

TITLE: Quality Program Manual

Table of Contents	Page Number
SECTION 4.1 – QUALITY SYSTEM REQUIREMENTS (MANAGEMENT RESPONSIBILITY)	2
SECTION 4.2 – QUALITY SYSTEM	4
SECTION 4.3 – CONTRACT REVIEW	5
SECTION 4.4 – DESIGN CONTROL	6
SECTION 4.5 – DOCUMENT AND DATA CONTROL	6
SECTION 4.6 - PURCHASING	7
SECTION 4.7 – CONTROL OF CUSTOMER-SUPPLIED PRODUCT	8
SECTION 4.8 – PRODUCT IDENTIFICATION AND TRACEABILITY	9
SECTION 4.9 – PROCESS CONTROL	10
SECTION 4.10 – INSPECTION AND TESTING	11
SECTION 4.11 – CONTROL OF INSPECTION, MEASURING AND TEST EQUIPMENT	12
SECTION 4.12 – INSPECTION AND TEST STATUS	13
SECTION 4.13 – CONTROL OF NONCONFORMING PRODUCT	14
SECTION 4.14 – CORRECTIVE AND PREVENTIVE ACTION	15
SECTION 4.15 – HANDLING, STORAGE, PACKAGING, PRESERVATION, AND DELIVERY	16
SECTION 4.16 – CONTROL OF QUALITY RECORDS	17
SECTION 4.17 – INTERNAL QUALITY AUDITS	18
SECTION 4.18 – TRAINING	19
SECTION 4.19 – SERVICING	20
SECTION 4.20 – STATISTICAL TECHNIQUES	20

4.1 Management Responsibility

Quality Policy

“Our Reputation is built by our Customer’s Success ”

Policy:

The management team, including the President, Director of Materials and Manufacturing, Quality Manager and Program Managers is responsible for establishing a quality management system and building an organization with the skills and resources to ensure the success of the business. A management representative will be appointed by the President to monitor the Quality system. This representative is the Quality Manager. Management reviews will be scheduled to monitor, measure and ensure continuous improvement and compliance.

Responsibility:

The President is responsible for ensuring a strategic plan that accomplishes the quality policy. Directors of Materials and Manufacturing, Quality Manager and Program Managers are responsible for continuous improvement and execution. The President will support required resources to accomplish these objectives. An organization chart and job descriptions outlines these relationships and functional responsibilities.

Scope:

All employees are trained and aware of the quality policy and are responsible to support it. Defined management responsibility is identified in ADP.01.02 (management responsibility). Records will be kept in compliance with QAP.16.02 (Quality Records).

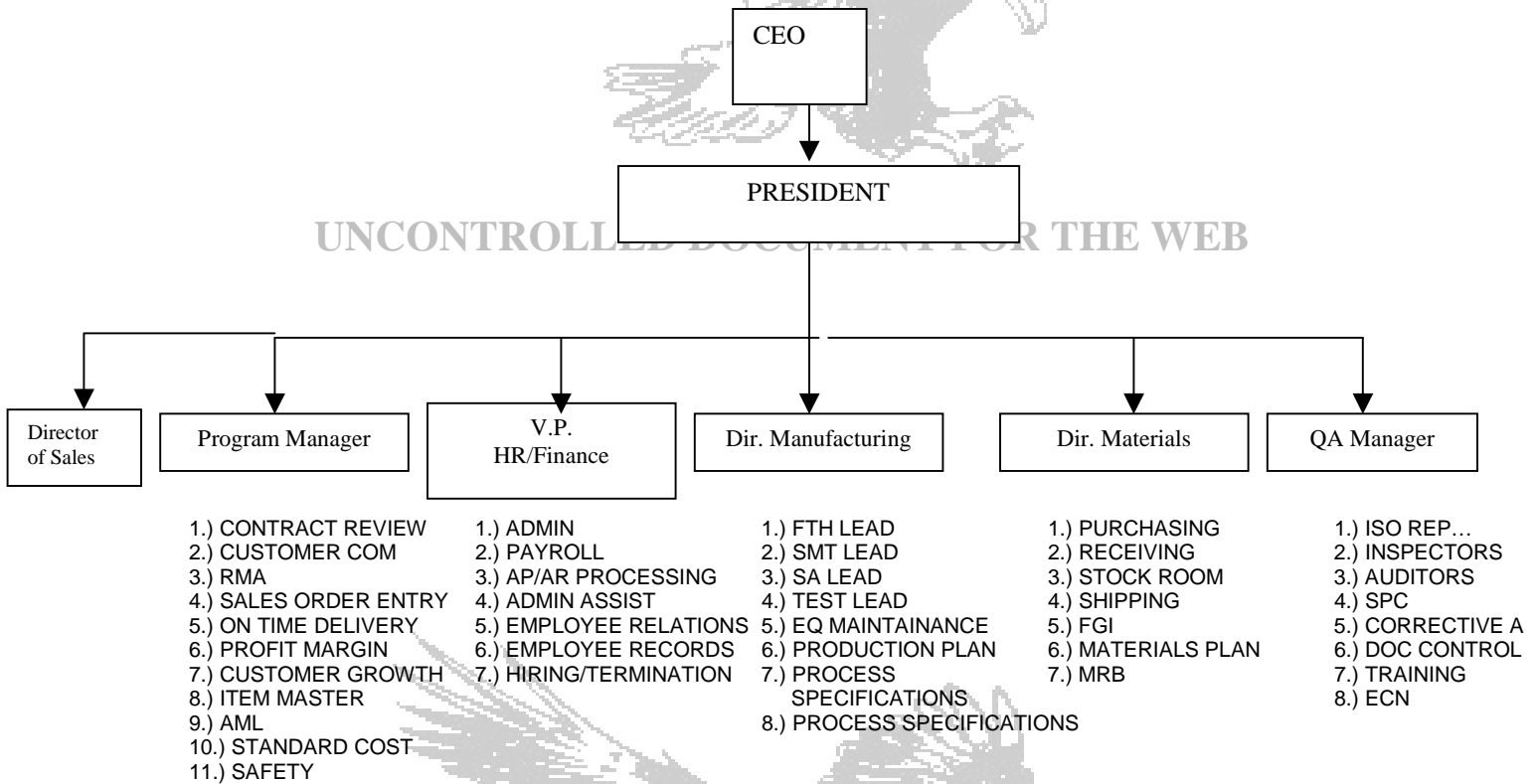
References:

ISO9002-1994

ADP.01.02

QAP.16.02

(ORGANIZATION CHART)



UNCONTROLLED DOCUMENT FOR THE WEB

4.2 Quality System

Policy:

A quality system is documented and maintained with the purpose of preventing product nonconformity at all stages of the process. A hierarchy of support documentation includes:

Quality Policy

Quality Policy Manual

Procedures

Work Instructions

Forms

Charts

A network of measurements, training, evaluation, controls and records comprise the quality system. The President, through the management review process is responsible for creating the quality plan.

Responsibility:

All employees who are involved in the process of producing the product directly or indirectly are responsible for the disciplines of the quality system. The President will structure the quality plan.

Scope:

The quality system is inclusive of the UStx Contract Services organization and reaches beyond the internal organization to its suppliers, customers, and agencies that set standards and controls. Records will be kept in compliance with QAP.16.02 (Quality Records).

Reference:

ISO9000-1994

QAP.02.01

QAP.16.02

4.3 Contract Review**Policy: UNCONTROLLED DOCUMENT FOR THE WEB**

All customer requirements will be reviewed prior to acceptance to ensure the following: Completeness and clarity of required information, the capability to meet the customer requirements and the resolution of any discrepancies. No verbal requirements will be reviewed or accepted.

Responsibility:

Program management is responsible for initiating and documenting the review process. Applicable functional managers will be responsible for verification and authorization of acceptance.

Scope:

This policy pertains to all employees in communication with our customer and that have the authority to accept legal commitments and requirements. Records will be kept in compliance with QAP.16.02 (Quality Records).

UNCONTROLLED DOCUMENT FOR THE WEB

Reference:

ISO9002-1994

ADP.03.05

QAP.16.02

4.4 Design Control**Non-applicable Policy**

USStx Contract Service's Quality System does not include Design Control as an element as it does not apply to the business.

UNCONTROLLED DOCUMENT FOR THE WEB

4.5 Document and Data Control**Policy:**

All controlled documents will be recorded and maintained on a master list to include: Document number, description, Revision level, and distribution. A procedure exists to control the creation and approval of new controlled documents, the distribution of these documents, and the changing of existing documents. Documents are assigned specific numbers per the document numbering hierarchy (QAW.05.03.01).

Responsibility:

The Document Control center, as a part of the Quality function is responsible for the adherence and management of this policy.

Scope:

All areas using controlled documents including customer supplied, internal, standards, or usage manuals are responsible for adhering to the procedures supporting this policy. Records will be kept in compliance with QAP.16.02 (Quality Records).

Reference:

ISO9002-1994

OPP.05.03

QAP.16.02

QAW.05.03.01

4.6 Purchasing**Policy:**

Purchased product will conform to all specifications. Customer's approved manufacturers list (AML) will always be the primary source of reference. Approval procedures are in place to deal with deviations. Procedures are in place to ensure that all purchasing activity and documentation is structured to verify accuracy of ordered material.

Procedures are established to evaluate, qualify (or disqualify), select and monitor suppliers and subcontractors. UStx Contract Services and / or our customer will have the right to verify supplier quality of product or process at their facility.

Responsibility:

Only identified agents for UStx Contract Services have the authority to purchase material either production or nonproduction related. Approval levels are established at defined dollar values. ADP.06.05.01 identifies the approved agents.

Scope:

All Purchasing agents, their managers and managers responsible for approval levels have the responsibility to enforce this policy. Records will be kept in compliance with QAP.16.02 (Quality Records).

References:

ISO9002-1994

ADP.06.05.01

QAP.16.02

4.7 Control of Customer Supplied Material**Policy:**

Customer consigned or supplied material will be controlled under the same procedures as purchased material. Customer contracts calling for specific handling instructions will take precedence over internal policy and procedure.

Responsibility:

Program management will be responsible for the coordination and communication between the customer and UStx Contract Services of all consigned material activity. Once delivered to UStx Contract Services, the material will be handled by procedures applied to purchased product.

Scope:

All employees involved in the receipt, storage, handling, assembly, return and shipment of material will adhere to this policy. Records will be kept in compliance with QAP.16.02 (Quality Records).

Reference:

ISO9002-1994

OPP.07.08

QAP.16.02

4.8 Product Identification and Traceability

Policy:

All components, sub assemblies and final assemblies will be identified with unique part numbers. Serializing of product will be done by customer specification. All material through out the process will be identified and labeled. All unique part numbers will correlate to technical support documents controlling the build of product. Non production supplies and free stock items used in production are exceptions.

Responsibility:

Program management has the responsibility of assigning specific part numbers. All Material, Quality and Production employees through out the process have responsibility for assuring proper identification.

Scope:

Product identification and tracking is required through out the entire process of receiving, storage, kiting, production, test, quality inspection, packaging and shipment. This includes the handling of rejected material in rework, MRB (Material Review Board) staging or RMA (Returned Material) staging.

Program management has the responsibility of coordinating requirements of our customers to support the needed technical documents. Records will be kept in compliance with QAP.16 (Quality Records).

Reference:

ISO9002-1994

OPP.08.08

QAP.16.02

UNCONTROLLED DOCUMENT FOR THE WEB

4.9 Process Control

Policy:

Appropriate control documents will schedule and route product through our processes. Work instructions and workmanship standards will be used for applicable processes. Employees are trained on all process controls. Production equipment is maintained per a schedule to ensure performance and accuracy. Proper building maintenance and housekeeping will ensure a suitable production environment. Appropriate measurements will monitor the process to ensure control and continuous improvement of processes.

UNCONTROLLED DOCUMENT FOR THE WEB

Responsibility:

Adherence to this policy is the responsibility of all management directly responsible for internal processes including; production, quality, materials and test.

Scope:

All employees responsible for scheduling, planning, managing, building or moving product through the facility adhere to this policy. Records will be kept in compliance with QAP.16.02 (Quality Records).

Reference:

ISO9002-1994

OPP.09.14

QAP.16.02

UNCONTROLLED DOCUMENT FOR THE WEB

4.10 Inspection and Testing

Policy:

Product testing will be done to customer specification and requirements. Detailed documented procedures are required for each test. Inspection points will be established to ensure the accuracy and compliance of all components, work in process, and final product. The focus of these inspections will include product conformity, workmanship and process / equipment control.

Responsibility:

As part of the supplier qualification process much of the component level inspection is the suppliers responsibility. In house inspection at receiving, designated work in process points and final inspection will all be the responsibility of the Quality manager and inspectors. All UStx Contract Services employees have a responsibility for the quality of their work and reviewing work done prior to their duties.

Scope:

Quality Assurance will identify required points of inspection and follow the established procedures for carrying out those procedures. Test will follow all customer-supplied specifications for the testing of identified product. Safety always is the first consideration. Records will be kept in compliance with QAP.16.02 (Quality Records).

Reference:

ISO9002-1994
OPP.10.01
QAP.16.02

UNCONTROLLED DOCUMENT FOR THE WEB

4.11 Control of Inspection, Measuring and Test Equipment

Policy:

A master list of equipment requiring calibration will be kept by document control. This list will identify equipment by description and serial number when available. The master list will serve as the calibration schedule identifying last date of calibration and the next requirement date. Equipment will be calibrated annually unless otherwise specified. Certificates of calibration will be recorded and maintained by document control. All calibrated equipment will be marked with a dated label. Only qualified calibration sub contractors will be used. Customer supplied equipment requiring calibration is included in this policy. No equipment identified on the master list is to be used if out of calibration unless a written waiver is provided by management or the customer.

Responsibility:

Program managers will be responsible for communicating required calibration of customer supplied equipment. Functional managers will be notified of calibration requirements and coordinate with purchasing the outsourcing of services required.

Scope:

Any functional manager or assigned personnel is responsible for assuring timely calibration of identified equipment. All employees should notify management in the case that a piece of equipment is out of calibration, been mishandled, damaged, or in disrepair. Records will be kept in compliance with QAP.16.02 (Quality Records)

Reference:

ISO9002-1994

OPP.11.01

QAP.16.02

4.12 Inspection and Test Status**Policy:**

All conforming and non-conforming material will be clearly marked and segregated upon determination of status at test or inspection. This will include specified identification of each piece and / or lot as well as required signatures on tracking documents. All non-conforming product that is reworked will be reinspected or retested. All conforming product will be final cleared for shipment and all non-conforming product will be submitted to MRB (Material Review Board, OPP.13.10) for disposition.

Responsibility:

Any Test or Inspection personnel will be responsible for individual marking of product. It is the responsibility of anyone handling that product to ensure the marking stays intact.

Scope:

All employees involved in any process handling, building, reworking, inspecting, testing or shipping of product are responsible for this policy. This includes participants in the MRB process. Records will be kept in compliance with QAP.16.02 (Quality Records)

Reference:

ISO9002-1994

OPP.13.10

OPP.13.11

QAP.16.02

4.13 Control of Nonconforming Material

Policy:

All non-conforming material will be prevented from use. Upon identification, procedures documented to manage repair or rework, MRB(material review board) or RMA (returned material authorization) will ensure correct disposition. Any repair or rework that is outside of customer specification will be communicated to the customer for written approval. MRB and RMA review teams will ensure proper identification, documentation, evaluation, disposition and corrective action.

UNCONTROLLED DOCUMENT FOR THE WEB

Responsibility:

Program managers will coordinate the need for any returned product. Members of both the RMA and MRB review teams will disposition product. All employees in the inspection and rework loop will adhere to the repair and rework procedure. Disposition options of rework, use as is, return to supplier, scrap will dictate different levels of involvement.

Scope:

Nonconforming material encompasses all areas of product control, customer coordination and supplier management. These procedures are a main input into the corrective action process (QAP.14.01). Records will be kept in compliance with QAP.16.02 (Quality Records).

Reference:

ISO9002-1994

QAP.13.10

OPP.13.10

OPP.13.11

QAP.14.01

QAP.16.02

UNCONTROLLED DOCUMENT FOR THE WEB

4.14 Corrective and Preventive Action

Policy:

Preventive actions that are initiated by the review of internal audits, quality records, process measurements, customer concerns or employee awareness will follow the same corrective action procedures. A formal corrective action procedure is established to deal with identified non-conformances in equipment, processes, or product. The corrective action procedure will include all fundamental steps in problem solving including identification of non-conformity, possible causes, possible solutions, change required, implementation of change and follow up.

Responsibility:

Management review will be responsible for assuring continuous improvement and the review of this policy. The corrective action committee, managing the corrective action log (QAF.14.02) will be responsible ensuring the ongoing process. All employees will participate in the solutions. Customers, suppliers and all employees are empowered to initiate corrective action requests.

Scope:

It is important that the corrective action process encompasses the entire operation including the supplier base, sub contractors, customers and regulatory agencies. Records will be kept in compliance with QAP.16.02 (Quality Records)

Reference:

ISO9002-1994

QAP.14.01

QAP.16.02

QAF.14.02

QAP.16.02

4.15 Handling, Storage, Packaging, Preservation and Delivery

Policy:

All products will be handled in a manner to prevent damage and deterioration. Secured storage will be limited to authorized personnel. Items with shelf life will be identified and controlled on a FIFO (First in – first out) inventory process. Climate sensitive material will be identified and stored in appropriate conditions. A formal ESD (Electro-static discharge) plan will identify, monitor, verify or point out nonconformance of controls. ESD sensitive product will be stored in ESD protective packaging. Customer specifications or special packaging requirements will always take precedence.

Responsibility:

All suppliers, employees, value-added services, delivery services and customers must meet all procedures that support this policy.

Scope:

All aspects of handling, storage, packaging, preservation and delivery and all those associated with these activities are directed by this policy. Records will be kept in compliance with QAP.16.02 (Quality Records)

Reference:

ISO9002-1994

OPP.15.08

QAP.16.02

UNCONTROLLED DOCUMENT FOR THE WEB

4.16 Control of Quality Records

Policy:

In support of the quality system, required quality records will be identified and the period of retention determined. A master list will be maintained to identify these records. These records will be stored to minimize deterioration and have ease of accessibility. Active records will be maintained by the functional area responsible. Quality records can be in the form of reports, minutes of meetings, measurements, sign offs, data logs, forms, etc. Quality records can be in the form of hard copy or electronic data.

UNCONTROLLED DOCUMENT FOR THE WEB

Responsibility:

The functional manager or designee is responsible for identified quality records pertaining to their area.

Scope:

Quality records are the foundation for continuous improvement and are established to provide data for corrective action and management review. The master list will identify responsibility. Records will be kept in compliance with QAP.16.02 (Quality Records)

Reference:

ISO9002-1994

QAP.16.02

UNCONTROLLED DOCUMENT FOR THE WEB

4.17 Internal Quality Audits

Policy:

UStx Contract Services will conduct comprehensive, documented and scheduled quality audits to ensure compliance to the quality system. Personnel independent of the audited area will conduct all audits. Nonconforming conditions will be documented, reviewed with the responsible manager, and when required corrective actions implemented. Audit team members will be trained in preparing for, conducting and following up on all audits.

UNCONTROLLED DOCUMENT FOR THE WEB

Responsibility:

Management will determine the schedule of audits based on the importance and status of the activity. Only Audit team members will perform audits. All employees are responsible for participation and cooperation with auditors in their area. Functional areas will be responsible for implementing and monitoring any required corrective actions.

Scope:

All elements of ISO9002, established policy and procedures, and processes are activities considered for internal auditing. Records will be kept in compliance with QAP.16.02 (Quality Records).

Reference:

ISO9002-1994

QAP.17.01

QAP.16.02

UNCONTROLLED DOCUMENT FOR THE WEB

4.18 Training

Policy:

UStx Contract Services will identify training needs of personnel and provide the required training. At a minimum, annual assessment of individual performance will be documented and training needs identified. Job qualification will be based on education, training and experience. Orientation training will be mandatory.

Responsibility:

Functional managers will be responsible for skill assessment. Training can be conducted in-house or by an outside provider. The Quality Manager will maintain training records, schedules and requirements.

Scope:

Training touches on all levels of the organization. Identifying training needs is a direct result of assessment, corrective action and continuous improvement. Records will be kept in compliance with QAP.16.02 (Quality Records)

Reference:

ISO9002-1994

QAP.18.04

QAP.16.02

UNCONTROLLED DOCUMENT FOR THE WEB

4.19 Servicing

Non-applicable Policy

UStx Contract Services does not participate in the installation or servicing of installed equipment. Other assumptions of services such as Warrantee repair or RMA are covered in other elements of this manual.

4.20 Statistical Techniques

Policy:

UStx Contract Services will incorporate the use of SPC (Statistical Process Control) methods where and when it is applicable in determining the acceptability of process capability. It will also be used to establish inspection-sampling criteria.

Responsibility:

Management will determine the need and provide needed training in the use of SPC. Data collection will be the responsibility of employees assigned to the identified process. Evaluation and required corrective actions based on gathered data will be the functional managers responsibility.

Scope:

SPC will be used on an as needed basis determined by management. Records will be kept in compliance with QAP.16.02 (Quality Records)

Reference:

ISO9002-1994

QAP.16.02

QAP.20.01