ASM AEROSPACE SPECIFICATION METALS, INC.

QUALITY MANUAL

Rev: J

ASM Management		Approvals	Date
Catherine Riesgo	*CEO, President*	Signature on file	3/21/18
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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
H	Complete rewrite and reformatting to the current revision of AS9120:2016 and ISO 9001:2015	3/1/17	Rad Getten
J	Re-inserted process interaction flowchart	3/21/18	Rad Getten

1. Scope

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 9001:2015 & AS9120B, 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.

2. Normative reference

The following standards will be checked for their latest revision:

- ISO 9001:2015
- AS 9120B

3. Terms & Definitions

The following terms and definitions will apply at ASM

Supplier ⟶ Organization ⟶ Customer

Supplier = ASM suppliers
Organization = ASM
Customer = ASM customers

4. Context of the Organization

4.1 Understanding the Organization and Its Context

ASM has determined internal and external issues that are relevant to the strategic direction and purpose that effect our ability to achieve the results of our quality management system. The internal and external issues determined will be monitored and reviewed on a annual basis. Factors or conditions both positive and negative will be considered during review.

- Internal contextual considerations will include, but not limited to, personnel knowledge, system understanding, and organization performance,
- External contextual considerations will include, but not limited to, competitiveness, market changes, legal aspects, regulatory impact that arise on a regional, local, national or international arena.

4.2 Understanding the Needs and Expectations of Interested Parties

ASM has determined that regulatory and third party accreditation parties are relevant to the effectiveness of the quality management system. In so, that they monitor ASM's ability to meet the regulatory and statutory requirements applicable to the customer.

4.3 Determining the scope of the Quality Management System

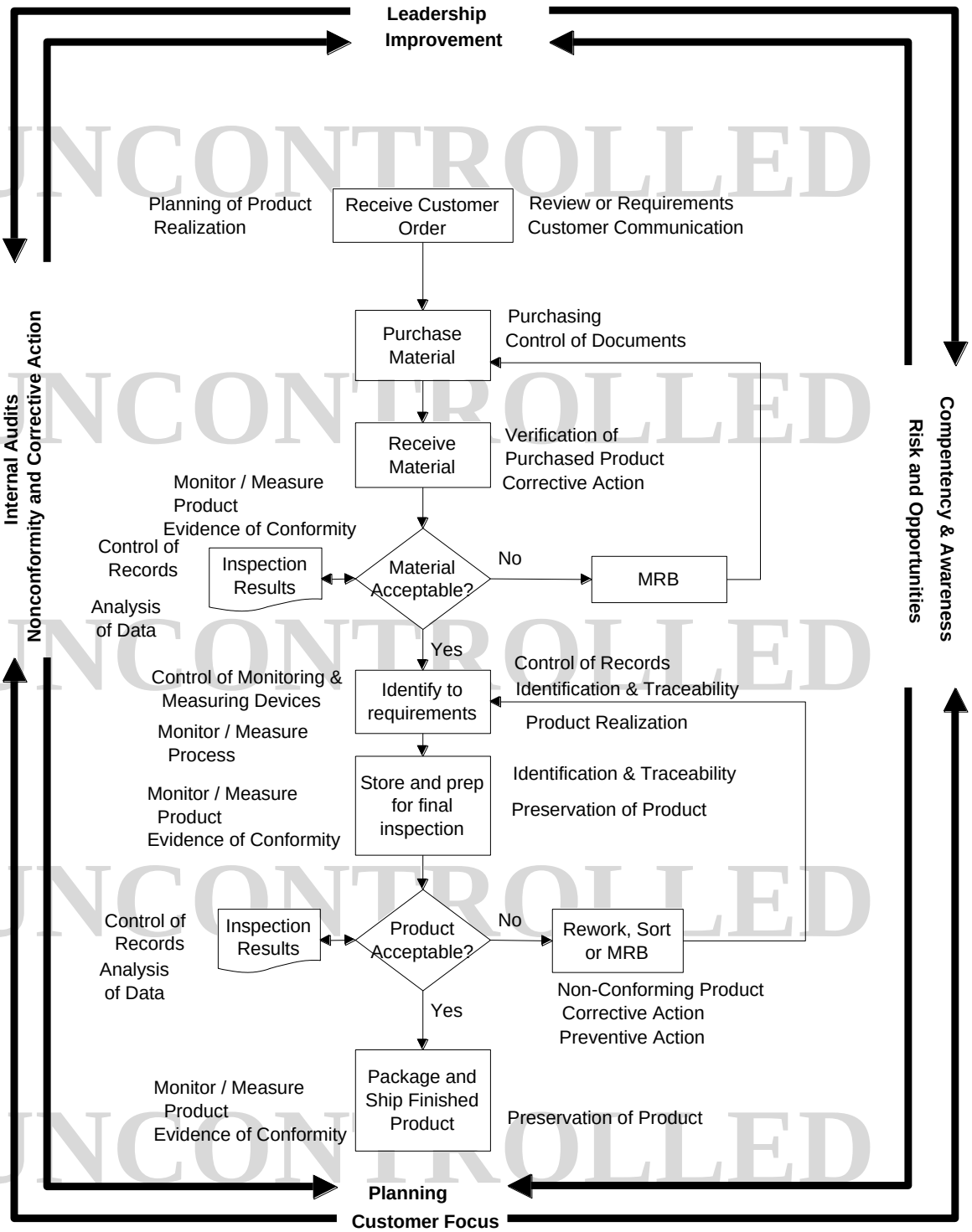
ASM has excluded sections 8.3 Design and Development from the application requirements of ISO 9001:2015 and AS 9120B. This decision is supported by the scope of our organization and product. This exclusion does not affect the organization's ability, or responsibility, to provide product that meets Customer and Regulatory Authority requirements.

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



4.4 Quality Management System and its Processes

4.4.1 General

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.
The Quality Management System documentation includes:

- documented statements of the quality policy and quality objectives,
- a quality manual,
- documented procedures required by the ISO 9001:2015 & AS 9120B standards,
- documents needed by the organization to ensure the effective planning, operation and control of its processes,
- records required by the ISO 9001:2015 & AS 9120B standards, and
- quality system requirements imposed by the applicable regulatory authorities.

4.4.2 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).

5. Leadership

5.1 Leadership and Commitment

5.1.1 General

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.

5.1.2 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.

5.2 Policy

5.2.1 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.

5.2.2 Communication of the Quality Policy

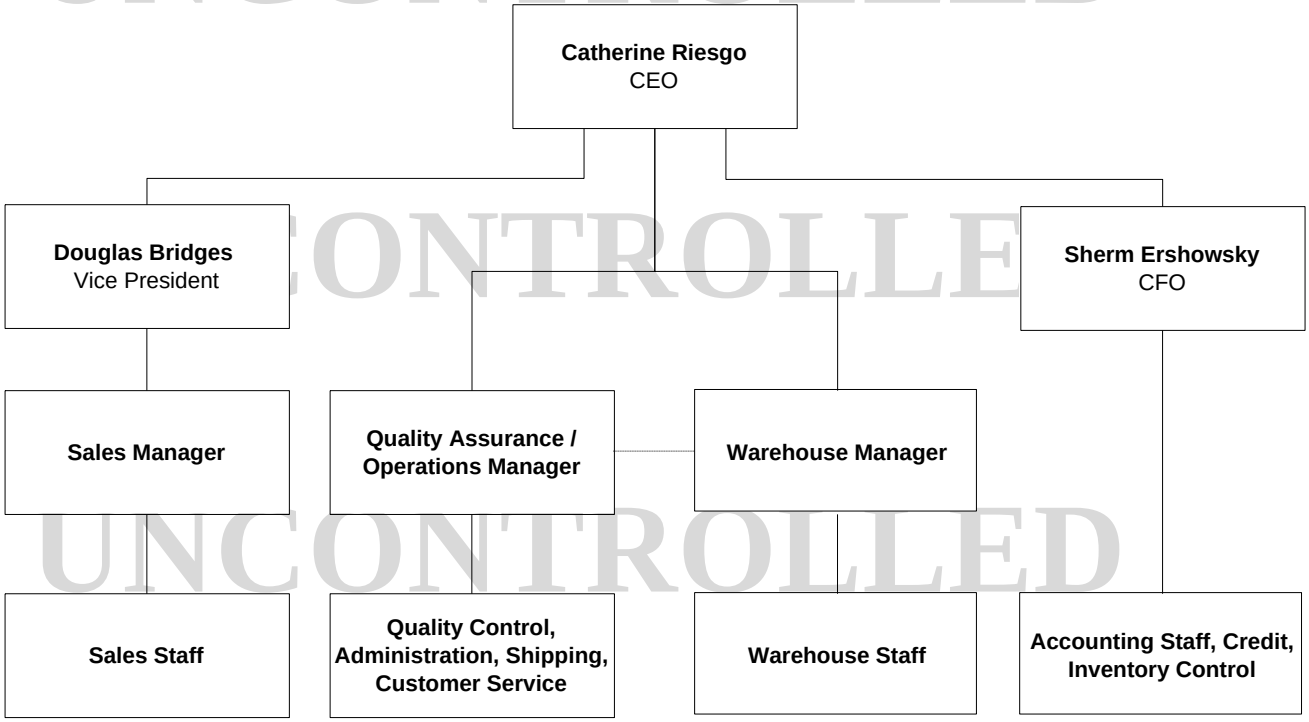
The Quality Manager is responsible for the effective communication of the quality policy throughout the organization.

5.3 Organizational Roles, Responsibilities 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



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.

6. Planning

6.1 Actions to Address Risks and Opportunities

6.1.1 ASM has established a quality system, which is documented and implemented; this will be our plan for ensuring integrity of the quality system.

6.1.2 ASM will identify areas of risk and potential improvement and actions to be taken to prevent adverse impact of such risk. This process will include:

- Identifying areas of potential opportunities, partnerships, new markets, and technology
- Evaluating the need for action and documenting them
- Taking action appropriate to prevent, avoid, and eliminate any adverse risk
- Recording the results of the actions and reviewing the action taken and effectiveness

6.2 Quality Objectives and Planning to Achieve Them

6.2.1 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.

6.2.2 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.

6.3 Quality Management System Planning

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.

7. Support

7.1 Resources

7.1.1 General

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.

7.1.2 People

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

7.1.3 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.

7.1.4 Environment for the Operation of Processes

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.

7.1.5 Monitoring and Measuring Resources

7.1.5.1 General

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.

7.1.5.2 Measurement Traceability

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.

7.1.6 Organization Knowledge

In considering the organizational direction and growth, ASM has determined the required knowledge and industry specific experience of its personnel. Department managers shall have a minimum of five(5) years experience and knowledge in the specific responsibilities required to address any changes and needs and also adapt to trends and risks.

7.2 Competence

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. Also, any tasks which are identified as requiring specific skills, training, education, or qualifications will be provided for.

7.3 Awareness

ASM is committed to ensuring that all personnel and parties conducting work for or on behalf of the organization is aware, to extent applicable, of;

- The quality policy
- Relevant quality objectives
- Their contribution to the effectiveness of the quality system, including benefits of improved performance
- Implications of noncompliance to the quality management system
- Relevant quality system documentation and changes thereto
- Their contribution to the conformity of the product and safety
- The importance of ethical and legal behavior

7.4 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 by Quality Management.

7.5 Documented Information

7.5.1 General

Reference section 4.4.1

7.5.2 Creating and Updating

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 throughout 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.

7.5.3 Control of Documented Information

7.5.3.1 Reference section 4.4.1 and 4.4.2
7.5.3.2 Reference section 4.4.1 and 4.4.2

8. Operation

8.1 Operational Planning and Control

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

8.1.1 Not Used

8.1.2 Configuration Management

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

8.1.3 Not Used

8.1.4 Prevention of Counterfeit Parts

ASM has established and maintained a counterfeit parts / material prevention and control process to ensure that counterfeit product is not delivered to customers.

- ASM shall notify customer when we become aware or suspect that it has furnished Counterfeit material.
- ASM shall provide, upon request, the supply chain traceability to an Original Manufacturer or authorized distributor chain that identifies the name and location of all the supply chain intermediaries from the part manufacturer to the direct source of the product for the ASM.
- ASM shall include this clause or equivalent provisions in lower tier subcontracts for the delivery of items that will be included in or furnished as work to customer.
- The Government-Industry Data Exchange Program ("GIDEP") shall utilized by ASM, as applicable, to alert the industry of encountered counterfeit parts.

8.1.5 Prevention of Suspected Unapproved Parts

ASM has established and maintained a Unapproved parts / material prevention and control process to ensure that unapproved product is not delivered to customers.

- ASM shall notify customer when we become aware or suspect that it has furnished unapproved parts / material.
- ASM shall provide, upon request, the supply chain traceability to an Original Manufacturer or authorized distributor chain that identifies the name and location of all the supply chain intermediaries from the part manufacturer to the direct source of the product for the ASM.
- The unapproved material / parts shall be immediately segregated and quarantined until appropriate disposition is determined by ASM and/or the customer

8.2 Requirements for products and services

8.2.1 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.

8.2.2 Determination of requirements for products and services

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

8.2.3 Review of requirements for products and services

8.2.3.1 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.
- Customer requirements can be met
- Undocumented requirements are confirmed with customer prior to acceptance
- Any risk associated with the completion of the order is evaluated.

8.2.3.2 ASM shall also ensure that all records related to results of review of customer requirements are maintained.

8.2.4 Changes to requirements for products and services

Changes to requirements are resolved with the customer, documented and communicated to all persons affected by the change.

8.3 Excluded – N/A

8.4 Control of Externally Provided Processes, Products, and Services

8.4.1 General

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.

8.4.1.1 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

8.4.2 Type and Extent of Control

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.

8.4.3 Information for External Providers

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.

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

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.

8.5.1.1 Control of Equipment, Tools, and Software Programs

Quality manager shall ensure that all tools used for material inspection is adequately maintained, stored, and validated. This will be done during calibration monitoring process.

8.5.2 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.

8.5.3 Property Belonging to the Customers or External Providers

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.

8.5.4 Preservation

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.

8.5.5 Post Delivery Activities

ASM will determine and take appropriate action, as deemed necessary, activities related to the following;

- Replacement documentation in the event it was damaged and/or removed during transit,
- Duplicate documentation should it be requested in advance or post delivery of material,
- Product return and or replacement due to loss or damage (if determined to be fault of ASM after adequate investigation)
- Any other issue due to contractual, regulatory, or customer feedback.

8.5.6 Control of Changes

Changes or amendments to ASM orders shall be done by sales and reviewed by quality. Change shall be in accordance to adhering to customer requirements. Internal procedural documents shall be done by Quality Manager.

8.6 Release of Products and Services

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

8.7 Control of Nonconforming Outputs

8.7.1 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.

8.7.2 Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, will be maintained.

9. Performance Evaluation

9.1 Monitoring, Measurement, Analysis, and Evaluation

9.1.1 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.

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

9.1.2 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.

9.1.3 Analysis and Evaluation

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.

9.2 Internal Audit

9.2.1 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
- All auditors have been trained and will be objective and impartial of the area to be audited

9.2.2 The Quality manager has the responsibility to plan, establish, implement and maintain an internal audit program. The following shall be taken to account;

- Audit criteria and scope
- Objectivity and impartiality of the auditors
- Results of audits are reported to management
- Appropriate correction to adverse findings are promptly taken
- Documented evidence of implementation is maintained

9.3 Management Review

9.3.1 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.

9.3.2 Management Review Inputs

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.

9.3.3 Management Review Outputs

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:

- Opportunities for improvement
- Any need for changes to the quality management system
- Resource needs
- Any risks identified

10. Improvement

10.1 General

ASM has a system to continually assess areas for improvement within the quality management system.

10.2 Nonconformity and Corrective Action

10.2.1 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.

10.2.2 Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, will be maintained.

10.3 Continual Improvement

Continual improvement is one of the agenda items at the management review. All improvement activities that were implemented will be discussed and evaluated for its effectiveness and continued need.