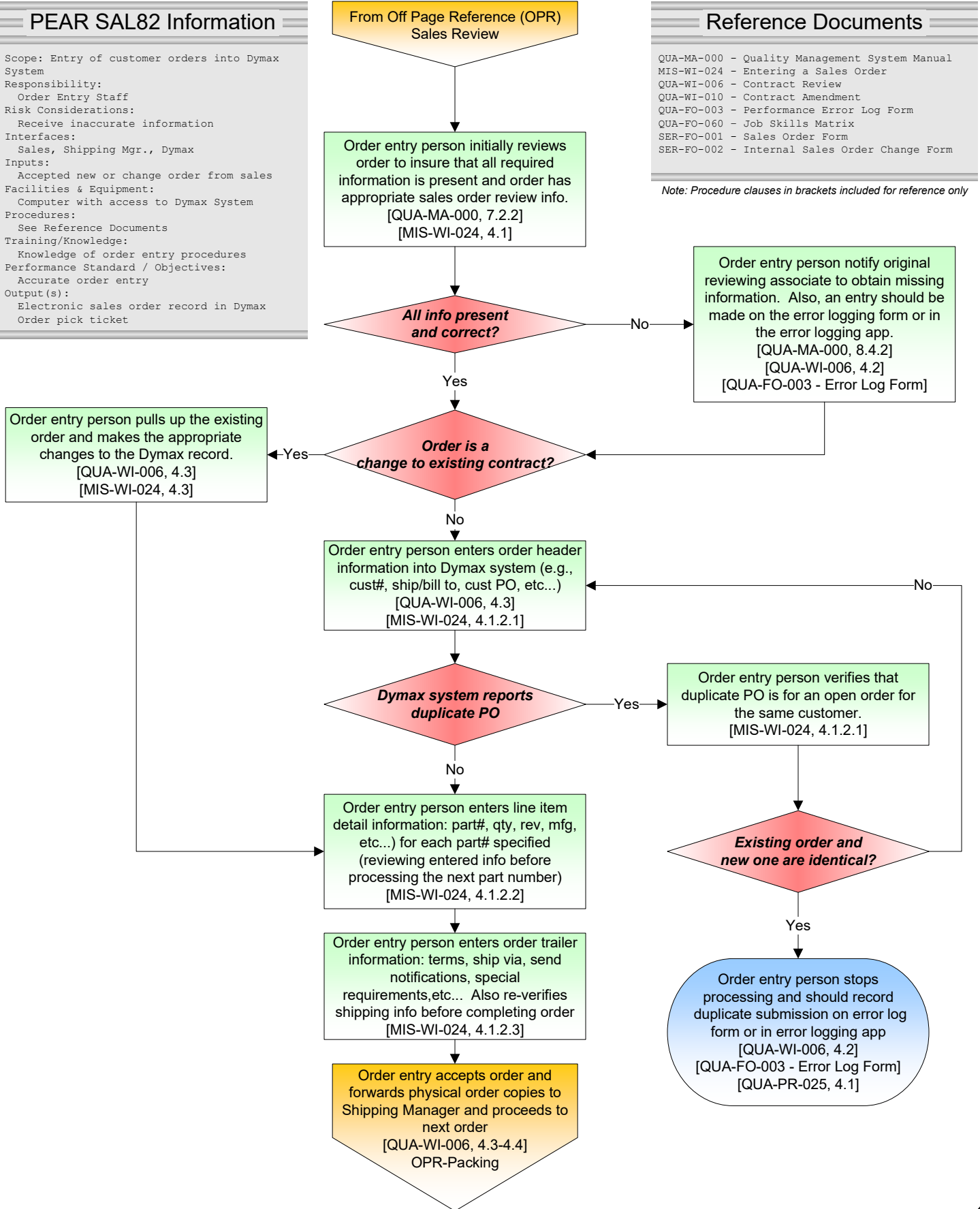
Scope: Entry of customer orders into Dymax System
 Responsibility:
 Order Entry Staff
 Risk Considerations:
 Receive inaccurate information
 Interfaces:
 Sales, Shipping Mgr., Dymax
 Inputs:
 Accepted new or change order from sales
 Facilities & Equipment:
 Computer with access to Dymax System
 Procedures:
 See Reference Documents
 Training/Knowledge:
 Knowledge of order entry procedures
 Performance Standard / Objectives:
 Accurate order entry
 Output(s):
 Electronic sales order record in Dymax
 Order pick ticket

From Off Page Reference (OPR)
 Sales Review

Reference Documents

QUA-MA-000 - Quality Management System Manual
 MIS-WI-024 - Entering a Sales Order
 QUA-WI-006 - Contract Review
 QUA-WI-010 - Contract Amendment
 QUA-FO-003 - Performance Error Log Form
 QUA-FO-060 - Job Skills Matrix
 SER-FO-001 - Sales Order Form
 SER-FO-002 - Internal Sales Order Change Form

Note: Procedure clauses in brackets included for reference only



PEAR PUR84 Information

Scope: The review and generation of purchase order requests to PAF suppliers to obtain additional materials for orders/stock.

Responsibility:
Purchasing Agent, QA, Management, Order Entry

Risk Considerations:
Supplier Performance, Delivery, special req.

Interfaces:
Suppliers, Sales, Purchasing, Dymax

Inputs:
Request from sales for material purchase
Identification of need b/o internal reports

Facilities & Equipment:
Computer with access to Dymax System
Phone, fax, copier and email access

Procedures:
See Reference Documents

Training/Knowledge:
Knowledge of PO procedures PUR-PR-001
Supplier on approved supplier list

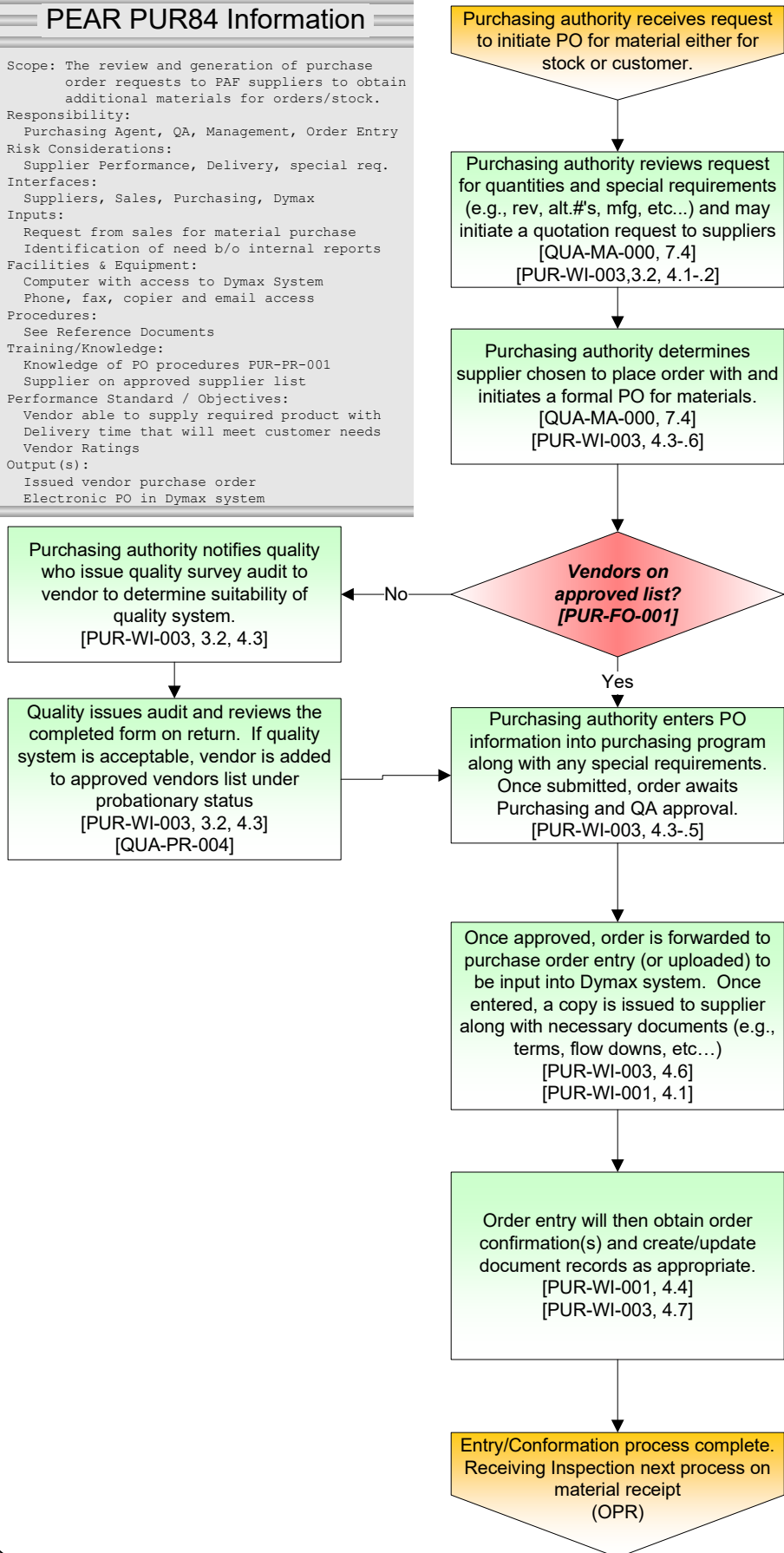
Performance Standard / Objectives:
Vendor able to supply required product with Delivery time that will meet customer needs
Vendor Ratings

Output(s):
Issued vendor purchase order
Electronic PO in Dymax system

Reference Documents

QUA-MA-000 - Quality Management System Manual
 PUR-PR-001 - Purchase Order Procedures
 PUR-PR-002 - Order Expediting
 PUR-WI-001 - Purchase Order Entry
 PUR-WI-002 - Request for Quotation
 PUR-WI-003 - Purchase Order Review
 QUA-PR-004 - Vendor Approval Procedures
 QUA-FO-060 - Job Skills Matrix
 PUR-FO-001 - Approved Vendors List

Note: Procedure clauses in brackets included for reference only



PEAR VOP85 Information

Scope: The verification of incoming materials upon receipt to ensure conformance to purchase order & material requirements

Responsibility:
Inspector, QA

Risk Considerations:
FOD, special req.

Interfaces:
QA, Purchasing, Warehouse Staff, OE, Dymax

Inputs:
Peerless Purchase Order
Materials from supplying vendor
Material certification documents

Facilities & Equipment:
Access to Dymax and PO db, Internet Access
Inspection Equipment (caliper, micrometer etc)
Scale, copier, printer
Material specification documents

Procedures:
See Reference Documents

Training/Knowledge:
Knowledge of receiving procedure QUA-PR-007
Ability to read material prints
Ability to use counting & inspection equip.

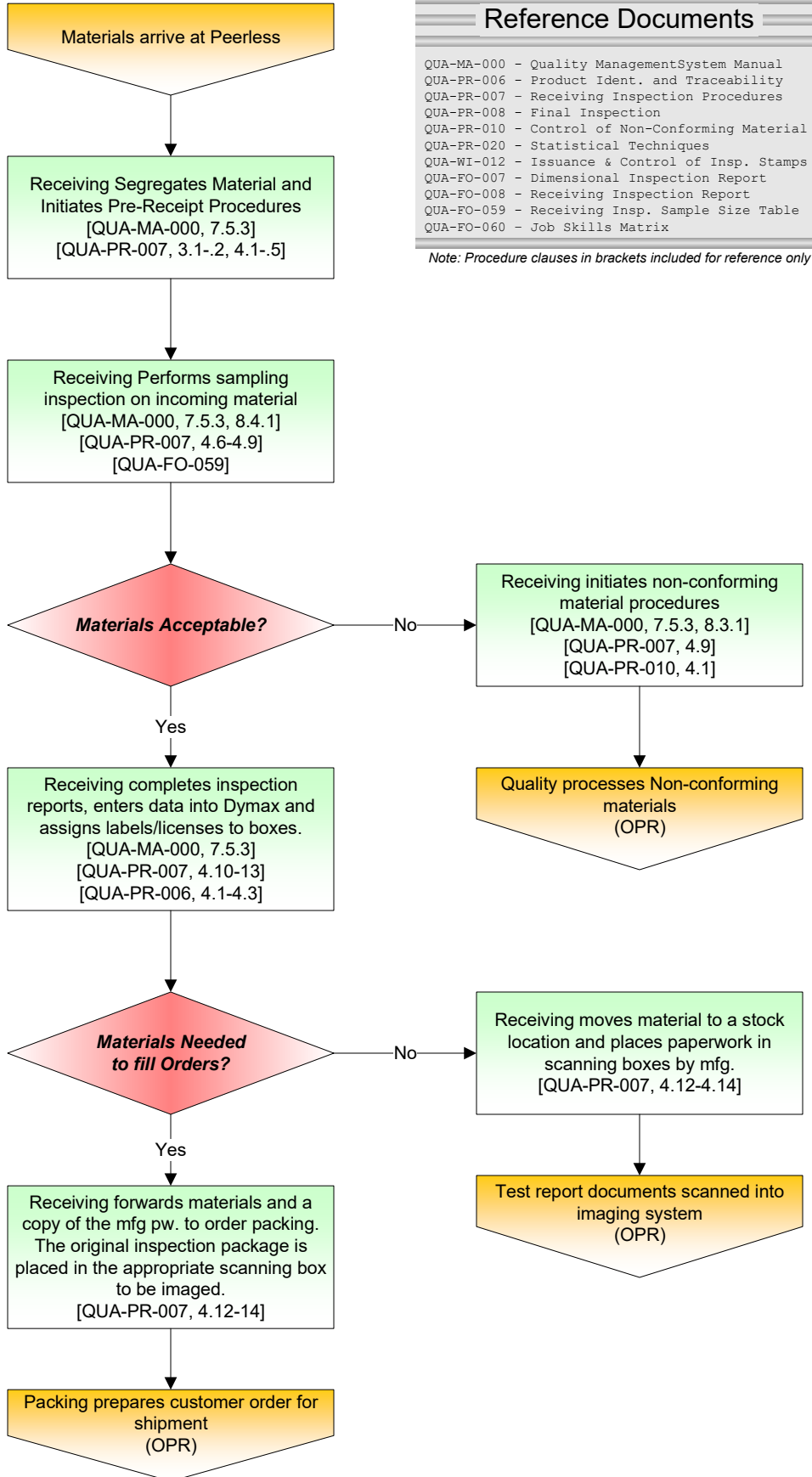
Performance Standard / Objectives:
Materials and paperwork correct and meet required print and PO specifications.

Output(s):
Accepted or rejected material or paperwork
Inspection Report package
Dymax binpart/inspection records

Reference Documents

QUA-MA-000 - Quality Management System Manual
 QUA-PR-006 - Product Ident. and Traceability
 QUA-PR-007 - Receiving Inspection Procedures
 QUA-PR-008 - Final Inspection
 QUA-PR-010 - Control of Non-Conforming Material
 QUA-PR-020 - Statistical Techniques
 QUA-WI-012 - Issuance & Control of Insp. Stamps
 QUA-FO-007 - Dimensional Inspection Report
 QUA-FO-008 - Receiving Inspection Report
 QUA-FO-059 - Receiving Insp. Sample Size Table
 QUA-FO-060 - Job Skills Matrix

Note: Procedure clauses in brackets included for reference only



PEAR WHS85 Information

Scope: The review of entered orders in preparation for lot assignment, material retrieval and the packing of customer orders.

Responsibility:
Shipping/Warehouse Mgt, Warehouse personnel

Risk Considerations:
Receive inaccurate information, FOD

Interfaces:
OE, Whs. Staff, Freight Carrier, QA, Dymax

Inputs:
Physical customer order documents
Dymax generated pick ticket

Facilities & Equipment:
Computer with access to Dymax System
Access to imaging viewing programs
Document printers and copy machine
Internet Access
Packing Equipment (scales, tape, bags, etc...)

Procedures:
See Reference Documents

Training/Knowledge:
Knowledge of packing procedures and contract review SHI-WI-007, QUA-WI-006
Knowledge of packing equipment

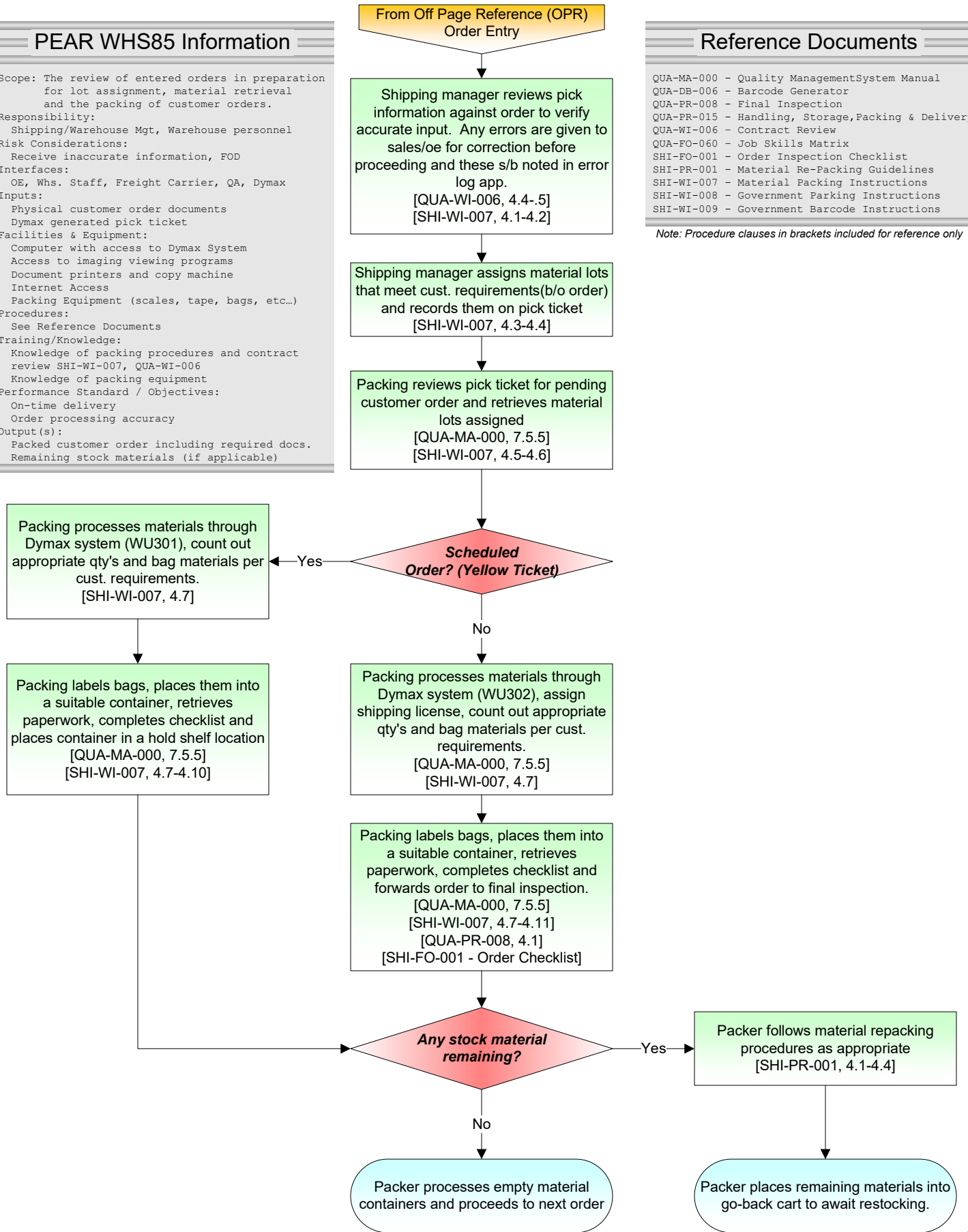
Performance Standard / Objectives:
On-time delivery
Order processing accuracy

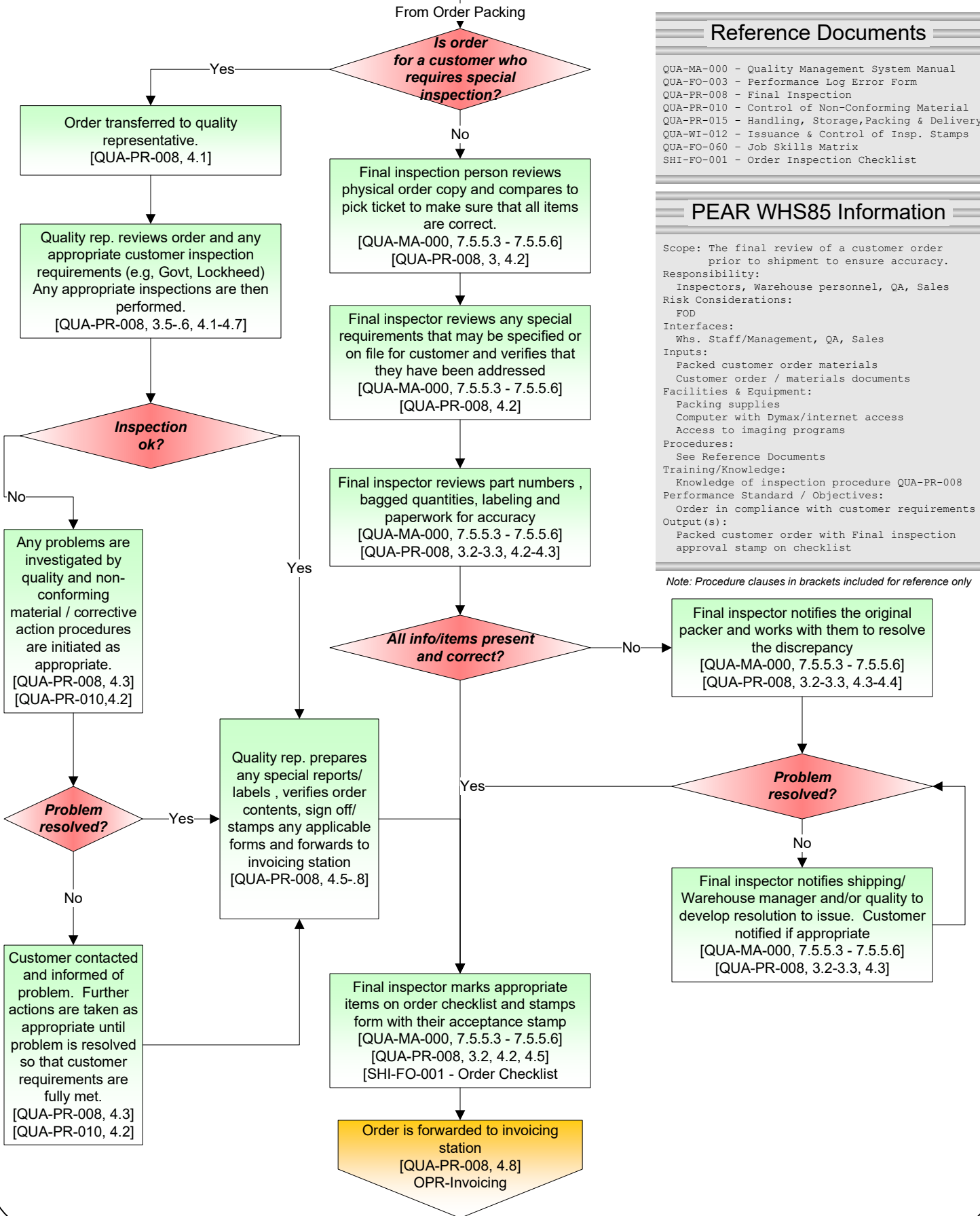
Output (s):
Packed customer order including required docs.
Remaining stock materials (if applicable)

Reference Documents

QUA-MA-000 - Quality Management System Manual
 QUA-DB-006 - Barcode Generator
 QUA-PR-008 - Final Inspection
 QUA-PR-015 - Handling, Storage, Packing & Delivery
 QUA-WI-006 - Contract Review
 QUA-FO-060 - Job Skills Matrix
 SHI-FO-001 - Order Inspection Checklist
 SHI-PR-001 - Material Re-Packing Guidelines
 SHI-WI-007 - Material Packing Instructions
 SHI-WI-008 - Government Packing Instructions
 SHI-WI-009 - Government Barcode Instructions

Note: Procedure clauses in brackets included for reference only





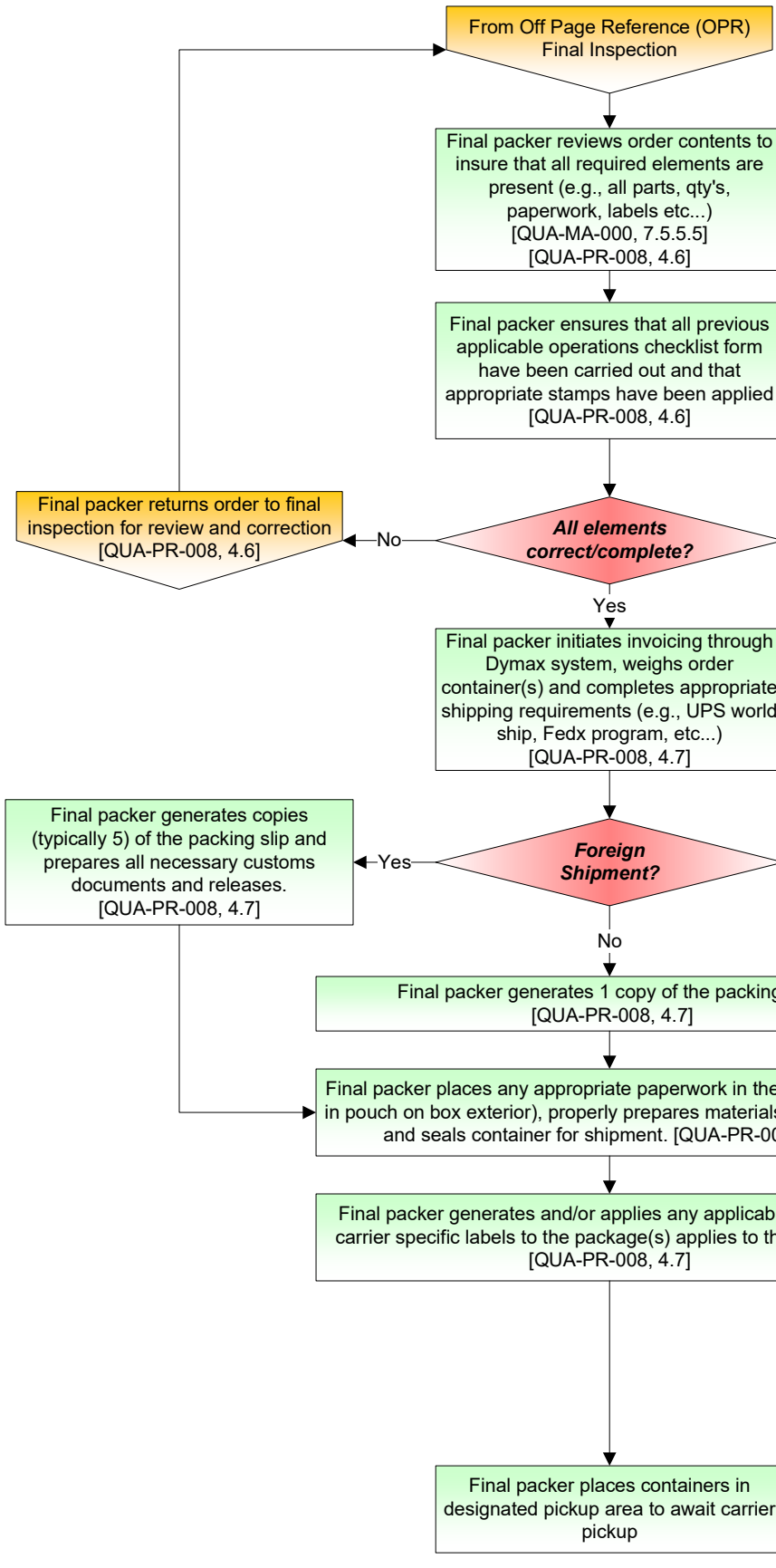
Reference Documents

- QUA-MA-000 - Quality Management System Manual
- QUA-FO-003 - Performance Log Error Form
- QUA-PR-008 - Final Inspection
- QUA-PR-010 - Control of Non-Conforming Material
- QUA-PR-015 - Handling, Storage, Packing & Delivery
- QUA-WI-012 - Issuance & Control of Insp. Stamps
- QUA-FO-060 - Job Skills Matrix
- SHI-FO-001 - Order Inspection Checklist

PEAR WHS85 Information

Scope: The final review of a customer order prior to shipment to ensure accuracy.
 Responsibility: Inspectors, Warehouse personnel, QA, Sales
 Risk Considerations: FOD
 Interfaces: Whs. Staff/Management, QA, Sales
 Inputs: Packed customer order materials
 Customer order / materials documents
 Facilities & Equipment: Packing supplies
 Computer with Dymax/internet access
 Access to imaging programs
 Procedures: See Reference Documents
 Training/Knowledge: Knowledge of inspection procedure QUA-PR-008
 Performance Standard / Objectives: Order in compliance with customer requirements
 Output(s): Packed customer order with Final inspection approval stamp on checklist

Note: Procedure clauses in brackets included for reference only



Reference Documents

QUA-MA-000 - Quality ManagementSystem Manual
 QUA-PR-008 - Final Inspection
 QUA-PR-015 - Handling, Storage, Packing & Delivery
 QUA-FO-060 - Job Skills Matrix
 SHI-FO-001 - Order Inspection Checklist

PEAR WHS85 Information

Scope: The final processing of a customer order for shipment including generating packing slips and 3rd party routing documents.

Responsibility:

Inspectors, Warehouse personnel

Risk Considerations:

FOD

Interfaces:

Whs. Staff/Management, Inspectors, Dymax

Inputs:

Packed customer order
 Customer order / materials documents

Facilities & Equipment:

Packing supplies
 Computer with Dymax/internet access
 Access to 3rd party shipping programs

Procedures:

See Reference Documents

Training/Knowledge:

Knowledge of procedure QUA-PR-015
 Knowledge of 3rd party packing programs

Performance Standard / Objectives:

Order in compliance with customer requirements
 Order Processing Accuracy

Output (s):

Sealed customer order with packing slip
 Final packer approval stamp on checklist
 Completed order packet

Note: Procedure clauses in brackets included for reference only

PEAR NCP87 Information

Scope: The handling, control and disposition of potentially or confirmed non-conforming materials.

Responsibility:
Inspector, Whs. Staff, QA

Risk Considerations:
FOD, other affected products

Interfaces:
QA, Customer, Whs. Staff, Inspector, Dymax

Inputs:
Reported non-conforming materials

Facilities & Equipment:
Computer with access to Dymax System
Phone, fax, copier and email access
Inspection Equipment

Procedures:
See Reference Documents

Training/Knowledge:
Knowledge of control process QUA-PR-010
Knowledge of CA process QUA-PR-011
Ability to read material prints
Ability to use counting & inspection equip.

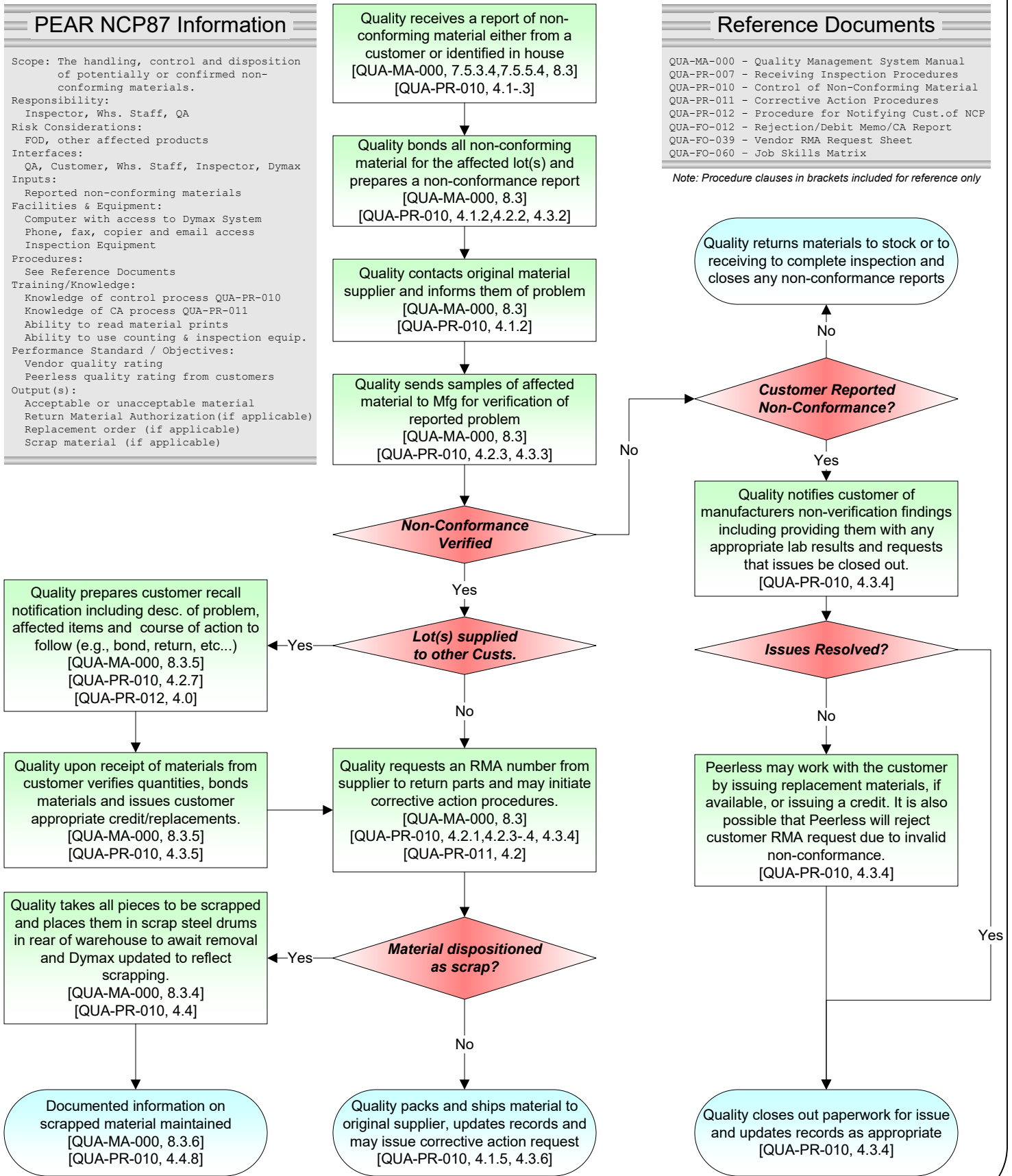
Performance Standard / Objectives:
Vendor quality rating
Peerless quality rating from customers

Output(s):
Acceptable or unacceptable material
Return Material Authorization (if applicable)
Replacement order (if applicable)
Scrap material (if applicable)

Reference Documents

QUA-MA-000 - Quality Management System Manual
 QUA-PR-007 - Receiving Inspection Procedures
 QUA-PR-010 - Control of Non-Conforming Material
 QUA-PR-011 - Corrective Action Procedures
 QUA-PR-012 - Procedure for Notifying Cust.of NCP
 QUA-FO-012 - Rejection/Debit Memo/CA Report
 QUA-FO-039 - Vendor RMA Request Sheet
 QUA-FO-060 - Job Skills Matrix

Note: Procedure clauses in brackets included for reference only



PEAR MME851 Information

Scope: The identification, control and calibration of monitoring and measuring equipment.

Responsibility:
QA Manager/Chief Inspector, inspectors

Risk Considerations:
FOD, damaged, out of calibration

Interfaces:
QA, Inspector, Equipment database

Inputs:
M&T equipment, master calibration equipment

Facilities & Equipment:
Computer with access equipment database
Inspection / Master Equipment
Outside calibration house

Procedures:
See Reference Documents

Training/Knowledge:
Knowledge of Reference documents

Performance Standard / Objectives:
Calibrated according to schedule

Output(s):
Properly calibrated/functioning M&TE

Records of each piece of M&ME maintained by quality
[QUA-MA-000, 7.6]
[QUA-PR-022, 3.1, 4.1]

Measuring equipment calibration checked on regular basis per schedule (bi-monthly or annual)
[QUA-MA-000, 7.6]
[QUA-WI-011, 4.2]

According to schedule quality inspector determines equipment to be checked for verification of measurement
[QUA-MA-000, 7.6]
[QUA-WI-011, 4.1-4.5]

Equipment Active?

Quality inspector ensures equipment is properly labeled that it is not calibrated and places into storage
[QUA-PR-022, 4.3]

Yes

Equipment Verifiable in house?

Outside agency contacted to perform verification either in-house or at their facility based on equipment type
[QUA-PR-022, 4.2]
[QUA-WI-011, 4.6]

Equipment brought to QA lab and verification inspection done according to appropriate section of QUA-WI-011, based on type
[QUA-MA-000, 7.6]
[QUA-WI-011, 4.6]

Equipment Acceptable?

Equipment removed from service. Outside calibration / repair facility contacted to repair or replace equipment
[QUA-MA-000, 7.6]
[QUA-WI-011, 4.6]
[QUA-PR-022, 4.6]

Equipment Acceptable?

Check next piece of equipment or end if none left

Impact analysis initiated to verify material that equipment may have been used on since last calibration.
[QUA-MA-000, 7.6]
[QUA-PR-022, 4.7]

Non-conforming material identified?

No further action required

Procedures for control of non-conforming product, customer notification and corrective action implemented as appropriate
[QUA-MA-000, 7.6.7]
[QUA-PR-022, 4.7]

Quality records updated with calibration information. Equipment labeled with sticker indicating last calibration date and next due date
[QUA-MA-000, 7.6]
[QUA-WI-011, 4.6]

Check next piece of equipment or end if none left

Reference Documents

- QUA-MA-000 - Quality Management System Manual
- QUA-PR-022 - Handling, Storage and Preservation of measuring and test equipment
- QUA-WI-011 - Equipment Calibration
- QUA-PR-010 - Control of Non-Conforming Material
- QUA-PR-011 - Corrective Action Procedures
- QUA-PR-012 - Procedure for Notifying Cust. of NCP
- QUA-FO-045 to 051 - Calibration Records

Note: Procedure clauses in brackets included for reference only

Yes

Yes