ASM
AEROSPACE SPECIFICATION METALS, INC.

QUALITY MANUAL

Rev: G

ASM Management		Approvals	Date
Catherine Riesgo	*CEO*	Signature on file	2/11/16
Douglas Bridges	*President*	Signature on file	2/11/16
Radcliffe Getten	*Quality Manager*	Signature on file	2/11/16

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REVISION HISTORY

This Manual is reviewed annually and revised as required to address changes in operating specifications, Customer and Regulatory Authorities requirements. Printed versions of this manual are considered uncontrolled and not subject to change or update.

REV. No.	CHANGE DESCRIPTION	REVISION DATE	APPROVED BY
N/C	Initial Release based on International and Aerospace Standards ISO 9001:2008 & AS 9100A:2001	3/07/03	CE Rebollar
A	Cover Page: Added Initial Release Date; Revised revision date and level. Page 2: Added Revision "A" to Revision History block; Page 3: Removed VP of Operations Position; Page 10: Removed VP of Operations Signature Block; Page 12: Removed VP of Operations Responsibilities; and Added new Responsibilities to VP Position;	6/06/03	CE Rebollar
B	1. Reformatted entire manual 2. Removed section I & II 3. Updated process interaction flowchart 4. Moved management signature from sec. 5.1 to front cover 5. Changed Quality Policy 6. Changed Objectives 7. Updated Org Chart 8. Additional exclusions of sections 7.5.1.5 Control of Service Operation and 7.5.2 Validation of Processes for Production 9. All changes, including above, in manual are identified with change bar on right column	4/12/04	Rad Getten
C	1. Page 3 change. Added 7.5.1.1 to 7.5.1.5 2. Changed all references of AS9100A:2001 and AS9100:2001 to AS9100B 3. Added references to various procedures 4. Reference change bars for all changes	8/16/05	Rad Getten
D	1. Changed all references of ISO9001:2000 to ISO9001:2008 2. Updated Org Chart	3/26/10	Rad Getten
E	1. Corrected table of contents reference for Section 6. It incorrectly referenced Section 6 as 'Measurement, Analysis and Improvement' instead of 'Resource Management'	4/14/10	Rad Getten
F	1. Changed all reference from AS9100 to AS9120. Reformatted to 9001 and 9120 T of C. 2. Updated Org Chart 3. Edited paragraphs to reflect change to AS9120.	4/24/11	Rad Getten
G	1. Updated cover page and Organization chart to reflect change in title of President and CEO	2/11/16	Rad Getten

1. Scope

1.1 General

ASM Aerospace Specification Metals, Inc. (ASM) is a distributor of commercial & aerospace raw materials and has developed and implemented a Quality Management System that complies with International & Aerospace standards ISO 9001:2008 & AS9120A, where ASM:

- will demonstrate its ability to consistently provide product that meets Customer and applicable Regulatory Authority requirements, and
- will enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to Customer and applicable Regulatory Authority requirements.

1.2 Application

ASM has excluded sections 7.3 Design and Development and 7.5.2 Validation of Processes for Production and Service Provision from the application requirements of ISO 9001:2008 and AS 9120A. This decision is supported by the scope of our organization and product. This exclusion does not affect the organization's ability, or responsibility, to provide product that meets Customer and Regulatory Authority requirements.

2. Normative reference

The following standards will be checked for their latest revision:

- ISO 9001:2008
- AS 9120A

3. Terms & Definitions

The following terms and definitions will apply at ASM

Supplier ⟶ Organization ⟶ Customer

Supplier = ASM suppliers
Organization = ASM
Customer = ASM customers

4. Quality Management System

4.1 General Requirements

ASM has established, documented, implemented and maintains a Quality Management System in accordance with the requirements of ISO 9001:2008 and AS9120A and continually improve its effectiveness by:

- identifying processes needed for the Quality Management System and their application throughout the organization,
- determining the sequence and interaction of these processes,
- determining criteria and methods needed to ensure that both the operation and control of these processes are effective,
- ensuring the availability of resources and information necessary to support the operation and monitoring of these processes,
- monitoring, measuring and analyzing these processes, and
- implementing actions necessary to achieve planned results and continual improvement of these processes.

These processes are managed by ASM in accordance with the requirements of the ISO 9001:2008 & AS 9120A standards. Where ASM chooses to outsource any process, that affects product conformity with requirements, ASM ensures control over such processes. Control of such outsource processes are identified within the Quality Management System.

4.2 Documentation Requirements

4.2.1 General

The Quality Management System documentation includes:

- documented statements of the quality policy and quality objectives,
- a quality manual,
- documented procedures required by the ISO 9001:2008 & AS 9120A standards,
- documents needed by the organization to ensure the effective planning, operation and control of its processes,
- records required by the ISO 9001:2008 & AS 9120A standards, and
- quality system requirements imposed by the applicable regulatory authorities.

ASM will ensure that personnel have access to the Quality Management System documentation and are aware of relevant procedures. Customer and/or Regulatory Authorities representatives will have access to Quality Management System documentation.

When required by contract, changes (i.e. Ownership, Location, Name,...) will be documented and communicated to the customer Quality Assurance Representative prior to effectivity of the change.

Customer and/or Regulatory Authority have the right to enter ASM facility and our suppliers' facility to access quality records, quality system documentation, and the right to verify product and conduct audits.

4.2.2 Quality Manual

ASM has established and maintains a Quality Manual covering the requirements of ISO 9001:2008, AS 9120A, Customer and Regulatory Authorities requirements, and also includes:

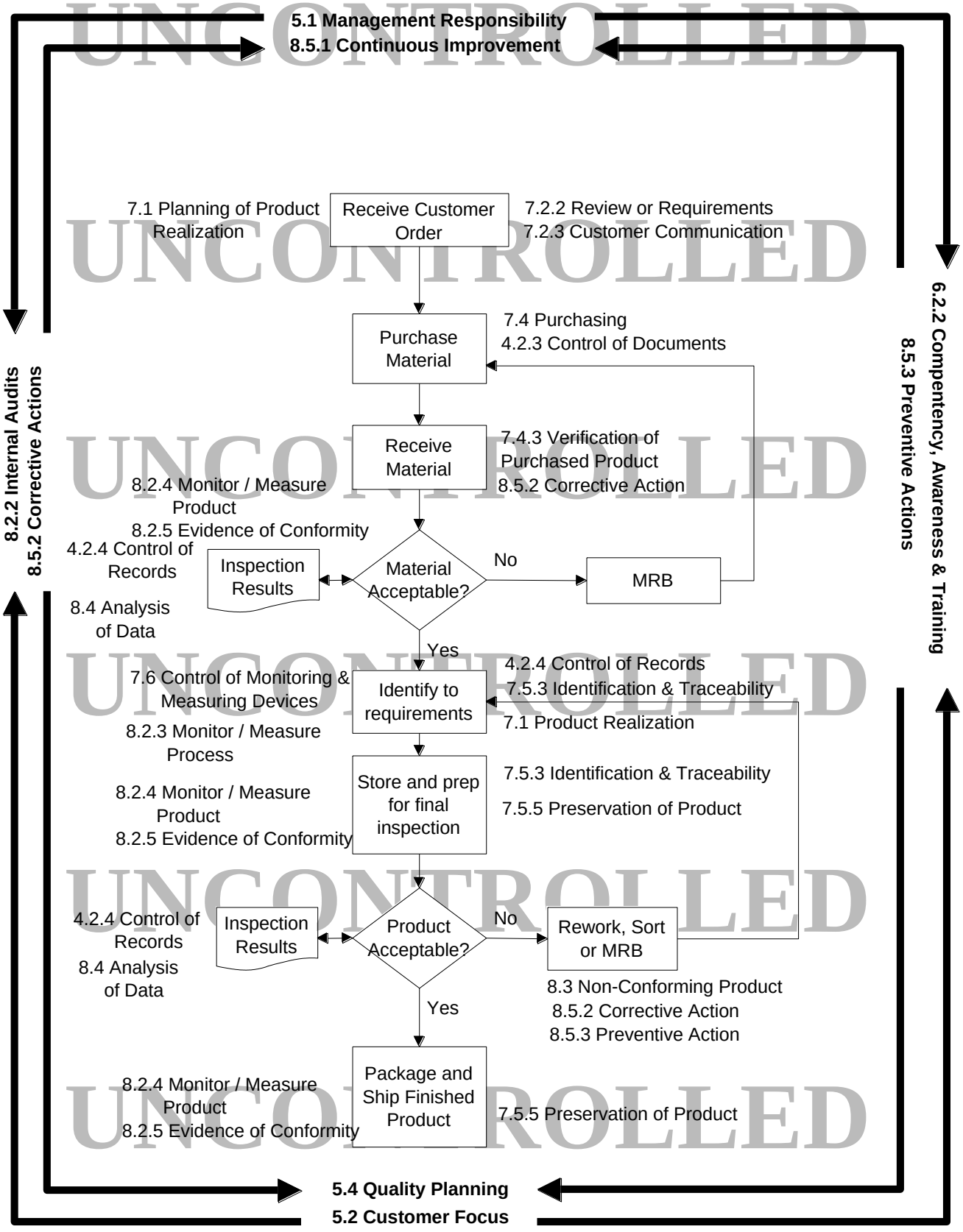
- the scope of the Quality Management System, including details of and justification for any exclusions (see 1.2),
- references to the documented procedures established for the Quality Management System and clearly showing the relationship between the requirements of ISO 9001:2008 & AS 9120A standards and the documented procedures,
- a description of the interaction between the processes of the Quality Management System.

The Quality Manual makes reference to Quality System Procedures. The outlined structure of the documentation used in the Quality System is as follows:

- Level (1) – Quality System Manual
- Level (2) – Quality System Procedures
- Level (3) – Quality System Forms

Major process interactions of ASM Quality Management System are: See Flowchart.

QMS Process Interaction



4.2.3 Control of Documents

All documents & records required for the quality system (internal & external documents & records) will be listed with their revision level and controlled. All documents shall:

- Be approved, reviewed and updated for adequacy prior to issue,
- The correct version of the document will be available at point of use,
- All documents will be legible and remain legible through out the life of the document,
- Documents will be readily identified and retrievable, this will include obsolete documents, which may be kept for reference purposes and will be suitably marked.

Reference Documents
QP110 – Document and Data Control

4.2.4 Control of Quality Records

All quality records generated, as a result of maintaining this quality system shall be kept as evidence of the effectiveness and compliance of the system. This includes pertinent (affecting material) records created by and/or retained by suppliers. All records will be identified, and their retention time recorded. All records will be kept stored in a suitable environment so that they can be protected, retrieved and eventually disposed. Records will also be available for review by customers and regulatory authorities in accordance with applicable requirement(s).

Reference Documents
QP240 – Quality Record

5. Management Responsibility

5.1 Management Commitment

The Management at ASM has communicated the importance of this quality system, meeting customer, regulatory and legal requirements and will continue to do so to all employees. Some of the ways in which this is achieved are detailed below:

- Reviews of our Quality Policy and Objectives
- Conducting management reviews
- Ensuring that adequate time, space, equipment, training and other resources are provided for.

ASM is committed to the policies and procedures described and referenced within this manual. The signatures on the manual by management indicate acceptance, review and approval of all policies and requirements within this quality manual.

5.2 Customer Focus

Top Management at ASM has the responsibility of ensuring that customer requirements are always identified and provided for with the aim of enhancing customer satisfaction.

5.3 Quality Policy

ASM Aerospace Specification Metals, Inc. is committed to continuously improve its Quality Management System with a overall goal of procuring and furnishing quality product and service, delivered on-time, that will meet or exceed our customers needs and expectations.

5.4 Planning

5.4.1 Quality Objectives

ASM has documented objectives that ensures product requirements are met, are relevant at all functional levels of the organization, is measurable and consistent with the quality policy.

Additionally ASM has developed the following commitments in support of our policy and objectives:

- ASM is committed to development and training of employees in order to make them a more productive member of the ASM team.
- ASM is committed to improving our processes in order to better manage our system and produce a more consistent quality product.
- ASM is committed to maintaining focus on our customers in order to effectively continue to meet and exceed their needs.

Reference Documents
QP260 – Management Responsibility

5.4.2 Quality Management System Planning

ASM has established a quality system, which is documented and implemented; this will be our plan for ensuring integrity of the quality system. If changes in our organization occur which could affect our quality system these will be reviewed and planned for in advance and in a controlled manner. These changes will also form part of our Management review process.

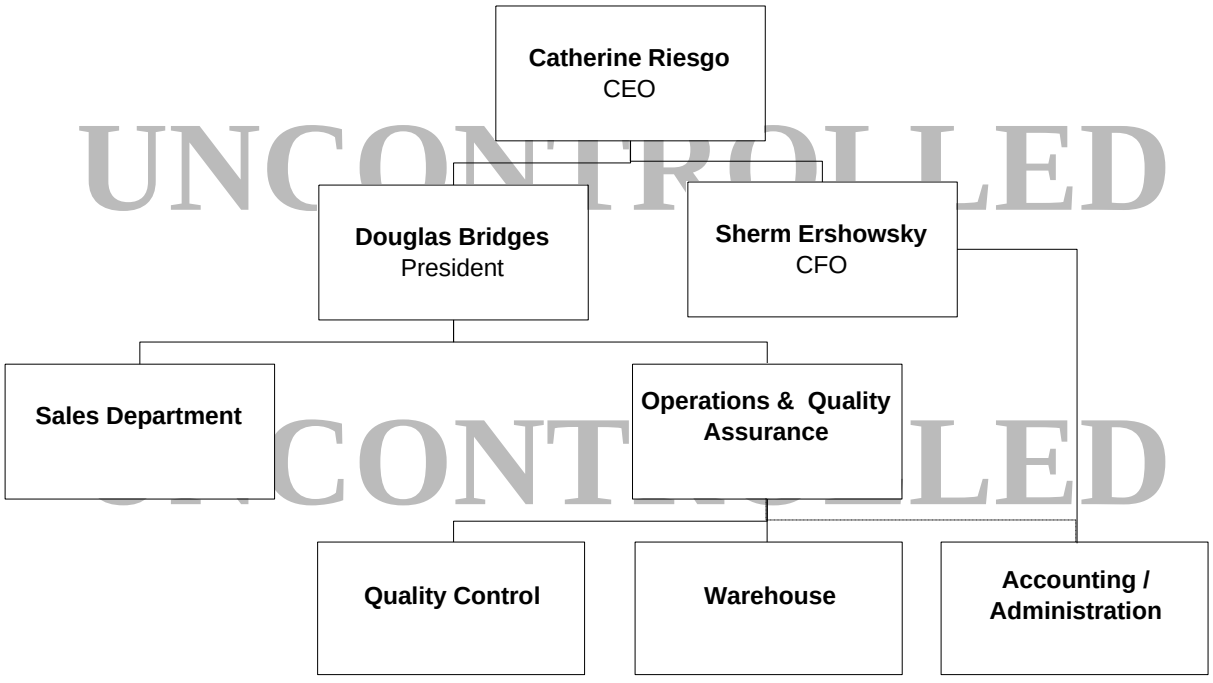
5.5 Responsibility, authority & Communication

5.5.1 Responsibility and Authority

The responsibility, authority and the inter-relation of personnel who manage, perform and verify work affecting quality are defined and documented as follows:

- Organizational chart specifies the delegated authority and interrelationships within the departments.
- The responsibilities of personnel are defined in the job descriptions for employees who manage, perform and verify work affecting quality.

ASM Organizational Chart



5.5.2 Management Representative

The Quality Manager is the company Management Representative having responsibility and authority for:

- ensuring that the Quality Management System is established, implemented, and maintained
- reporting to the top management of the company on the performance of the Quality Management System and areas for improvement
- promoting awareness of quality and customer requirements to all personnel
- liaison with the registrar
- resolving matters pertaining to quality without restriction.

5.5.3 Internal Communication

The status regarding the effectiveness of the Quality Management System is monitored and reported utilizing a Quality Reporting System. This information is communicated to all personnel as well as posted on company notice boards.

5.6 Management Review

5.6.1 General

To measure the continued suitability & effectiveness of our quality system, management on an annual basis will review our quality system. Quality will chair the review and record minutes from this meeting. Records will be kept, including any actions resulting from this review, in accordance with 4.2.4.

5.6.2 Review Input

Inputs have been identified as part of our set agenda for the Management review. These inputs include all of the requirements of the standard and other areas, as needed.

5.6.3 Review Output

The output from the Management review will be recorded in the form of minutes and a list of action items. The list of action items will show:

- Objective(s) and policy changes
- Improvements of the effectiveness of the Quality Management System and processes
- Improvement of product related to customer requirements
- Resource needs

Reference Documents
QP250 – Quality Reporting
QP260 – Management Responsibility

6. Resource Management

6.1 Provision of resources

Resources will be provided by ASM top management to ensure all processes are implemented, that customer requirements are met to enhance satisfaction, and that continuous improvement efforts are accomplished to maintain effectiveness of the quality management system.

6.2 Human Resources

6.2.1 General

All personnel at ASM will be trained, educated, or have appropriate experience and skills to ensure that they can fulfill their responsibilities.

6.2.2 Competency, Awareness and Training

ASM is committed to develop its employees through training and reviews of their progress, needs, and the effectiveness of training. Training will be carried out against needs that have been identified and this training will be recorded in accordance with section 4.2.4. Also any tasks which are identified as requiring specific skills, training, education, or qualifications will be provided for.

Reference Documents
QP230 - Training

6.3 Infrastructure

ASM facilities are maintained, temperature controlled and clean. There is adequate workspace and equipment to perform all processes within the quality system. This includes control of the inspection & storage areas.

6.4 Work Environment

The work environment is air-conditioned, where necessary, and each person is provided with a workspace and associated equipment and furniture to be able to perform their tasks.

7. Product realization

7.1 Planning of Product Realization

ASM will plan, control, approve, monitor and set standards so as to prevent problems which may arise during order processing, material receipt, material storage, and shipping. This will include determination of quality objectives and product requirements, as appropriate.

These processes will be scheduled, planned and carried out under controlled conditions and will include:

- Work Instructions (where applicable),
- Suitable working environment & reference to any standards applicable.
- Scheduling Inspection & checks and acceptance criteria
- Keeping records to support conformity of the processes.
- Identify resources needed for support of product and processes

7.1.1 Configuration Management

ASM has an established and documented configuration management process appropriate to the product, when applicable.

Reference Documents
QP110 – Document and Data Control

7.1.2 Control of Work Transfers

When planning to temporarily transfer work to a location outside ASM's facilities, ASM will define the process to control and validate the quality of the work.

Reference Documents
QP115 – Purchasing
QP150 – Receiving Inspection

7.2 Customer-Related Processes

7.2.1 Determination of Requirements Related to the Product

As part of our contract review process ASM will determine what requirements are needed to fulfill the customers needs. These requirements will include:

- All delivery activities,
- Processes and requirements necessary to meet intended use of product though not specified by the customer,
- Statutory and Regulatory requirements,
- And any additional requirements determined by ASM.

7.2.2 Review of Requirements Related to the Product

To ensure that our customers get what they requested, all orders quotations & enquiries will be reviewed by ASM, prior to a commitment for delivery, to ensure that:

- Customer's requirements are unambiguous, clearly defined & documented.
- Changes to requirements are resolved with the customer, documented and communicated to all persons affected by the change
- Customer requirements can be met
- The records produced will be kept in accordance with section 4.2.4.
- Undocumented requirements are confirmed with customer prior to acceptance
- Any risk associated with the completion of the order is evaluated.

7.2.3 Customer Communication

Communication between ASM and its customers is to ensure that any updates, amendments, additions, etc. are handled effectively. This will also include any customer complaints, customer feedback, and product requirements.

Reference Documents
QP100 – Contract Review
QP260 – Management Responsibility

7.3 Design and Development

ASM Aerospace Specification Metals, Inc is a distributor of aerospace quality metal. Product Design and Development is not part of the QMS. Therefore, ASM deems this element not applicable and is hereby excluded.

7.4 Purchasing

7.4.1 Purchasing Process

To ensure that ASM receives supplied product to our specified needs, a database of approved suppliers will be maintained and will also contain information as to the scope of each suppliers/sub-contractors commodity. Suppliers will be added or removed from use based on results obtained from one of the following sources:

- Supplier Corrective Action Requests
- Questionnaires
- Audits
- QMS approved to ISO, QS, or AS requirements

Our purchases will also take into account associated risk based on physical condition of product, authenticity, service, cost, delivery, and availability. The purchasing system and the selection of suppliers will be reviewed to ensure its continued suitability and follow up action taken on supplier problems.

When applicable, customer approved special processes and special process sources shall be used by ASM and/or ASM suppliers. ASM shall be responsible for the conformity of product when such sources and processes are specified.

The Quality Management Representative is responsible for approving suppliers QMS and authority to discontinue use of suppliers that do not meet quality requirements defined by ASM.

7.4.2 Purchasing Information

All purchase documentation used will clearly describe the product and/or service ordered including where applicable:

- requirements for approval of product, procedures, processes and equipment,
- requirements for qualification of personnel,
- Quality Management System requirements,
- the name or other positive identification, and applicable issues of specifications, drawings, process requirements, inspection instructions and other relevant technical data,
- requirements for design, test, examination, inspection and related instructions for acceptance by ASM;
- requirements relative to:
  - ✓ supplier notification to ASM of nonconforming product and
  - ✓ arrangements for ASM approval of supplier nonconforming material,
  - ✓ requirements for ASM to flow down to sub-tier suppliers the applicable requirements in the purchasing documents, including key characteristics where required.
  - ✓ requirements for the supplier to notify ASM of changes in product and/or process definition, suppliers, location, and, where required, obtain ASM approval,
- records retention requirements,
- right of access by ASM, our customers, and regulatory authorities to all facilities involved in the order and to all applicable records, and
- requirements for certificate of conformity, test reports, and/or airworthiness certificate.

Purchase requirements will be reviewed by responsible personnel to ensure adequacy prior to communication and submittal to supplier.

7.4.3 Verification of Purchased Product

All product received at ASM will be verified in accordance with inspection procedures and may also include:

- Records to support the quality of the product from the supplier (e.g.: C of C, test reports, SPC charts etc.)
- Inspecting or auditing the supplier
- Reviewing required documentation
- Inspection of the product upon receipt
- Delegating the verification activity to the supplier, or the supplier certification

Purchased product will not be used or processed until it has been verified as conforming to specified requirements unless it is released under positive recall procedure.

Where ASM utilizes test reports to verify purchased product, the data in those reports will be accepted per applicable specifications. ASM will periodically validate test reports for raw material, as necessary.

Where ASM delegates verification activities to the supplier, the requirements for delegation will be defined and a register of delegations maintained.

Where ASM or its customer intends to perform verification at the supplier's premises, ASM will state the intended verification arrangements and method of product release in the purchasing information.

When required by contract, the customer or customer representative will have the right to access ASM suppliers and their sub-tiers, to inspect products to their conforming specifications.

Verification by the customer should not absolve ASM of the responsibilities to provide an acceptable product, nor will it preclude subsequent rejection by the customer.

Reference Documents
QP105 - Subcontractor Quality Program
QP115 - Purchasing
QP150 - Receiving Inspection

7.5 Production Provision

7.5.1 Control of Production and Service Provision

ASM Aerospace Specification Metals, Inc is a distributor of aerospace quality metal. Service is not part of the QMS. Therefore, ASM deems this not applicable and is hereby excluded

The production operations at ASM are controlled to ensure that the following requirements are met:

- Material / customer specifications and/or technical data is available to verify material being supplied,
- Procedures have been documented for all processes where required,
- Equipment are available and suitable for use,
- Measuring and monitoring devices are used as required to verify product,
- Monitoring of receiving, inspection, packaging & shipping processes,
- Accountability for all product during processing (e.g., parts quantities, split orders, nonconforming product),
- Evidence that all processing and inspection operations have been completed as planned, or as otherwise documented and authorized,
- Provision for the prevention, detection, and removal of foreign objects,
- Monitoring and control of utilities and supplies such as water, compressed air, electricity and chemical products to the extent they affect product quality and,
- Criteria for workmanship are clearly stipulated, when applicable.

Reference Documents
QP110 – Document and Data Control
QP150 – Receiving Inspection
QP160 – Final Inspection

7.5.2 Validation of Processes for Production

ASM Aerospace Specification Metals, Inc is a distributor of aerospace quality metal. ASM does not perform any processing of material. This activity is out-sourced to ASM suppliers and control per the applicable procedure. Therefore, ASM deems this element not applicable and is hereby excluded.

7.5.3 Identification and Traceability

ASM maintains a detailed identification and traceability system starting from receipt of procured material and through to final delivery to the customer.

Purchased material is uniquely identified with a receiving tag that is linked to the applicable purchase or and customer order, when applicable. Each receiving tag is identified with its own unique number. This number is used throughout the order processing system.

When acceptance authority is required, ASM has a system for the issuance of acceptance stamps. This system requires that individuals with acceptance authority is identified and is issued the appropriate stamp for the activity. The signature or initials of the individual may also be used for acceptance.

Material traceability is maintained by recording the heat and/or lot number for the material received. This number is used throughout the life of the material. Additional traceability requirements are in accordance with customer and/or regulatory authority, when applicable.

Reference Documents
QP130 – Product Identification and Traceability
QP225 – Inspection and Test Status

7.5.4 Customer Property

Customer property is processed and controlled in the same manner as other supplied product within ASM Quality Management System. Customer furnished property found to be unsuitable will be documented and reported to the customer. Records pertaining to customer property will be maintained per 4.2.4.

Reference Documents
QP120 – Control of Customer Supplied Product

7.5.5 Preservation of Product

All product is handled in a manner that prevents damage or deterioration from handling and environmental effects. If standard handling methods are not sufficient, specific handling instructions are generated.

Designated storage areas are used for product pending use or delivery. Appropriate methods for authorizing receipt and delivery from these areas are defined and documented. An inventory system is established to continuously optimize inventory turns over time, assure stock rotation and minimize inventory levels.

ASM will preserve the conformity of product during internal processing and delivery to the intended destination. This preservation will include identification, handling, packaging, storage and protection. Preservation will also apply to the constituent parts of a product.

Preservation of a product will also include, where applicable in accordance with product specifications and/or applicable regulations, provisions for:

- cleaning;
- preservation, detection and removal of foreign objects;
- special handling for sensitive products;
- marking and labeling including safety warnings;
- shelf life control and stock rotation;
- special handling for hazardous materials.

Documents required by the contract/order to accompany the product are present at delivery and are protected against loss and deterioration.

Reference Documents
QP200 – Handling, Storage, Packaging, Preservation & Delivery

7.6 Control of Measuring & Monitoring devices

ASM has a documented system for control, calibration and maintenance of inspection, measuring and test equipment utilized to verify product conformance or critical process characteristics. The calibration system is controlled and maintained by Quality Assurance.

All equipment is calibrated at specified intervals with traceability to the National Institute of Standards and Technology (NIST). Software is not used for monitoring and measurement activities. Any equipment requiring calibration is recalled before the calibration due date.

Equipment is calibrated in accordance with specific calibration instructions or outsourced to a sub-contractor to perform calibration services. Accuracy verification is performed to cover the full gauge application range. Descriptive labels are used to identify equipment calibration status.

ASM will also ensure that:

- Appropriate equipment will be available for the measurement to be made.
- All of this equipment and standards will be uniquely identified and calibrated.
- The sub-contractor will, at a minimum, record detail of equipment, identification number, and checking frequency.
- Records of calibration will be maintained.
- Procedures will explain what to do with previous results when equipment is found out of calibration.
- All calibrations will be conducted in a suitable environment where necessary, temperature, cleanliness etc.
- Our equipment will be handled, cleaned, maintained and protected from damage and deterioration.
- Adjustments and re-adjustment to equipment will be controlled and safeguarded to prevent invalidation of measurement results.

Reference Documents
QP170 – Control of Measuring and Test Equipment

8. Measurement, Analysis and Improvement

8.1 General

All material will be inspected as it is received and prior to shipping to assure conformity to customer requirements. All processes will be continually reviewed to improve effectiveness and assure conformity to the QMS. If statistical techniques are identified to monitor these activities these will be provided for.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

ASM has a system to monitor customer feedback and perception. Information and data pertaining to customer satisfaction are collected as customer surveys and product returns. This information will be reviewed as part of the management review.

Reference Documents
QP250 – Quality Reporting

8.2.2 Internal Audits

To verify the effectiveness of our quality system and implement any improvements, ASM has documented procedures to ensure:

- Audits will be carried out against procedures and a set schedule
- Detailed tools and techniques are developed and are measured against the effectiveness of the audit process.
- The schedule has also been set based on importance of areas to be audited
- Follow up action and the results of these audits will be documented and reported
- Records will be maintained of the audit in accordance with clause 4.2.4
- All auditors have been trained and will be objective and impartial of the area to be audited

Reference Documents
QP210 – Internal Quality Audits

8.2.3 Monitoring and Measuring of Processes

All quality management system processes at ASM will be measured and monitored to ensure that they are suitable at ensuring the customer and regulatory requirements are being met and that these processes are capable of meeting planned results. This will be achieved through the internal audit program, the inspection process, and management reviews. In the event of process nonconformity, ASM will:

- Take appropriate action to correct the process,
- Evaluate whether the process nonconformity resulted in material nonconformity, and
- Determine if nonconformity affected other material,
- Identify and control the nonconformity in accordance with paragraph 8.3.

8.2.4 Monitoring and Measurement of Product

All material received, inspected, stored, packaged and shipped from ASM will be inspected to procedures, drawings, material specifications, and/or customer specification and a record of the results will be kept.

Material will not be processed in the system until all inspections have been satisfactorily completed unless the relevant authority or customer, where applicable, approves otherwise.

ASM will monitor and measure the characteristics, including key characteristics of the product to verify that product requirements have been met, This will be carried out at appropriate stages of the product realization process in accordance with the planned arrangements (see 7.1).

Inspection personnel performing final inspection will undergo visual examination (color examination, when required). The vision exam will conform to the requirements of Jaeger type I, or equivalent, or customer requirements.

ASM has a documented system for recording material measurement and acceptance requirements. The procedure used in this process, includes but is not limited to the following:

- criteria for acceptance and/or rejection,
- where the measurement operation was performed,
- a record of measurement results, and
- type of measurement instruments required and any specific instructions associated with their use.

When sampling inspection is used as a means of product acceptance, the plan will be statistically valid and appropriate for use. The plan will preclude the acceptance of known nonconformities in a lot, and when required, the plan will be submitted for customer approval.

Test records/reports obtained from ASM suppliers' show the actual test results data when required by the material specification or per customer requirement. Where required, qualification data is also provided by ASM suppliers who provide evidence that the material meets defined requirements.

All inspection and certification documentation will indicate the appropriate approvals for release of material for delivery. Material will not be released for delivery until all applicable processes have been completed, unless approved by the Quality Manager and, where applicable, by the customer.

ASM has an established process, as appropriate, for the inspection, verification, and documentation of a representative item from the first production run / supply of new part, or following any subsequent change that invalidates the previous first article inspection result. This process is applicable when required by the customer.

Reference Documents
QP150 – Receiving Inspection
QP160 – Final Inspection
QP165 – Vision Testing and Maintenance
QP225 – Inspection and Test Status
QP230 – Training
AS9102 – Aerospace First Article Inspection Requirement

8.2.5 Evidence of Conformity

When required, ASM will make available and/or provide the customer with all applicable documentation and evidence of material conformity.

In cases of split orders or shipments, copies of original receiving documents (Inspection tags) shall indicate the following: amount received, shipped, PO number, supplier name, and customer name (as applicable).

ASM shall provide with each shipment a conformance statement that references the original material compliance and traceability and that those documents are retained by ASM.

Reference Documents
QP150 – Receiving Inspection
QP160 – Final Inspection
QP200 – Handling, Storage, Packaging, Preservation & Delivery

8.3 Control of Nonconformity

ASM maintains a formal system for identifying, reporting, segregating, and controlling nonconforming material. This includes material returned from customer. The system includes the generation of a Non-Conformance Material Report (NCMR) for non-conformance occurrence, a review of the occurrence to determine appropriate action, notification of concerned party, and disposition to appropriate action required.

Quality Representative is responsible for coordinating actions resulting from nonconforming material by one or more of the following ways:

- take action to eliminate the detected nonconformity,
- authorize its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer,
- take action to preclude its original intended use or application,
- take action to contain nonconformity on other material.

ASM will not use dispositions of use-as-is, rework, or repair, unless specifically authorized by the customer, if:

- the product is produced to customer design, or
- the nonconformity results in a departure from the contract requirements.

Material disposition for scrap will be conspicuously and permanently marked, or positively controlled, until physically rendered unusable, unless otherwise instructed by the customer.

Products repaired and/or reworked, including related characteristics that may be affected, will be re-inspected in accordance with quality plan and/or documented procedures.

As applicable, ASM will notify internal organizations, suppliers, customers, and regulatory authorities, after identification of nonconforming product. This will include timely reporting of nonconformities that may affect product already delivered, including product that may affect reliability or safety. Notification will include a clear description of the nonconformance, which includes as necessary parts affected, customer and/or ASM part numbers, quantity, and date(s) delivered.

When applicable, the customer has final approval/disapproval authority. Any material dispositioned for rework, or 100% sort, is resubmitted for re-inspection.

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, will be maintained (see 4.2.4).

Reference Documents
QP180 – Nonconforming Material

8.4 Analysis of Data

ASM has a system in place to collect and analyze data from our quality management system. This data includes:

- Customer satisfaction
- Material conformity to requirements
- Corrective and Preventive action results
- Supplier product data

ASM will then use this data to make improvements to the quality system.

Reference Documents
QP250 – Quality Reporting

8.5 Improvement

8.5.1 Continual Improvement

ASM has a process in place, which uses a planned approach to solving problems and implementing continual improvement. This continual improvement is tracked, documented and measured to the quality policy and it's objectives. Continual improvement is one of the agenda items at the management review.

Reference Documents
QP250 – Quality Reporting
QP260 – Management Responsibility

8.5.2 Corrective Action

A documented procedure is established at ASM for taking corrective action to eliminate causes of nonconformance, the action that is taken is also to a degree depended on the impact of the problem. The corrective action process has been designed to eliminate causes of non-conformances in order to prevent reoccurrence. The implementation and verification of the corrective action is performed to the degree that is appropriate to the effects of the nonconformance. Below is described the process steps for corrective action at ASM:

- The nonconformance is identified, reviewed, and documented (including customer complaints),
- The cause of the nonconformance is investigated and documented,
- An action will be taken as appropriate to prevent the recurrence of the problem and documented,
- Follow up on the effectiveness of the action taken will be completed,
- Recording the results of the action and reviewing the effectiveness of the action taken,
- Flow down of the corrective action requirement to suppliers, when it is determined that the supplier is responsible, and
- Specific actions where timely and/or effective correct actions are not achieved,
- Determine if additional nonconforming product exist and resolve as appropriate.

Reference Documents
QP190 – Corrective and Preventive Action

8.5.3 Preventive Action

ASM will identify areas of potential improvement and actions to be taken to prevent nonconformance. This process will include:

- Identifying areas of potential nonconformance
- Evaluating the need for action and documenting them
- Taking action appropriate to prevent the nonconformity
- Recording the results of the action and reviewing the action taken and effectiveness

Reference Documents
QP190 – Corrective and Preventive Action