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Quality Assurance Manual

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1.0 Scope

This manual describes McGarvins Quality System Policies and Procedures. These policies and procedures control all activities from Supplier procurement to customer shipment of articles.

1.1 Policy

The quality program is developed to assure customer satisfaction by providing quality products. We will perform all activities in a manner, which meets or exceeds the expectations of our customers.

1.2 Application

The quality System described herein is mandatory for all activities performed at McGarvin, or any of its subcontractors, to assure product conformance to the applicable drawing, and/or contract requirement.

2.0 Organization

2.1 Quality Manager

The Quality Manager reports directly to Bob Skinner (Pres.) and has delegated authority and organizational freedom to identify and evaluate quality problems and to initiate, recommend or provide solutions.

2.2 Responsibilities

The Quality Manager is responsible for:

a. Update and distribution control of the Quality Manual as required.

b. Planning to meet customer's quality requirements.

c. Determining inspection points within the system.

d. Approval of quality work instructions.

e. Directing inspection activities.

f. Surveillance of procurement documents.

g. Approval of Suppliers

i. Monitoring procedures to assure compliance

j. Reviewing and maintaining Quality Records.

k. Calibration of Measuring and Test Equipment.

1. Approval of disposition of Nonconforming Articles

m. Corrective action coordination

3.0 Quality Program

3.1 Documentation

The Quality Program is documented within this manual and may be supported at any point by desk or work instructions that may be selected to increase control of a quality function. Desk or work instructions affecting Quality shall be approved by the Quality Manager.

3.2 Planning

The Quality Program is planned to control products from the requirements of a customer order to include procurement practices, receipt of material, receipt inspection of supplier material, handling and storage to the eventual shipment of an article to our customer.

3.3 Indoctrination and Training

Employees are indoctrinated and trained, as necessary, to assure that suitable proficiency is achieved and maintained throughout our operation systems. Training is performed as "On the Job Training" under the direct supervision of management. Procedural changes are implemented by training of any individual(s) affected by the change.

4.0 Procurement Document Control

4.1 System of Procurement

Procurement documents are (computer) (manually) generated and include appropriate technical and quality requirements. When a customer has special requirements, such as a Certificate of Compliance, our program is designed to include the requirement into our procurement documents.

4.2 Review and Approval

Procurement documents are reviewed and approved by the Purchasing Manager. The Quality Manager performs random surveillance of procurement documents semi-annually and documents the results.

4.3 Changes to Documents

Changes to procurement documents are subject to the same level of control as in preparation of the original document.

5.0 Instructions and Drawings

5.1 Work Instructions

Work instructions are utilized in support of this Quality Manual to improve the control of a specific operation or evaluation, but in no circumstances shall these documents supersede or change the requirements of this manual.

5.2 Drawings

Drawings, specifications and/or catalog criteria shall be used to control the technical requirements of products offered to our customers.

6. Document Control

6.1 Current Issues

The latest issue of drawings, specifications, work instructions and Customer orders will be utilized to control articles throughout the operations system.

6.2 Modification or Design Changes

Obsolete documents caused by modification or design change will be identified as such and removed from use

7.0 Control of Purchased Items

7.1 Incoming Items

Purchased items will be checked against the Purchase Orders.

7.2 Certifications

Certificates will be checked with shipment of parts if a certificate of compliance is requested.

7.3 Rejected Articles

Rejected articles will be returned to supplier unless deemed as UAI.

7.4 Acceptance

All accepted parts will be either used once accepted, or put in inventory to be used at a later date.

8.0 Inspection

8.1 Stock

Stock re-inspection will be implemented on specific articles in storage as a result of a customer complaint or any suspected Quality problem concerning an article. Rejected articles will be identified or segregated and disposition in accordance with control of nonconforming material. Accepted articles will be returned to the stock location.

8.2 Final Inspection

Inspection of articles to be delivered to a customer will be accomplished prior to packaging for identification, damage and in accordance with the shipping document. The customer ordered requirements are included (with) (in) the shipping document. Rejected articles will be identified or segregated and disposition in accordance with control of nonconforming material. Accepted articles will be identified on the shipping document as accepted by (signature) (stamp impression) (initials)

8.3 Shipping

Inspection of the packaging will include evaluation to determine adequacy to preclude damage during delivery and any special requirements directed by the customer order. Customer requirements for Certifications will be included with the pack slip.

9.0 Control Of Measuring Equipment

9.1 Commercial Equipment

Calibration of normal commercial equipment (i.e., rulers, tape, measures, levels, and other similar devices) is not required. It is the responsibility of the user to report worn or damaged equipment to management to prevent inadvertent use.

9.2 Special Devices

Calibration will be performed and maintained at prescribed intervals in accordance with Appendix B.

9.3 Identification of Equipment

Each item is identified with current status of calibration and the user is responsible to verify an item is serviceable. Items too small to be identified are serialized, and calibration status is maintained by a traceable record supporting a calibration recall system.

10.0 Control of Nonconforming Articles

10.1 Dispositions

All nonconforming articles are reviewed to determine disposition; the disposition is documented on the accompanying paperwork.

10.2 Approval of Dispositions

A. The quality Manager approves all dispositions of nonconforming articles as follows:

1. Return to Supplier
2. rework to Specification
3. Scrap

B. Customer approval of the following dispositions shall be requested and required prior to delivery of articles:

1. Use as is (waiver)
2. Repair to a Useable Condition

10.3 Reworked and repaired items are re-inspected and/or tested in accordance with the disposition document.

11.0 Corrective Action

Conditions adverse to quality shall be promptly identified and corrected. In the case of significant conditions adverse to Quality, the cause of the condition shall be determined and action planned to correct and preclude repetition.

11.1 Customer Complaints

Responses to Customer complaints will in the form required by the customer.

12.0 Quality Records

12.1 Retention

Quality records traceable to an article or lot of articles will be stored by the identifying part number. The inspection report will be stored with the Customers print, and will be kept with the print until there is a rev change to the specific part.

CALIBRATION INTERVALS:

Equipment	Interval
Master Gage Block Set	Two Years
Caliper	One Year or as needed

*Calipers will be replaced when out of spec according to gage blocks.

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