

***QUALITY PROCEDURES  
MANUAL***

***APPROVED*** \_\_\_\_\_

***MANUAL NUMBER*** \_\_\_\_\_

***ISSUED TO*** \_\_\_\_\_

***DATE*** \_\_\_\_\_

<b>CAMAR AIRCRAFT PARTS CO.</b>
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**TITLE: CONTROL of DOCUMENTS**

**PROCEDURE NUMBER: 4.2.3**

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**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** This procedure establishes the methods used by Camar for the Control of documents and Data for release, retention, and distribution from customers, suppliers and Camar internal, as required. This will include customer furnished electronic, computer formatted, paper documents, and digital data for any purpose in the contracted performance of Camar.

**2.0 Scope:** This procedure covers the control of all documents and data.

**3.0 Definition:** Not applicable.

**4.0 Responsibility:** The Document Control Department managed by the President will be responsible for the control of all documents and data.

**5.0 Procedure:** Camar Document Control Department personnel that reports to Contracts Manager/President, will be responsible for the approval for adequacy, review and update, re-approval, distribution, legibility and identifiable, and for the controls of obsolete documents. These functions will be controlled by training and documented job description. Documents will be classified as Company internal control documents (those documents generated by Camar), and controlled by the revision form, customer controlled documents (those documents that are controlled by the customer such as customer Blue Prints or specifications while the contract is in-process). Customer controlled documents will be placed in the job folder upon job completion and will not be controlled for configuration after the contract has been completed. Customer controlled documents will not be controlled by Camar, and will be issued by revision per P.O. for each job. The control of Public documents such as industry standards, Mil-specs, Ansi, Asme, Ansqc, ISO, etc. will be per contract document service (These documents are controlled by Industry and a contract service that list the current revision level, and will supply the document.)

**5.1 Configuration Control:** There will be four levels of documents at Camar. The first tier will be the Quality Manual, which will be the controlling document for all Camar systems. The second tier will be Quality Procedures, which define what and how a process is performed. The third tier will be the Sales Order, which will detail the operations required to complete the order per customer requirements. The fourth tier will be supporting forms, assembly lists, reports, memos, logs, and quality documentation. All new documents will be released with the letter "B" as the initial configuration control revision. Each subsequent approved release of that document will be the next letter of the alphabet (e.g., "B", "C", "D", etc.)

**5.2 Prior to release of any Document,** the Camar Quality Department will review and approve the documents. This will be done by signing or stamping a copy of the master list of documents. The approval will verify that the document has been reviewed by a designee of the President for adequacy of content, configuration and completeness against customer contract requirements. Documents will be reviewed and updated as required as revisions change, product or document changes reflected in reference documents that may affect the controlled document change. A signature of the Camar personnel who reviewed the change, and a new date, which notes the updated review date, will document the re-approval.

**5.3 Master List** of revisions of all documents will be maintained in either the Document Control Database, and or in the Master Log for Internal documents maintained by The Quality Department. It will be updated as required. This list will ensure that the current revision status of the documents

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are identified. This list will be distributed to all departments when any document on the list is changed or added.

**5.4 Document Change Incorporation** will be per customer and Camar agreed upon timetables. All changes will be documented and agreed upon prior to release.

All changes and implementation will be documented in the Camar purchase order file by part number. The document will then be released to the process that controls the quality of the product. The document will be reviewed, distributed, implemented (to the extent required), and maintained in a timely manner. This will be defined as review within 7 days, with distribution and implementation per customer schedule.

**5.5 Document Accountability:** All documents removed from the document control area will be signed out by the person using the document, or by the Quality department for documents that will be given to suppliers. The sign out sheet will also have the date signed out, and the date returned. Camar will not maintain satellite files.

**5.6 Customer Effectivity** points will be reviewed by Camar Contracts Department and will become effective upon the mutual agreement of date or serial number, or lot as specified in the Purchase Order. This will be documented by Contracts and will be placed in the part number file at Document Control. This will assure the same revision level at Camar as residing at our customer.

**5.7 Document Availability** will be ensured by the Quality Department. All applicable documents will be issued with the sales order (quality plan) to ensure that a skilled employee can perform the task required. This will include the required specifications, blue prints, sketches, and Sales Order. All procedures required to perform their task will be issued to the sales center, and will be verified by the President or his designee.

**5.8 Document legibility and Identification** will be reviewed yearly by the President and will be documented on the "Document Review Log"

**5.9 External Origin Documents** will be reviewed by the President or his designee. The review will include the acceptability of the document for its intended purpose within the organization. When the document has been approved it will be signed and dated for conformation of review and acceptability. When the document has been accepted it will be identified within a quality folder, or electronic controlled by specification number, and revision. The document will be distributed to the appropriate department and documented on the sign out log for distribution control.

**5.10 Obsolete Documents and Data** will be promptly retrieved by the Quality department using the records of the sign out log and by removing the obsolete documentation from the job file. Obsolete documents and data will be destroyed or archived per customer requirements. Obsolete documents retained for any reason will be stamped with the word obsolete, and will be controlled as needed.

**5.11 Amendments/ Revisions:** Will be reviewed and will go through the same cycle as new documents. All amendments/revisions will be distributed after approval as necessary.

**6.0 Records:** All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records"

**7.0 References: AS9100 REV B., ISO 9001-2000.**

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.

**TITLE: CONTROL OF RECORDS**

**PROCEDURE NUMBER: 4.2.4**

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**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** This procedure establishes the method used to control issue, maintain, and retain records at the Camar facility. Records shall be legible, readily identifiable, and retrieval

**2.0 Scope:** This procedure covers all departments.

**3.0 Definition:** Not applicable

**4.0 Responsibility:** The President will insure the compliance to this procedure.

**5.0 Procedure:** All records that verify the integrity of Camar products or service are kept for a minimum of seven years. Records are maintained for a prescribed time according to the applicable record retention schedule. All records are maintained (stored) in a manner to preclude deterioration. All records shall be readily available for review by Camar customers or regulatory.

**5.1 Identification Controls:** Camar will identify and index all quality records by part number, supplier, and or customer. All quality records will be collected in storage boxes or racks and all files will be controlled and maintained by the QA department. All quality records will be reviewed for customer disposition requirements, not to be less than seven years.

**5.2 Storage Control:** Camar will store all records in cabinets, file boxes, or appropriate electronic media as determined by the President. All records will be stored in a manner that will prevent damage or deterioration.

**5.3 Protection Control:** In addition to internal control of damage and deterioration, Camar will ensure the customer confidentiality by requiring all customer data in the possession of Camar will be treated as confidential. All requests for customer information must be in writing on customer letterhead. No third party can access customer information. Camar employees will verify all requests for information. All customer records will be safely stored, and held in confidence to the client.

**5.4 Inspection Records (Attributes or Variables)**

**5.4.1** Inspection records are maintained within the QA Department for all active part numbers and are filed by part number.

**5.4.2** When an inspection record (part number) becomes inactive {no usage for one (1) year} the record are filed and stored per customer requirement. For N.A.S.A., certain military, and customers that do not receive inspection data Camar will retain documents indefinitely.

**5.4.3** Upon completion of all operations (i.e., either shipped to a customer or sent to stock) the record is maintained in the Quality Assurance files in accordance with the QA record retention schedule.

**5.5 Retrieval of Records:** will be accomplished by the quality department personnel, by reviewing the sales order package, which will contain all the required documentation for the product or service while in process.

**5.6 Records Retention**

All Records are the property of Camar and are maintained through their life cycle in a systematic manner. Pertinent Quality Records are retained (7 years) to comply with governmental, contractual or Camar requirements, whichever is longer. Records retention schedules as defined and documented for each department, is maintained and audited by the QA Internal Audit procedure.

The President determines when the record is no longer active.

**TITLE: CONTROL OF RECORDS**

**PROCEDURE NUMBER: 4.2.4**

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All vital records are duplicated in a backup file. Inactive records and files may be maintained and/or reproduced in any medium permitted by law or government regulation.

**5.7 Record Dispositions:** Camar will disposition records based on customer requirements. When no customer requirements are in affect, Camar may dispose of records after 7 years. While records are active (7 year retention, or customer requirements) they will be filed and controlled as documents per 4.2.3.

**6.0 Records:** All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records"

**7.0 References:** AS9100 REV B., ISO 9001-2000.

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.

**TITLE: MANAGEMENT REVIEW**

**PROCEDURE NUMBER: 5.6**

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**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** This procedure establishes the method used to create a management review. This review shall include assessing opportunity for improvement and the need for changes to the quality management system, including the quality policy and quality objectives.

**2.0 Scope:** Management with executive authority.

**3.0 Definition:** Not applicable

**4.0 Responsibility:** The President will insure the compliance to this procedure.

**5.0 Procedure:** Management shall review the quality system yearly to ensure continuing suitability, adequacy and effectiveness.

**5.1 Review input:** The input by the President shall include; results of internal and customer audits, customer feedback, product and the process that creates those products quality documentation, corrective and preventive action data, (completed, in-process, and to be completed), previous management reviews, action items from previous management reviews, changes to processes, procedures, personnel, documentation and equipment that could affect the quality management system, and recommendations for improvements from any source.

**5.2 Review output:** Camar President shall issue a management review that will include any decision and action related to improvement of the effectiveness of the quality management system, its products, processes, customer requirements, resources needed, and action items to accomplish any improvement.

**5.3 Management review report:** shall be documented, issued to department managers for review, and shall be maintained as a quality record.

**6.0 Records:** All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records"

**7.0 References:** AS9100 REV B., ISO 9001-2000.

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.

# CAMAR AIRCRAFT PARTS CO.

**TITLE: COMPETENCE, AWARENESS AND TRAINING**

**PROCEDURE NUMBER: 6.2.2**

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**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** This procedure establishes Camar 's procedure for determining the necessary competence for personnel performing work affecting product quality, responsibility to provide training, evaluating the effectiveness of the training, ensuring the relevance and importance of the activities to the Camar personnel and motivation to new and existing employees attempting to continually improve the work force skill, product performance, and services.

**2.0 Scope:** This procedure covers all departments at Camar.

**3.0 Definition:** Not applicable

**4.0 Responsibility:** It is the responsibility of each manager to establish the method, parameter or function and criteria for staff training.

**5.0 Procedure:** The method of training may be formal, informal or On-the-Job Training (OJT). All formal training programs are approved by the Department manager and/or the Quality Manager before implementation. Each employee who performs a service, related to the customer, product and/or administration, may be required to meet minimum standards that can be achieved by Camar training. After the training, a training record is initiated documenting the individual's upgraded skill level. All training records will be maintained in the department that the person works for, the Quality department, or in their personnel file. All specific quality tasks will be assigned on the basis of experience, education or training.

**5.1 Competence Determinations and Training Program:**

Job descriptions and training data sheets will be developed for each job that affects quality that will note the competence and requirements of the job. Test may be issued prior to employment, and during employment to determine job competence. Formal training programs are available and may be required. Where applicable, informal programs may be developed by upper management or department managers. Camar training programs are coordinated to maximize efficiency, and develop expertise in essential processes and methods. Training will be documented on the Camar Training Outline Form

**5.2 Scheduled Agendas:** All training classes (formal or informal) are documented and approved by the department management. All certified employees are authorized and required to attend scheduled classes. Only emergency situations preempt attendance.

**5.3 OJT** is a very important aspect of the employee's training and may, therefore, listed on the training record. OJT may be used for developing an employee's productivity and skill until a formal or informal training program is conducted. Once an employee is scheduled for a formal or informal program the training is completed.

**5.4 Additional Responsibilities:** Personnel proficiency is periodically assessed to determine requirements for additional training.

**6.0 Records:** All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records"

**7.0 References:** AS9100 REV B., ISO 9001-2000.

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.

**TITLE: PRODUCT REALIZATION AND IMPLEMENTATION**

**PROCEDURE NUMBER: 7.0**

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**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** This procedure establishes the methods used by Camar Quality Assurance to plan for the quality requirements and implementation of the contract for product realization, and the structure of the quality documentation.

**2.0 Scope:** This procedure covers the Quality Planning and Implementation into Camar Quality Documentation. Which shall include Sales Orders, shipping instructions, inspection plans, and all other required quality planning to sell manufacture, assembly, or machine product per customer requirement.

**3.0 Definition:** Not applicable

**4.0 Responsibility:** The Quality Manager will be responsible for the quality planning, and the quality objectives, and department managers will be responsible for the implementation of the quality plan that affects their department. The Quality Manager will assure that quality system procedures are readily accessible to personnel who are responsible for performing work in conformance to requirements, and to customer and/or regulatory authorities representatives.

**5.0 Procedure:** Camar Quality personnel review and document the requirements of the contract on the Contract Review document. Quality Department reviews every contract at the earliest phase of contract after the Sales Order has been created for Quality requirements.

**5.1 Planning of Product Realization** The preparation of the quality plans (Sales Order) insures that the customer's quality requirements are adequately defined and documented. Quality will review for the need to establish processes, the identification and preparation of documentation, provide for the resources specific top the product, quality records; the identification and selection of subcontractors Capable of meeting quality requirements.

**5.1.1** Camar shall give consideration to the following activities, as appropriate, in meeting the specified requirements for products, projects or contracts:

- a. the preparation of quality plans (sales order);
- b. the identification and acquisition of any controls, processes, equipment (including inspection and test equipment), fixtures, resources and skills that may be needed to achieve the required quality; the design, manufacture, and use of tooling so that variable measurements can be taken, particularly for key characteristics;
- c. ensuring the compatibility of the design, the production process, installation, servicing, inspection and test procedures and the applicable documentation;
- d. the updating, as necessary, of quality control, inspection and testing techniques, including the development of new instrumentation;
- e. the identification of any measurement requirement involving Capability that exceeds the known state of the art, in sufficient time for the needed Capability to be developed;
- f. the identification of suitable verification at appropriate stages in the realization of product; the identification of in-process verification points when adequate verification of conformance cannot be performed at a later stage of realization;
- g. the clarification of standards of acceptability for all features and requirements, including those which contain a subjective element;

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- h. the identification and preparation of quality records (see 4.2.4);
- i. the identification and selection of subcontractors.-
- j. the establishment of appropriate process controls and development of control plans where key characteristics have been identified;
- k. the identification of material, processes and services to support operation and maintenance of the product.

The above listed considerations will be documented on the contract review as required. Prior to the acceptance of any contract Camar reviews every "Request For Quote" for the above considerations. Any consideration warrant of action will be addressed for feasibility, and schedule impact or for impact to current operations. This review may be in the form of documented memos, notes, or undocumented meeting proprietary to Camar.

**5.2 Customer-related Processes:** Camar will review the customer contract prior to the start of work and will determine the requirements and will review the requirements relating to the product and will implement the requirements in the following manner:

- a) The review will determine the requirements specified by the customer, including the requirements for delivery and post-delivery activities. These requirements if accepted will be documented on the Sales Order, and/or the shipping document, and will be noted on the contract review and placed in the customer/part number file as a permanent record. If the requirements are not accepted, they will be negotiated with the customer until a mutually agreed requirement is reached.
- b) The requirements not stated by the customer but necessary for specified or intended use, where known will be handled as follows; if the requirement is available for an order received by verbal means, Camar shall ensure that the order requirements are agreed before their acceptance by Camar. When all quality requirements have been documented and agreed upon, Camar Quality will insure that the requirements are part of the Sales Order.
- c) Statutory and regulatory requirements related to the product that are necessary for the realization of the product will be noted on the Sales Order, and/or quality plan, and placed in the customer/part number file as a permanent record
- d) Any additional requirements determined by Camar related to the product that are necessary for the realization of the product will be noted on the Sales Order, and/or quality plan, and placed in the customer/part number file as a permanent record.
- e) All requirements of the product; their definition, the difference between the tender and the contract, Camar ability to meet the requirements, the configuration control and document control of the relevant documents will be controlled through the "Contract Review " Procedure.

**5.3 Quality Documentation Structure** will consist of the Quality Manual, which will state the operational functions that will be performed in the pursuit of the

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Camar Quality system; the individual Quality Procedures which will establish the methods of performing those tasks; the Sales Order which will list the detail instructions for performing the quality requirements to accomplish an individual task. Quality alerts, memos, or reports will be used to inform and assist in the performance of quality tasks.

**5.4 Amendments:** All amendments will be reviewed and will go through the same cycle as new contracts. All quality planning will be initiated on a QA review and distributed as necessary.

**5.5 Configuration Management:** The following are elements that will be controlled as required by the complexity and appropriateness of the product. *Configuration Identification:* This is the process of defining and identifying every element of the product. This will be documented on the "Traveler" or sales order.

*Configuration Control:* this is a series of actions, which manages a design change from the time of the original proposal for change through implementation of approved changes. This will be accomplished by noting the current blue print

Configuration per Customer contract on the Camar Sales Order, and the approval of those instructions by QA, or Senior Management to verify that the noted Blue Print matches the work instruction required, and that all processing is noted on the quality planning to the revision required on the Customer contract. *Configuration Accounting;* This is the process of recording the status of proposed changes and the implementation status of approved changes. This will be accomplished for Camar Quality Documents on the contract review and in the customer's part number file, and by noting the customer configuration required on the contract review form.

**6.0 Records:** All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records"

**7.0 References: AS9100 REV B., ISO 9001-2000, Flow Chart Product Realization**

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.

**TITLE: PLANNING OF PRODUCT REALIZATION-SALES ORDERS**

**PROCEDURE NUMBER: 7.1**

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**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** This procedure establishes the guidelines for the preparation, and release of sales orders.

**2.0 Scope:** Applies to all departments that use sales orders.

**3.0 Definition:** Manufacturing Engineering. Function of manufacturing design, planning, machining that may be accomplished by the President, an engineer or a manufacturing person familiar with manufacturing technology.

**4.0 Responsibility:** Preparation of sales orders will be the responsibility of the President or his designee

**5.0 Procedure:** Camar shall issue sales orders for all product. Sales orders will be approved by a representative of Quality, or The President that can check for quality requirements, and that know the process to insure that all blue print requirements are met. Sales orders shall provide the written instructions for shipping, verifying compliance, handling and traceability information. Sales orders will include such items as traceable information, part numbers, handling, and packaging requirements.

Preparation: Preparation of sales orders will be the responsibility of the President or his designee. Sales orders will be a sequential plan for product acceptability to customer requirements. The President will create the sales order to include all of the above listed requirements (policy requirements). Sales orders will list instructions for the identification, inspection and documentation as required. The sales instructions may be incorporated into a shipping, stock, and/or delivery Camar document.

Completed sales orders shall be reviewed for completeness, count, and for entering into the stock/inventory database for a stock adjustment. When the required quantity cannot be shipped as required by the customer, a "sales order split" may be created that references the original customer purchase order and Camar job number. The original sales order will note the original quantity shipped, and the "split" will reference the original traceability information and the remainder of the quantity to be shipped. There may be as many splits as required. Each split will note the original Camar job number and a dash number beginning with the number 1 for the first split, 2 for the second split, and continuing for the quantity of splits created.

5.1 Preparation: Preparation of sales orders will be the responsibility of Manufacturing and or Quality. Sales orders will be a sequential plan for part manufacture to include all of the above listed requirements (policy requirements). Sales orders will list processes on the cover page(s) and detailed instructions on the manufacturing outline behind the cover pages. Sales Order will have space for first article, first article date, operator who was in control of the process, qty accept, qty rejected, date, and inspector. These spaces will be completed as the process that is described is completed.

**6.0 Records:** All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records"

**7.0 References:** AS9100 REV B., ISO 9001-2000, Flow Chart planning.

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.

# CAMAR AIRCRAFT PARTS CO.

**TITLE: CONTRACT REVIEW**

**PROCEDURE NUMBER: 7.2**

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**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** This procedure establishes the methods used by Camar Contracts and Quality Assurance to determine the requirements of the customer relating to the product, and the review of the requirements by means of a contract review..

**2.0 Scope:** This procedure covers all contracts received by Camar.

**3.0 Definition:** Not applicable

**4.0 Responsibility:** The Quality, Engineering, and or Sales department personnel will do the contract review, and the Quality Plan (sales order/instructions will be created from the Quality Contract Review).

**5.0 Procedure:** Camar reviews every contract and stamps the purchase order as acceptable with a Contract review stamp. Where no written statement of requirement is available for an order received by verbal means, Camar shall ensure that the order requirements are agreed before their acceptance by Camar. Contract reviews also note that any difference between the contract requirements and the tender received by Camar must be resolved, Camar has the Capability to meet the contract requirement, and that all quality requirements are addressed in the quality planning portion of contract review. Additional data may be documented and attached via the shop traveler/manufacturing outline.

**5.1 Revision Verification and Distribution:** The Quality Department will verify that Camar has the agreed upon revision/configuration that is in the latest customer purchase order.

**5.2 Quality plan:** Camar Quality as an integral part of the contract review will create a quality plan (sales order/instruction). Camar Quality will verify that all departments with quality action items are notified, by means of the sales order.

**5.3 Amendments:** All amendments will be reviewed and will go through the same cycle as new contracts. All quality planning will be initiated on a QA review and distributed as necessary.

**5.4 Tender Review:** All tenders will be reviewed by Quality to determine if all customer requirements are defined. If any requirement is not clear, the customer will be notified by Quality or Contracts for clarification. When all requirements are clearly defined, Quality and all required company personnel will review the tender to make certain that Camar has the Capability to meet the requirements, the capacity to meet the requirements in the time frame required, and obtain the required material, processing, equipment, testing, and inspection required. The tenders may be accepted, rejected, accepted with modifications, or placed on hold until notification by the customer.

**5.4.1 Tender Review Documentation:** Due to the variety of customer tender submittal formats, and the type of tenders received (verbal, fax, email, engineering documents, formal contract request, customer forms for RFQ, partial service, engineering tenders, prototype, etc.) Camar will respond in a manner that is acceptable to the customer. Camar will document tender review on their contract review form and or on company stationary with "as required data" for retention to be used when the tender is submitted as a contract by the customer.

**6.0 Records:** All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records"

**7.0 References:** AS9100 REV B., ISO 9001-2000, Flow Chart planning.

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.

# CAMAR AIRCRAFT PARTS CO.

**TITLE: PURCHASING**

**PROCEDURE NUMBER: 7.4**

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**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** The purpose of this procedure is to provide a procedure to ensure that purchased product conform to specified purchase requirements. The format for the approval of suppliers to Camar shall be responsible for the quality of all products purchased, including customer-designated sources. NADCAP accredited suppliers will be given preference when all criteria is approximately equal.

**2.0 Scope:** This procedure covers machining, processing, servicing, raw material, and manufacturing support service suppliers.

**3.0 Definition:** Not applicable.

**4.0 Responsibility:** It is the responsibility of the President/Quality Manager or his designee to insure compliance to this procedure.

**5.0 Procedure:** Camar shall issue purchasing data and information to suppliers to ensure the requirements of the customer, agencies, and Camar, are defined and controlled. Camar suppliers meet certain basic requirements to qualify for supplying material, processes, and services used by, or supplied to, Camar's customers. These requirements encompass technical capability, quality system management and cost constraints. The President and/or Quality Assurance Departments coordinate their efforts to select suppliers who meet or exceed quality requirements. The extent of control exercised over suppliers is dependent upon type of product, the impact on final quality, and on quality records of capability and performance.

**5.1 Purchasing Information** Camar shall issue purchase orders to suppliers that contain data clearly describing the product ordered, including where applicable:

**5.1** The type, class, grade or other precise identification;

**5.2** The title or other positive identification, and applicable issues of specifications, drawings, process requirements, inspection instructions and other relevant technical data, including requirements for approval or qualification of product, procedures, process equipment and personnel;

**5.3** The title, number and issue of the quality system standard to be applied;

**5.4** Design, test, examination, inspection and customer acceptance requirements and any related instructions and requirements;

**5.5** Right of access by the purchaser, their customer and regulatory authorities to all facilities involved in the order and all applicable quality records;

**5.6** Requirements for test specimens (production method, number, storage conditions etc.) for design approval, inspection, investigation or auditing;

**5.7** Requirements relative to the notification of anomalies changes in definition and the approval of their processing;

**5.8** Requirements to flow down to sub tier suppliers the applicable requirements in the purchasing documents, including key characteristics where required.

Camar shall review and approve purchasing documents for adequacy of the specified requirements prior to release. This will be documented by a quality stamp or signature on the purchase order to suppliers.

**5.9 Verification of Purchased Product:** Camar shall verify purchased products. By any if the following:

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Obtaining objective evidence of the quality of the product from subcontractors (e.g., accompanying documentation, certificate of conformity, test reports, statistical records, process control);

Inspection and audit at source;

Review of the required documentation;

Inspection of products at delivery;

Delegation of verification to the subcontractor, or subcontractor certification.

When delegation is used Camar shall define the requirements for delegation and maintain a list of delegations.

**5.11 Supplier Verification at Subcontractor's Premises:** Where the supplier proposes to verify purchased product at the subcontractor's premises, the supplier shall specify verification arrangements and the method of product release in the purchasing documents.

**5.12 Customer Verification of Subcontracted Product:** Where specified in the contract, the supplier's customer or the customer's representative shall be afforded the right to verify at the subcontractor's premises and the supplier's premises that subcontracted product conforms to specified requirements. Such verification shall not be used by the supplier as evidence of effective control of quality by the subcontractor. Verification by the customer shall not absolve the supplier of the responsibility to provide acceptable product, nor shall it preclude subsequent rejection by the customer

**5.13 Evaluation of Subcontractors:** Camar shall:

- a. Evaluate and select subcontractors on the basis of their ability to meet subcontract requirements including the quality system and any specific quality assurance requirements;
- b. Define the type and extent of control exercised by the supplier over subcontractors. This shall be dependent upon the type of product, the impact of subcontracted product on the quality of final product and, where applicable, on the quality audit reports and/or quality records of the previously demonstrated capability and performance of subcontractors;
- c. Establish and maintain quality records of acceptable subcontractors (see 4.2.4);
- d. Ensure where required that both the supplier and all subcontractors use customer approved special process sources;
- e. Ensure that the organization having responsibility for approving subcontractor quality systems has the authority to disapprove the use of sources;
- f. Periodically review subcontractor performance. Records of these reviews shall be maintained and used as a basis for establishing the level of supplier controls to be implemented;
- g. Maintain procedures that define the necessary actions to take when dealing with subcontractors which do not meet requirements. A list of approved subcontractors shall be maintained and shall specify the scope of approval

**5.13.1 Supplier Approval:** All suppliers who wish to supply commodities for use in Camar products must be approved. Evaluation and approval are conducted or assessed at the Camar facility, supplier facility, by customer approval, or by an outside independent test facility. Customer

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specified suppliers will be used per customer written requirements. Supplier evaluation will be performed yearly.

**5.13.1.1 Approval Methods:** QA qualifies each supplier by one or more of the following:

- \* Analysis of the supplier's product or process
- \* Supplier survey of quality system and/or capabilities
- \* Previous history with the supplier
- \* Customer Approved List

**5.14 Approved Suppliers:** Approved or conditionally approved suppliers are used for all purchased parts, material and services that go into manufactured products and/or material supplied to customers. Quality Assurance (QA) is responsible for approving or conditionally approving suppliers and the maintenance of the ASL. If specifications and/or drawings do not specify a supplier, any approved supplier capable of producing the required material may be used. Camar may source inspect parts at suppliers location as required. Source inspection does not preclude rejection by Camar if nonconforming material is found at subsequent operations.

Suppliers will maintain their approval status if they meet Camar purchase order requirements. When customer mandated suppliers do not meet Camar purchase order requirements, the customer will be notified. These suppliers will be retained on the Camar ASL as determined by the customer. Numerical values for quality and delivery will be noted, but based on commodity, ability to replace the supplier, customer requirements, prior quality history, and importance to Camar's ability to meet customer expectation, each supplier will be evaluated by the Quality Manager for their retention on the Camar ASL.

**5.15 Supplier Disapproval:** When a supplier is determined to be unfit for retention on the Camar ASL, the Quality Manager will notify the supplier of their suspension or termination from the Camar ASL. Because Camar cannot mandate customer ASL, limited commodities or materials, processing suppliers lead time, National policy of foreign suppliers, each supplier disapproval will be based on individual supplier action. Causes for removal from the Camar ASL may be excessive late deliveries (determined on impact to customer delivery schedule), quality rejections, inability to negotiate terms or conditions, or other factors as determined by the Quality Manager.

**5.16 Corrective Action:** All suppliers are subject to corrective action in accordance to procedure 8.5.2. Any supplier with continuing substandard performance and who is unwilling or unable to correct the conditions and in accordance to paragraph 5.15 are subject to removal from the ASL.

**5.17 Supplier performance assessment.** Camar Quality reviews supplier performance for Quality and Purchasing requirements every year. Camar Purchasing reviews suppliers for delivery every year for delivery requirements.

Formal reviews by Quality is documented on a memo and signed by a representative from Quality Assurance and/or a representative from Purchasing. The completed supplier review form is maintained by QA in the supplier Quality file. Substandard performances in quality ratings are subject to conditional approval and review (allowance) only once per year for the same cause without removal from the ASL. If the supplier is conditionally approved it is QA's responsibility to assure that the conditions required for approval are met.

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When required conditions are met, the supplier is added to the ASL. If the conditions are not met, the supplier is not approved.

**6.0 Records:** All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records"

**7.0 References:** AS9100 REV B, ISO 9001-2000.

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.

**TITLE: PRODUCT IDENTIFICATION AND TRACEABILITY**

**PROCEDURE NUMBER: 7.5.3**

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**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** This procedure establishes the method used by Camar to provide control for the identification of product from receipt through delivery, and throughout product life as required by customer contract. This procedure also establishes the methods and responsibilities for Camar serialization and labeling of manufactured products.

**2.0 Scope:** This procedure applies to all departments that are required to maintain traceability documentation on the products.

**3.0 Definition:** Not applicable.

**4.0 Responsibility:** It is the responsibility of the Quality Manager to insure compliance to this procedure.

**5.0 Procedure:**

**5.1 Lot Traceability:** All parts manufactured or purchased at Camar are either lot traceable through work instructions or traceable through the suppliers documentation to a Camar Purchase Order. Lot traceability documents the parts from raw stock to finished product through all processing and manufacturing by means of documenting all processing on the sales order. All scrap or non-conforming material from the same lot will be documented for traceability on the sales order. When assembly of product is a customer contract requirement, all assemblies will maintain the identity of its components through the bill of material or material list as released through the stock/inventory system for individual assemblies and next higher-level assemblies.

**5.2 Sequential Records:** Camar shall maintain sequential records for given products for manufacturer, assembly, processing, and inspection for traceability and retrieval.

**5.2 Loss of Traceability:** If identification or traceability is Lost, Camar will process the product as nonconforming material per procedure Camar 8.3. When serial number traceability is maintained by work instructions, traceability is not considered lost, certifications may be corrected if work instructions traceability is maintained. Configuration of actual manufacture will be recorded in order to identify differences from contracted configuration.

**6.0 Records:** All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records"

**7.0 References: AS9100 REV B., ISO 9001-2000.**

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.

**TITLE: CONTROL OF CUSTOMER SUPPLIED PRODUCT**

**PROCEDURE NUMBER: 7.5.4**

**PAGE: 1 OF 1**

**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** This procedure defines the method used by Camar in the control of customer-supplied product

**2.0 Scope:** This procedure applies to all departments using customer-supplied product.

**3.0 Definition:** Not applicable.

**4.0 Responsibility:** It is the responsibility of the Quality Manager to insure compliance to this procedure.

**5.0 Procedure:**

**5.1 Receiving Inspection:** Camar will verify that all customer-supplied products meet the purchase order/blue print/specification requirements by processing all customer-supplied product through the Camar receiving, and receiving inspection departments.

All customer supplied products will be inspected, audited for conformance and will be accepted or rejected according to Camar quality procedures.

**5.2 Rejections:** All rejected, or deteriorated customer supplied product will be documented and segregated and the customer will be promptly notified. The disposition of non-conforming customer supplied product will be made by the customer, and will be documented in writing by the customer. Camar will not accept any nonconforming customer supplied product unless directed to do so by the customer in writing.

**5.3 Identification:** Customer supplied product will be identified on the Sales Order for all work in-process, and will be identified on the stock log for all items that are placed in stock.

**5.4 Storage:** Camar will store and maintain all customer-supplied products in the same manner as Camar purchased or manufactured items. Stockable customer supplied items will be issued to stock via the same documentation as Camar purchased items. Those items requiring special storage will be stored as required, with the special conditions being addressed in the customer purchase order, and planned for by quality, manufacturing and production control.

**6.0 Records:** All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records"

**7.0 References:** AS9100 REV B., ISO 9001-2000.

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.

**TITLE: HANDLING, STORAGE, PACKAGING, PRESERVATION, and DELIVERY**

**PROCEDURE NUMBER: 7.5.5**

**PAGE: 1 OF 2**

**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** The purpose of this procedure is to define the general requirements and methods for handling, storage, preservation, packaging and delivery of material at Camar.

**2.0 Scope:** This procedure covers all departments.

**3.0 Definition:** Not applicable.

**4.0 Responsibility:** The President will be responsible for implementation of this procedure.

**5.0 Procedure:** A system is maintained governing the handling, storage, packaging, and delivery of selected material and product. Controlled and lot traceable material and supplies are stored in approved locations and handled and packaged to prevent damage or degradation. All products at Camar are handled per 7.5.5 stored, packaged, protected through all phases of production and after final inspection and extended to include delivery according to customer or this approved procedures.

**5.1 Material Protection and Handling:** Camar personnel receive, issue and store all material in the received or equivalent container unless special protection or handling is established by Quality Assurance or the customer. All products shall be handled in a manner to prevent damage or deterioration by use of padded or protective material handling units, and methods. Sensitive material shall be handled to prevent damage and shall be documented on the Sales Order as required.

**5.1.1 Material Storage:** Controlled and lot-traceable items are counted, measured or weighed to the unit of measure shown on the purchase order or move order accompanying the material. A location is provided for each controlled item stored. Incoming material is stored to encourage first-in-first-out (FIFO) order of issue. Product that has been accepted through the sales order process can be released to stock by the Quality department. Product will be removed from stock by the creation of a shipper for final product and will be final inspected for all customer requirements, documentation and identification prior to shipment. Final inspection will be accomplished per procedure Camar 8.2C.

**5.2** Products may be removed by Quality Department personnel, management, the President or his designee.

**5.3 Packaging:** Products are packaged to customer procedure, or industry standard commercial packaging. When product has been cleaned by commercial cleaning processes, and is to be directly shipped to the customer or to stock, they will be covered throughout all subsequent operations, the container will be visually inspected to verify no contamination occurs, and all parts requiring caps, thread protection, or encapsulation will be inspected for acceptability. When parts are cleaned at Camar and continue further processing, they will be visually inspected for acceptability, protected against contamination by covering or protecting the product and by verification that the container will not contaminate the product. When any product is determined to be unacceptable for cleaning requirements of Camar or the customer, they will be controlled per the procedure for Non-conforming product. As a minimum the parts will be re-cleaned and re-inspected until acceptability has been achieved and documented. Identification will be per customer requirement, and will be noted on the sales instruction for the current status.

**TITLE: HANDLING, STORAGE, PACKAGING, PRESERVATION, and DELIVERY**

**PROCEDURE NUMBER: 7.5.5**

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Inspection of the Identification will be implemented for all products to ensure acceptability per customer requirement. All product packaged will be per customer requirement and will be controlled by documented instructions as required for protection to specification (plastic container, boxing requirement, packaging material requirements for thickness, class, cleanliness, sealing methods to assure isolation of the product from other product or the environment, , the use of thread protecting caps, plugs, dividers, and packaging requirements specific to the customer, their customer, transportation companies, and or regulatory agencies.

**5.4 Preservation:** Camar preserves parts to prevent damage or deterioration.

**5.5 Delivery:** The Shipping Department will deliver parts per customer requirements.

**5.6 Cleaning:** Shop cleaning shall consist of removal of trash accumulation, the cleaning of work areas of general clutter, and the cleaning and maintenance of shop equipment, and facility.

**5.7 Prevention, Detection, and Removal of Foreign Objects:** Camar shall maintain machining, assembly and work areas free of trash, accumulated metal chips, and foreign objects such as staples, paper clips, and items that would be detrimental to the performance of any Camar product. Camar shall daily perform cleanup of its work areas to remove foreign objects.

**5.8 Marking and Labeling including Safety Warnings:** Marking or labeling of product will be per customer requirements. Shop signs will designate areas for authorized personnel, safety warnings, safety equipment placement, and as needed warnings for cleaning, repair, or temporary hazards.

**5.9 Shelf Life Control and Stock Rotation:** As applicable Camar shall maintain shelf life control as required. This will consist of removal of expired items and disposal per manufacturers guidelines. All shelf life item stock will be labeled with the expiration date, and will be monitored as required by the Quality department. Stock will be lot controlled with revision control. The stock will be used in the first in first out method whenever practical.

**5.10 Hazardous Materials:** All hazardous materials will be stored per manufacturers requirements. All hazardous material will be identified; the control of hazardous material will be the responsibility of the President.

**6.0 Records:** All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records"

**7.0 References: AS9100 REV B., ISO 9001-2000.**

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.

**TITLE: CONTROL of MONITORING and MEASURING DEVICES**

**PROCEDURE NUMBER: 7.6**

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**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** This procedure establishes the methods used to control mechanical instruments that are used for machining and inspection conducted at the Camar facility.

**2.0 Scope:** This procedure applies to all departments that are required to maintain Control of Inspection, Measuring and Test Equipment. This procedure establishes the methods used to control electronic, hydraulic, and mechanical instruments that are used for manufacturing, testing, and inspection conducted at the Camar facility.

**3.0 Definition:** Not applicable.

**4.0 Responsibility:** It is the responsibility of the Quality Manager to insure compliance to this procedure.

**5.1 Frequency Control:** The frequency of inspection is based on the purpose, degree of usage, equipment type, and stability. Normally, initial frequency is determined from the performance of similar equipment or by the manufacturer's specifications. This is determined from histories, commercial and military guidelines, usage, and environment. Gages such as thread gages, gage blocks, surface plates and master gages are usually 1 year. Gages with movable components are usually six-month recall. These frequencies are only a guide and can be adjusted as needed when documented.

**5.2 Calibration Due Date:** After the frequency has been established, a specific calibration on due date is established and the calibration label is attached to the equipment. Gauges too small to affix a sticker, or equipment in an environment where stickers do not adhere use an alternate method of marking (i.e., string tag on equipment or label affixed to container, or notation on calibration record). All equipment is re-calibrated by that date.

**5.3 Temporary Extensions:** Temporary extensions of calibration intervals may be authorized under certain conditions (i.e., completion of test in progress or no usage of that equipment). The Quality Assurance Manager authorizes these extensions and are based on favorable (in tolerance) results of past calibration. This decision is documented.

**5.3.1.2 Lengthening Intervals:** Frequency intervals may be lengthened on instruments that have exhibited no out-of-tolerance conditions in 5 consecutive evaluations or as might be expected on plug or pin type gauges with minimum use. The Quality Assurance Manager approves interval adjustments.

**5.3.1.3 Shortening Intervals:** Intervals are shortened when an out-of-tolerance condition has occurred in 2 out of 5 evaluations. Out of service conditions do not count in this calculation on (Blown fuse, broken meter, etc.).

**5.4 NIST Traceability:** All calibration at Camar will be traceable to the National Institute of Standards and Technology, or equivalent.

**5.5 Calibration System: Inspection and Maintenance Procedures:** Each type of equipment subject to Calibration at Camar has an inspection and/or Calibration procedure written which establishes the method of inspection and/or Calibration on for that type of equipment. This information is derived from sources such as instruction books, drawings or tool release and change notices. The instructions derived from manufacturer's specifications need not be rewritten but may be referenced in the equipment database. The Quality Assurance Manager approves inspection procedures

**5.5.1 Disposition of Obsolete or Defective Equipment:** Obsolete or defective

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equipment is removed from service, and placed in bonded storage. If the equipment is later reused, it is re-inspected as required per this procedure. If the equipment is beyond repair, it is permanently removed from service. If the equipment is repairable it is repaired to manufactures specification.

**5.5.2 Handling of Rejected Equipment:** When, during normal calibration, controlled equipment is found to be out of tolerance or defective, Quality Assurance is notified. It is the responsibility of Quality Assurance to determine the impact on products tested with the defective equipment since the previous

**5.5.4 Initial Inspection:** All new test equipment is routed to the Quality department prior to use for product acceptance. At this time the equipment is evaluated and, as required by this document, be given a control number, inspection and/or maintenance schedule and a calibration label.

**5.5.5 Personal Equipment:** If personal equipment is used to determine acceptability or quality records, it is controlled according to this procedure.

**5.5.6 Government Use of Equipment:** The government has access to all equipment for their use in acceptance of products at the Camar facility.

**5.6 Equipment Recall Database:** This database maintains a record of the items that are to be controlled by this procedure. The database is accessed monthly by QA to identify the equipment due for calibration. QA then retrieves the equipment for calibration.

**5.7 Product Recall:** When a measuring device is found to be out of calibration, an evaluation by the QA Manager will take place to determine whether the result may be nonconforming product. If so, the product is recalled by issuing a letter with all the pertinent information and arraignments made to reinspect the product.

**5.8 Calibration Techniques:** Camar will use in-house calibration procedures to calibrate each measuring device. The procedure will be based on manufacturer's specification, and will include visual, dimensional and operational inspection.

**5.9 Calibration Label:** Upon completion of calibration and providing the equipment is found satisfactory, it is tagged with a calibration label. This label indicates the calibration date and the due date of the next inspection. This label is stamped or initialed by the person performing the calibration.

**5.9.1 Calibration Seals:** Calibration adjustments, accessible from the outside of the equipment (other than zero/standardize) and access to internal adjustments are made tamper proof. This is accomplished by using glyptol, wax, or tamper labels as required. Breaking of these seals voids the calibration.

**5.10 Equipment Identification:** Each piece of equipment that is used for qualitative measurement is controlled in accordance with this procedure and identified with an asset number. Small hand instruments and tools can be marked by acceptable "best" methods. When it is impractical to apply labels to the equipment (such as pin gauges) they may be applied to the container.

**5.11 Control Records Maintained:**

**5.11.1 Measure History Database:** The history database is maintained by recording the transactions of the equipment listed in the equipment database.

**5.11.2 Calibration on Data Sheet:** During the calibration of certain pieces of equipment, a calibration data sheet may be filled out if required. The intended purpose of this data sheet is to

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establish the necessary corrections to be used when using this equipment. The calibration data sheets may be placed with the equipment to which it pertains.

**5.12 Environmental Controls:** All calibration at Camar will be in the ambient condition of the location where the item will be used.

**5.13 Transportation and Handling:** Equipment is protected from temperature, mechanical or other stresses that may cause damage. Protection to each piece may be unique but should consider temperature extremes (shock), vibration, handling shock, moisture or other harmful environments.

**5.13.1 Equipment Storage and Issue:** Adequate storage facilities are established for equipment to prevent loss and inadvertent damage due to temperature, humidity, vibration, shock and handling. Equipment is stored and logged in and out by its control number.

**5.14 Contracted Calibration and/or Measurements:** A calibration certificate may be required in cases where calibration is performed by outside sources. This requirement may be met by a data sheet when like items are calibrated such as plug or ring gages by the same calibration source. This certificate includes the following minimum information:

**5.14.1** Identification of the equipment to which the certificate pertains

**5.14.2** Measurement values of the equipment

**5.14.3** Proof of traceability to NIST for the accuracy of equipment used in the calibration

**5.14.4** Date of calibration

**5.14.5 Qualification of Outside Sources:** It is the responsibility of the Camar Quality department to assure that suppliers performing this service are qualified to perform the requirements of or ANSI/NCSL Z540-1-1999 or ISO 10012-1.

**5.14.5.1 Subcontractors Equipment:** Subcontractors equipment must meet the requirements of this procedure. Requirements of section 7.6 will be reviewed during the Camar survey of suppliers.

**5.15 Software Control:** As applicable Camar will store all electronic data masters in either the Mfg office, or QA office. An electronic backup will be made at least monthly. Copies of the master or original data will be stored in a fireproof safe or offsite. All characteristics will be verified by QA during the inspection of parts.

**5.16 Significantly Out of Tolerance:** Shall be defined as any measuring tool found to be out of tolerance by twice the manufacturer's suggested tolerance. All measuring equipment is identified with a calibration label that will note the asset number and the current calibration status. When a Camar part is inspected, the inspection report shall note the tool asset number. This will allow the tracking of measuring tool use, and for the analysis of the parts measured if an inspection tool is found to be Significantly Out of Tolerance. All products in stock or work in process will be bonded and identified with a rejection tag until inspection can be performed to verify acceptability. Product not acceptable will be controlled per procedure 8.3. Acceptable product will be released to the next scheduled operation. Product delivered to the customer will require control and notification per procedure 8.3 A.

**7.0 References:** ISO-10012-1 Quality Assurance requirements for measuring equipment. ANSI/NCSL Z540-1-1999 Calibration Laboratories and Measuring and Test Equipment-General Requirements.

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.

# CAMAR AIRCRAFT PARTS CO.

**TITLE: RECEIVING INSPECTION**

**PROCEDURE NUMBER: 8.2**

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**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** To establish a procedure for the control of receiving inspection functions at Camar .

**2.0 Scope:** This procedure applies to any and all parts received at Camar from Customers, suppliers, or distributors.

**3.0 Definition:** Duties per Documented job description.

**4.0 Responsibility:** The Quality Manager will insure the compliance to this procedure. The Receiving inspection Department will be responsible for all requirements of this procedure..

**5.0 Procedures: The Receiving Department** will verify that all products received meet the requirements of Camar and or customer purchase order document.

**5.1 The Receiving Inspection Department** will inspect the product to make certain that all the applicable characteristics are acceptable. Receiving inspection will verify compliance to documented blue prints, specifications or other purchase order required documents. Receiving inspection acceptance will be documented for the received product on the traveler and or receiving log. The accepted parts will be moved to the next scheduled operation. Non-acceptable parts will be segregated and controlled per paragraph 5.2. Supplies used for facility, stationary, or maintenance is excluded.

**5.2 Inspection Documentation:** Quality plans or Sales Order shall include criteria for acceptance and rejection; inspection and testing sequence operation; documented inspection results; identification of inspection instruments; documents associated with specific inspection instruments enabling them to be designed, produced, validated, controlled, used and maintained.

**5.3 Discrepancy:** In the event that there is an error or discrepancy, an MRR will be written, the supplier will be notified and the material will be segregated in pre, or full MRB until the corrections are made, or the parts returned to the supplier

**5.4 Acceptance by Certification:** shall be accomplished by assuring that the data in the reports are acceptable per applicable specifications. Camar shall periodically validate test reports by submitting certificated products to testing at an outside test facility.

**5.5 Inspection hold/ release for positive recall:** Where incoming product is released for urgent production purposes prior to verification, it shall be positively identified and recorded in order to permit immediate recall and replacement in the event of nonconformity to specified requirements. Products may be released under positive recall by noting the operation/test and quantity on the Sales Order to allow for further processing per customer requirement. The nature of the customer authorization for release of the product will be documented and maintained as a permanent record in the part number file. All release for processing that by passes any inspection must be authorized in conjunction with the customer by the company President or the Quality Manger. When product has been released and positive recall data noted, the missed inspection/test task would be verified as acceptable at final inspection prior to shipment to the customer.

**6.0 Records:** Inspection and test records shall show actual inspection and test result data when required by specification or acceptance plan. Where required to demonstrate product qualification Camar shall ensure that quality records provide evidence that the product meets the defined requirements. All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records"

**7.0 References: AS9100 REV B., ISO 9001-2000, Flow Chart Receiving Inspection.**

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.

**TITLE: RECEIVING INSPECTION**

**PROCEDURE NUMBER: 8.2**

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**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** To establish a procedure for the control of receiving inspection functions at Camar.

**2.0 Scope:** This procedure applies to any and all parts received at Camar from Customers, suppliers, or distributors.

**3.0 Definition:** Duties per Documented job description.

**4.0 Responsibility:** The Quality Manager will insure the compliance to this procedure. The Receiving inspection Department will be responsible for all requirements of this procedure.

**5.0 Procedures: The Receiving Department** will verify that all products received meet the requirements of Camar and or customer purchase order document.

**5.1 The Receiving Inspection Department** will inspect the product to make certain that all the applicable characteristics are acceptable. Receiving inspection will verify compliance to documented blue prints, specifications or other purchase order required documents. Receiving inspection acceptance will be documented for the received product on the traveler and or receiving log. The accepted parts will be moved to the next scheduled operation. Non-acceptable parts will be segregated and controlled per paragraph 5.2. Supplies used for facility, stationary, or maintenance is excluded.

**5.4 Inspection Documentation:** Quality plans, Sales orders or work instructions will include criteria for acceptance and rejection; inspection and testing sequence operation; documented inspection results; identification of inspection instruments; documents associated with specific inspection instruments enabling them to be designed, produced, validated, controlled, used and maintained.

**5.5 Discrepancy:** In the event that there is an error or discrepancy, an MRR will be written, the supplier will be notified and the material will be segregated in pre, or full MRB until the corrections are made, or the parts returned to the supplier. Notification will be made by the purchasing department by submitting the supplier copy of the MRR to the supplier.

**5.6 Acceptance by Certification:** will be accomplished by assuring that the data in the reports are acceptable per applicable specifications. Camar will validate yearly test reports by submitting certificated material or products to testing at an outside test facility. The test verification will be performed on different materials each year limited to the materials used by Camar. In cases were less than 3 materials are used they may test all material samples the same year.

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**5.5 Inspection hold/ release for positive recall:** Where incoming product is released for urgent production purposes prior to verification, it will be positively identified and recorded in order to permit immediate recall and replacement in the event of nonconformity to specified requirements. The Inspection and/or Manufacturing Department will separate and or hold product until the required inspection or test are completed or certifications received and verified. Products may be released under positive recall by noting the operation/test and quantity on the work instructions to allow for further processing per customer requirement. The work order will note serial numbers, lot numbers, supplier/customer, operation the parts were released to for further processing, and all traceability information etc. to allow for tracking product and to permit immediate recall if necessary. The nature of the customer authorization for release of the product will be documented and maintained as a permanent record in the part number file. All release for processing that by passes any inspection must be authorized in conjunction with the customer by the company President or the Quality Manger. When product has been released and positive recall data noted, the missed inspection/test task will be verified as acceptable at final inspection prior to shipment to the customer.

**6.0 Records:** Inspection and test records will show actual inspection and test result data when required by specification or acceptance plan. Where required to demonstrate product qualification Camar will ensure that quality records provide evidence that the product meets the defined requirements. All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records"

**Forms and Records:**

Inspection/Quality Records

**7.0 References: AS9100 REV B, ISO 9001:2000.**

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.

**TITLE: FIRST ARTICLE INSPECTION**

**PROCEDURE NUMBER: 8.2 A**

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**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** To establish a procedure for the first article functions at Camar when required. Inspection status at Camar can be documented by stamps, initials, or signature.

**2.0 Scope:** This procedure applies to all parts machined at Camar.

**3.0 Definition: First Article:** The first production part manufactured from production tooling of a production lot of parts, or the first piece of a manufacturing operation. First Assembly, sub-assembly or component requiring inspection to allow for a continuation of a process, procedure, or method of manufacture, test, or assembly

**4.0 Responsibility:** The Quality Manager or his designee.

**5.0 Procedure:** The Quality inspector, Setup-man or a person designated by the President/Quality Manager and with the approval of the Quality department will inspect the first production part for all the applicable design characteristics that are being machined for that process. The inspection will be documented on the traveler. When required by contract a first article will be documented on a "First Article inspection" form and may be submitted by Camar to the customer. All machining operations are first article inspected prior to machining of the remainder of parts in that lot. If the first article is acceptable the part is released to manufacturing for continuation of manufacturer for that process. If the first article is not acceptable, the part is returned to the manufacturing department with the noted discrepancy being conveyed to manufacturing for correction. If the part cannot be reworked to blue print specification, it will be documented as required to ensure control. It may be documented on a rejection report, tag, work instruction, inspection report, or set-up sheet if it is to be used as Set-up, sample or inspection part. The set-up, sample or inspection part will be controlled and scrapped or identified to prevent its use at the end of the production run for that part number. The corrected part will be returned to inspection for verification of all design characteristics. If the part is acceptable, the part will be returned to manufacturer for continuation of the process. If the part is not acceptable it will follow the process as described above for parts that are not acceptable upon first article inspection.

**5.1 FAI Non-conformances:** When any characteristic of a first article inspection is non-conforming, the inspector will reject the part being inspected. The FAI will be documented and corrections must be made and re-inspected. The rejected part and a copy of the inspection report showing the non-conformance will be returned to the manufacturing foreman for corrections. If further non-conformances are noted, the

**TITLE: FIRST ARTICLE INSPECTION**

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inspection report will note the non-conformances, and the rejected part and a copy of the inspection report showing the non-conformance will be returned to the manufacturing foreman for corrections. If the part is acceptable and all non-conformances are resolved, the first article will be

documented, the parts returned to the manufacturing foreman with the approval to continue. All nonconformance's that cannot be resolved, or repeat nonconformance's are to be controlled and corrective action may be required per procedure 8.52

**5.2 Inspection Report Completion:** When required by contract the customer designated first article inspection reports will be used. If AS9102 (latest revision) is noted, the AS9102 applicable inspection report will be completed per the guidelines of AS9102. If a customer special inspection report is used, the instructions for its completion will be issued with the inspection report. For internal Camar inspection reports, the instructions for the inspection report will be used as the guideline for completion. Inspection report instructions are maintained by the Quality Manager and are to be used for report completion. Training on instructions for inspection report completion will be documented.

**5.3 Initiating Partial or Re-accomplishment of First Article Inspection:**

The FAI requirement, once invoked, shall continue to apply even after initial compliance. The FAI requirements may be satisfied by a partial FAI that addresses differences between the current configuration and prior approved configurations. When a partial FAI is performed, the Camar shall complete only the affected fields in the FAI forms. FAI requirements may also be satisfied by previously approved FAI performed on identical characteristics of similar parts produced by identical means. When FAI requirements (partial or complete) are satisfied in this manner, Camar shall identify the approved configuration in the index of part numbers on the inspection report. Camar shall perform a full FAI, or a partial FAI for affected characteristics, when any of the following events occurs:

1. A change in the design affecting fit, form or function of the part.
2. A change in manufacturing source(s), process(es), inspection method(s), location of manufacture, tooling or materials, that can potentially affect fit, form or function.
3. A change in numerical control program or translation to another media that can potentially affect fit, form or function.
4. A natural or man-made event, which may adversely affect the manufacturing process.

**TITLE: FIRST ARTICLE INSPECTION**

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5. A lapse in production for two years or as specified by the Customer.

**5.4 Nonconformance Handling:**

The FAI is not complete until Camar closes all non-conformances affecting the part and

implements corrective actions. Camar shall re-perform an FAI for those affected characteristics and shall record the results.

**5.5 Assemblies and Subassemblies:** When Assemblies and/or their sub-assemblies are manufactured their individual components require traceability and first article inspection data. The top level assembly documentation must identify the component parts and/or the sub-assemblies. First article documentation must include the individual component as the assembled unit or its sub-assemblies. Each individual component must have its individual first article documentation or its documented acceptance data (certification, C. of C., approved data, 8130-3, manufactures acceptance, and/or customer acceptance data). The assembly or sub-assembly first article documentation will include the first article or acceptance data for each component in the quality records file for that assembly or sub-assembly part number. First article inspection documentation need not include all the component acceptance data if referenced on the assembly first article document or if not required by the customer to be submitted, but retained for later review.

**6.0 Records:** Inspection and test records shall show actual inspection and test result data when requires by specification or acceptance plan. Where required to demonstrate product qualification Camar shall ensure that quality records provide evidence that the product meets the defined requirements. All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records"

**Forms and Records:**

Inspection/Quality Records

**7.0 Reference:** AS9100 "B", customer and regulatory requirements as applicable.

**8.0 Nature of changes:** AS9102 requirements for First Article Inspection per para: 5.1, 5.2, and 5.3

**TITLE: IN-PROCESS INSPECTION**

**PROCEDURE NUMBER: 8.2B**

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**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** To establish a procedure for the control of in-process inspection functions at Camar.

**2.0 Scope:** This procedure applies to any and all parts that are in-process at Camar.

**3.0 Definition:** Duties per Documented job description.

**4.0 Responsibility:** The Quality Manager or his designee will be responsible for all requirements of this procedure.

**5.0 Procedure:** The Inspection and/or Manufacturing Department will inspect all parts at Camar to the current blue print or work instructions for the operations performed in the order of completion per Camar and customer requirements. The inspections are accomplished prior to further processing. The operator will sign or stamp the work order to show operation completion and acceptance by manufacturing. Inspection will verify the acceptability of the product at that operation by means of an acceptance stamp, quantity and date notation on the work order.

**5.1 Sampling:** Camar will sample per customer documented sample plan/and or customer approved sample plan to assure part compliance to engineering specifications. In-process inspection and or sampling will be accomplished per work instructions.

**5.2 Inspection hold:** The Inspection and/or Manufacturing Department will separate and or hold product until the required inspection or test are completed or certifications received and verified. Products may be released under positive recall by noting the traceable data on the work instruction or inspection/quality report. This data as applicable will note serial numbers, lot numbers etc. to allow for tracking product and to permit immediate recall if necessary.

**6.0 Records:** Inspection and test records will show actual inspection and test result data when requires by specification or acceptance plan. Where required to demonstrate product qualification Camar will ensure that quality records provide evidence that the product meets the defined requirements. All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records"

**Forms and Records:**

Inspection/Quality Records

**7.0 References: AS9100 REV B, ISO 9001:2000.**

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.

**TITLE: FINAL INSPECTION**

**PROCEDURE NUMBER: 8.2C**

**PAGE: 1 OF 1**

**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** To establish a procedure for the control of final inspection at Camar.

**2.0 Scope:** This procedure applies to all parts that are Final inspected at Camar. All final inspection will be performed with calibrated inspection equipment.

**3.0 Definition:** Duties per Documented job description.

**4.0 Responsibility:** The Quality Manager will be responsible for all requirements of final inspection of this procedure. Final Inspection functions cannot be delegated to other departments.

**5.0 Procedure:**

**5.1 Inspection;** The Inspection and /or Manufacturing Department will inspect all parts at Camar to the current blue print, Sales order, or work instructions for assurance that they meet the requirements of Camar and the customer. The inspection department will verify that all manufacturing planning has been completed and accepted to the latest requirement. Inspection buyoff of the C. of C. and Camar shipping document will be accepted as proof of **final inspection**. Final inspection will visually inspect all parts prior to acceptance for final customer submittal.

**5.2 Document Review:** Final Inspection will review all documents to insure that the latest changes, the correct customer instructions, non-conformance dispositions, and final inspections have been accomplished and approved by the customer.

All non-conformance or deficiencies will be handled as rejections and will be processed per the non-conforming material procedure 8.3.

**6.0 Records:** Inspection and test records will show actual inspection and test result data when requires by specification or acceptance plan. Where required to demonstrate product qualification Camar will ensure that quality records provide evidence that the product meets the defined requirements. All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records"

**Forms and Records:**

Inspection/Quality Records

**7.0 References: AS9100 REV B, ISO 9001:2000.**

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.

**TITLE: INTERNAL QUALITY AUDIT**

**PROCEDURE NUMBER: 8.2.2**

**PAGE: 1 OF 3**

**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** The purpose of this procedure is to establish an audit function that evaluates the effectiveness of Camar's quality system. This includes, but is not limited to, the quality system (all applicable elements of AS9100 as a minimum), manufacturing control, quality control and workmanship of Camar products.

**2.0 Scope:** All quality operations and documentation, including procedures, inspections, training, process controls and certifications performed in each area within the Camar facility are audited at least once per year using Camar Audit forms maintained by the Quality Manager.

**3.0 Definition:** Not applicable.

**4.0 Responsibility:** The Quality Manager will insure the compliance to this procedure.

**5.0 Procedure:**

**5.1 Audit Schedule:** Each procedure/and or key processes are audited a minimum of once every 12 months. An audit schedule will be developed and serve as a guide to management in scheduling audits. Audit schedules are to be used as a guide and dates may vary depending on company priorities and circumstances. When procedures, process, elements, or personnel are not meeting requirements, the auditor will note the deficiency and corrections will become the responsibility of the department management or the Quality Manager. A re-audit of the function after corrections have been completed will be performed. Re-audits are scheduled on an as-needed basis and documented on the original audit document or a new audit documents. The audit schedule is based on the status of importance of the activity to be audited and/or the sequence and interaction of the activity within a process.

**5.2 Personnel Qualifications:** Personnel are selected for auditing assignments based on experience or training that establishes their qualifications are adequate regarding the activities to be audited. Audits are carried out by personnel independent of those having direct responsibility for the activity audited.

**5.3 Training of Auditors:** Auditing personnel (other than experienced personnel in a particular activity being audited) have, or will be given appropriate training or orientation to develop their competence for performing required audits

**5.4 Personnel Records:** Records are maintained by Quality Assurance for all personnel actively performing audits. These records list their qualifications and training.

**TITLE: INTERNAL QUALITY AUDIT**

**PROCEDURE NUMBER: 8.2.2**

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**5.5 Responsibility:** Quality Assurance management is responsible to assure performance of quality audits. The system or manufacturing control audit is conducted by a qualified auditor.

Quality system audits performed by outside sources (Customer, Government agencies) may not serve as a substitute for Camar internal quality audits. However, such audits and reporting is conveyed to Camar management to assist in review of the Quality program.

**5.6 Audit Review:** Reviews are held to communicate effectiveness of the Quality Assurance Program and to identify areas of needed improvement. The Quality Audits will be submitted to management for review which may include continual improvement, corrective or preventive action.

**5.7 Audit Findings:** Internal Audit findings will be classified as **Major Finding:** The absence of, or total breakdown of an applicable management element specified in the AS9100 standard, customer requirement, or any non-conformities where the effect is judged to be detrimental to the integrity of the product or service.

**Minor Finding:** A single system failure or lapse in conformance with a procedure relating to the AS9100 standard or customer requirement.

**Note :** A number of minor non-conformities against one requirement can represent a total breakdown of the system and this can be considered as a major non-conformity

**Observations:** Quality system documents, processes, or practices noted by the auditor or management that are new requirements and need to be fully implemented, may be upgraded to improve efficiency, are "Opportunity for Improvement", or may enhance current documents, processes, or practices that are currently acceptable. When a deficiency is noted, actions are taken without undue delay to eliminate detected nonconformities and their causes. The action will be taken by the management of the department responsible, Quality Management, or as a team effort. All Major deficiencies require formal corrective action. Minor findings corrected without undue delay may not need formal corrective actions as long as actions are taken without undue delay to eliminate detected nonconformities and their causes, and the corrections are documented. When C/A's are formalized, they will be in accordance to procedure 8.5.2. "Observations" and "Opportunity for Improvements" do not need formal corrective action responses.

**5.8 Corrective action follow-up:** When corrective action is required, after completion, follow-up audits will be initiated, and documented for effectiveness.

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**5.8 Corrective action follow-up:** When corrective action is required, after completion, follow-up audits will be initiated, and documented for effectiveness.

**5.9 Detailed Checksheets and other Applicable formats:** Detail internal checksheets will be developed for the applicable quality processes and specification required procedures as a minimum. The detailed check sheet will incorporate all the requirements of the procedure. The detail checksheets will be developed by QA or the controlling department. All detail checksheets will be revision controlled per section 4.2.4, and the masters will be maintained in the QA office. In addition to the detailed checklists, AS9100 or AS9101 based checklists, customer referenced or based audit plans, industry based referenced material, flow charts, process maps, or quality documents may be used individually or in any combination to determine whether the quality management system conforms to the planned arrangements, to the requirements of the referenced Standard and to the quality management system requirements established by the organization, and is effectively implemented and maintained.

**5.9.1 Objective Evidence:** For all objective evidence reviewed, the traceability to that objective evidence will be noted on the Internal Audit checksheets, or an attachment that will clearly show the traceability from the objective evidence to the process, task, or item being audited. The Objective evidence will list as applicable, job numbers, dates, customer, suppliers, employees, traceable information, and the type of data reviewed. This information will be available for customer and internal management review.

**6.0 Records:** All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records"

**Forms and Records:**

Audit Checklists

Audit Schedule

Audit Reports/Quality Data

**7.0 References: AS9100 REV B, ISO 9001:2000.**

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.

**TITLE: CONTROL OF NONCONFORMING PRODUCT**

**PROCEDURE NUMBER: 8.3**

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**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** This procedure establishes the method of review, control and corrective action of nonconforming material, to ensure that product which does not conform is identified and controlled to prevent unintended use or delivery.

**2.0 Scope:** This procedure applies to materials or product nonconformance that occur at any stage of the company's processes, including sub-contractor supplied materials and product. It also applies to nonconforming product returned from customers.

**3.0 Definition: See 5.1 c.**

**4.0 Responsibility:** It is the responsibility of the Quality Manager to insure compliance to this procedure. Camar has defined the responsibility for review and authority for the disposition of nonconforming product under the authority of Camar to be the Quality Manager, trained inspection personnel, engineering personnel or manufacturing supervision. The process for approving personnel making these decisions shall be documented experience of manufactured product inspection to customer specification and/or blue print interpretation of manufacturing products for a minimum of 18 month, the ability to measure and/or verify product acceptability to customer specification using inspection equipment, and the ability to document the results of their inspection or verification and determine acceptability to documented specifications. The allowable dispositions shall be rework to Blue print specification, scrap, submit to the customer for disposition, return to vendor, or for product under the contracted authority of the customer design data, only the customer may disposition non-conforming product. The allowable dispositions are defined in para; 5.2 b.

**5.0 Procedure - Overview**

All nonconforming product that is detected through inspection or testing, or by supervisors and employees during the routine monitoring of any process, is immediately separated from that process and clearly identified as nonconforming. Product must be quarantined or effectively labeled or tagged as appropriate. All nonconformance events are reported, investigated and the nonconforming product disposed of in a manner that satisfies the customer, sub-contractor, company quality policy and any outside authority. The goal of investigating any nonconforming event is to identify causative factors for the purpose of remedial action that reduces or eliminates any future reoccurrence of the quality failure. Investigations should not be punitive or take any other approach that may negatively affect employee commitment to the quality system.

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**5.1 Procedure - Nonconformance Control**

**a) Detection:** Nonconforming product is the result of failure in the quality system. Effective detection of these system failures is essential to the integrity of the system. The detection of minor failures is a critical safeguard of the quality system. Without correction, minor failures may quickly escalate into serious and expensive quality difficulties for the company. Methods for identifying nonconformance include:

1. Inspection, testing and routine supervision throughout the process
2. Identification of incoming nonconforming materials and product
3. Frequent and motivated in-process checks by line supervision
4. Competent final checks of process output before release or delivery
5. Product returns and customer complaints
6. Nonconformance notification by outside inspectors or testing authorities
7. Routine employee input

**b) Reporting:** All detected nonconformances, or situations where a problem may arise if not corrected, are reported, usually on a Nonconformance Report (NCR). The NCR Initiator is the employee responsible for detecting the nonconformance. This reporting responsibility may be shared with a management if the reporting employee is unwilling/unable to initiate the NCR. An NCR may not be required for minor nonconformance events that are easily corrected and that do not impact adversely on product quality. However, if a minor event has the potential to cause serious quality problems if it reoccurred under different operating conditions, then a discretionary NCR is required.

**c) Nonconformance Categories:** Nonconformance events are broadly divided into:

**Major Nonconformances:** Events that are not routine and cannot be easily corrected or repaired. This includes any nonconformances, flaws, or other quality failures, that have a significant impact, or the potential for significant impact, on the company's ability to meet its obligations to its customers and/or financial loss.

**Minor Nonconformances:** Events that result in nonconforming product or flaws that are minor and easily corrected within the process. NOTE: Minor events are not necessarily judged solely by results. If the potential for a serious quality problem exists, then a minor nonconformance event should be considered major and reported by NCR.

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**d) Nonconformance (NCR) Reports:** NCR's are controlled documents and administered by the Quality Manager. All new NCR's are submitted to the Quality Manager for numbering and distribution. NCR's are then sent to the department head responsible for the area(s) where the nonconforming event was identified. Each NCR is an interactive document and circulated for comments and review by any function involved, or potentially involved, in correcting or monitoring the nonconformance

**e) Minor Nonconformance Reporting:** Minor nonconformances are reported as required on routine documentation for the process activity including inspection reports or work orders. A NCR is not required unless required by customer contract on customer design product, has product or process impact exceeding \$250.00 as determined by Camar Management, or if the correction resources is less than the resources needed to document the minor non-conformance.

**f) Quarantine:** Nonconforming product is immediately labeled, tagged or otherwise clearly identified and, where possible, separated from other product in a special handling area. Where product is already in process and separation is impractical or unsafe, the Quality Manager immediately takes any and all steps necessary to

## **5.2 NCR Review and Action**

**a) Review Responsibility:** All NCR's are reviewed by the Quality Manager or his designee, and investigated by the appropriate department manager(s) or delegated on a timely basis. The nonconformance is investigated, and the results of that investigation included on the NCR. Interdepartmental input and, if necessary, outside advice, is obtained. Investigating personnel considers all possible causes and associated design, function, employee and product safety, product liability, regulatory and environmental factors.

**b) Action Options:** The NCR review process is not complete until a plan for the disposal of the nonconforming product, and/or remedial action to prevent a reoccurrence, is decided and approved by the Quality Manager as required per customer contract authorization. The options are:

Rework the product to conform to specifications.

Accept product in its nonconforming condition (customer design-customer authorized only).

Return to supplier.

Reject and/or scrap (Product dispositioned for scrap shall be conspicuously

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and permanently marked, or positively controlled, until physically rendered unusable.) Camar does not regrade product.

**c) Quarantined Product:** Product may be held in quarantine for any reasonable period pending final disposal. All NCR's must identify the disposal method and the authority approving the disposal. It is not permitted to hold nonconforming product beyond any reasonable time necessary to review any NCR and decide on its disposal method unless that product is effectively quarantined.

**d) Outside Obligations:** If the planned method of disposal violates, or may violate, any company obligation under contract to a customer, or to any regulatory authority, then prior approval or contract variance is obtained.

**e) Product Rework and Repairs:** All nonconforming product and equipment that is disposed of by reworking or repairing is re-inspected and retested for compliance with original requirements or the new requirements of any other action options.

**f) Corrective Action:** Where any identified major nonconforming event requires specific corrective action, then such actions should proceed in accordance with Procedure 8.5.2, Corrective Action.

**g) NCR Status Log and Review:** The Quality Manager is responsible for effectively logging all NCR's and for monitoring status and disposal. The status log is reviewed at a predetermined frequency (weekly) to identify specific trends of nonconforming product by department, function or process. The purpose of this review is to establish the need for new procedures that may be necessary to correct repeated or potentially serious nonconforming events.

**h) After Delivery:** When nonconforming product is detected after delivery or use has started, the company must take action appropriate to the effects or potential effects of the nonconformity.

**5.3 Procedure - Final Review**

The Quality Manager closes the NCR for each nonconformance, and its status updated, only after all desired actions are achieved. If the results of the actions taken are unsatisfactory, and a recurrence of nonconforming product or equipment develops, a new NCR is initiated in accordance with the procedures contained above. The Quality Manager is responsible for the verification of all approved disposal actions. This review includes an overview of disposal goals, methods, timing, and ongoing remedial actions.

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**5.4 Notification Required:** Camar notifies customers in detail in a timely manner when a non-reworkable nonconformity is discovered at Camar, or in products that may affect product already delivered. The notification on will include concise description of discrepancy, parts and serial numbers affected, lot number, delivered quantity, delivery dates and a statement of corrective action for the noted discrepancy.

**5.5 Customer MRB Authority:** If customer MRB authority is granted, Camar will obtain written MRB plan approval. The Camar MRB plan will list members, restrictions authorized personnel who disposition nonconforming material, and records list required. Camar will provide written rational for all use-as-is dispositions that are not accompanied by a specification on or design change authorized by the customer..

**6.0 Records:** All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records"

**7.0 References: AS9100 REV B, ISO 9001-2000.**

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.

**TITLE: CONTROL AND CUSTOMER NOTIFICATION OF SUSPECT PRODUCT**

**PROCEDURE NUMBER: 8.3. A**

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**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** To establish a procedure for the notification within 72 hours to customers when a product is suspect of having been inspected with a piece of equipment that is out of calibration, within calibration but suspect of producing erroneous data, or of errors in inspection or documentation.

**2.0 Scope:** This procedure applies to all product inspected or tested.

**3.0 Definition:** Suspect data is the data produces by equipment that may be out of calibration but that equipment is producing accurate data, data that is produced from a piece of equipment that is within the calibration cycle dates, but in the opinion of management the data should be remeasured for confirmation of accuracy, or any data that in the opinion of management should be reviewed for possible error.

**4.0 Responsibility:** The President is responsible for the implementation of this procedure.

**5.0 Procedure:** Every inspection job will require a confirmation by the inspector that the equipment being used is within the calibration cycle. When equipment is found to be out of calibration, all jobs that were measured with that equipment will be remeasured (if the parts are still in-house). If the parts have been shipped, a notification letter will be sent to the customer that will identify the suspect part number, the reason for the concern, and for the customer to decide if the suspect parts will be sent back for remeasuring with equipment that is in calibration, or if the parts are to be remeasured at the customers facility using customer or company equipment.

If equipment is within calibration, but in the opinion of management the equipment displays performance that may have created inaccurate data, the above noted notification letter will be sent for parts shipped, and parts in-house will be remeasured.

When data is suspect of being incorrect for any reason the part will be remeasured in house, or submit to the customer a notification letter as noted above.

**5.1 Re-measurement of Parts:** The suspect parts will be remeasured to the same criteria as if no initial measurement had been performed, when the parts are in-house. For parts already shipped the customer will decide if the parts are to be returned for complete remeasurement, or if inspection at their facility will be performed. When data is suspect of having inaccuracies, the data will be reviewed for disposition. The disposition may include correction of clerical errors, or re-inspection in part or whole.

**5.2 Suspect Part Traceability:** All products are tracked daily for inspection status. All jobs will be reviewed to derive the first completed job that was inspected with the suspect equipment under suspect conditions. All jobs from that point will be considered suspect, and will be remeasured if in-house, or the customer will be notified.

**5.3 Corrective Action:** All suspect equipment or data will be reviewed by the President for the application of corrective and preventive action per the Corrective Action Procedure.

**6.0 Records:** All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records"

**7.0 References:** AS9100 REV B., ISO 9001-2000.

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.

**TITLE: ANALYSIS OF DATA**

**PROCEDURE NUMBER: 8.4**

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**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** To establish a procedure for the process of determining, collecting and the analysis of appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of the quality management system can be made. This will include data generated as a result of monitoring and measurement and from other relevant sources.

**2.0 Scope:** This procedure applies to all processes or departments as determined by the Quality Manager.

**3.0 Definition:** Analysis- resolution or breaking up of something complex into its various simple elements; the exact determination of the elements or components of something complex.

**4.0 Responsibility:** The President/Quality Manager will assign a committee to investigate areas for continual Improvement.

**5.0 Procedure:** The President/Quality Manager his designee or an appointed committee to collect and perform analysis of data that as a minimum provides information relating to

- a) customer satisfaction (see 8.2.1),
- b) conformity to product requirements (see 7.2.1),
- c) characteristics and trends of processes and products including opportunities for preventive action, and
- d) suppliers.

**5.1** Camar will review quality data, audit results, customer correspondence and quality data, inspection, rejection, and rework data, quality objectives, corrective and preventive action data, customer, supplier, or internal data, and suggestions from internal or external sources to develop information to be used for the improvement of Camar processes.

**5.1.1** Customer satisfaction data will also include data from customer satisfaction surveys, customer correspondence and quality data of all relevant types to determine the satisfaction both actual and perceived. Customer diagnostic data such as quality and delivery data (see 8.2.1).

**5.1.2** Conformity to product requirements will be determined through the review of inspection and quality data to documented customer design and specification data. The review will determine if Camar parts and products conform as required.

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Statistical methods, reports, and/or accept/reject data will be used as the basis for the analysis process.

**5.1.3 Characteristics and trends of processes and products including opportunities for preventive action.** The monitoring data should be of the process under review using current data. (Within the year of the monitoring review date). The monitoring of the process should be based on a sample that will be taken at random of like documentation during a defined period. This may vary based on the process data available (no pre-determined sample rate or quantity is required). When a process or data has been determined to allow for an opportunity for preventive action or a continual improvement plan, a report or plan will be initiated and submitted to management for review. The controls on these plans will be per the Preventive Action procedure 8.5.3 and the Continual Improvement Procedure 8.5.1.

**5.1.4 Supplier Analysis:** Supplier monitoring may be based on ASL data, rejection data, continual improvement or corrective action data. The determination of a supplier quality status will be controlled per the procedure 7.4.

**5.2 Analysis of Monitoring Data:** Camar will analyze the monitoring data to look for trends, and/or similarities to continuing improvement, training requirements, and/or analysis for cost, or control. The analysis will be documented on the monitoring form or on a trend analysis form that notes the monitoring data.

**5.3 Monitoring Actions or Disposition:** Upon review of the monitoring data, Management will sign the monitoring data sheet to show that review has been accomplished. Disposition of the data will be as required per management disposition.

**5.4** Continual improvement plans will note the objective, the current process or condition, the tasks required to overcome the current condition and to achieve the suggested objective, and a method of measuring the improvement. The continual Improvement plans may note the cost, time, training and/or equipment required. This will allow for prioritizing and comparison of continual improvement projects.

**6.0 Records:** All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records"

**Forms and Records:**

Monitoring Data

Trend Analysis Data

**7.0 References: AS9100 REV B, ISO 9001:2000.**

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.

**TITLE: CORRECTIVE ACTION**

**PROCEDURE NUMBER: 8.5.2**

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**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** This procedure establishes the guidelines for requesting and implementing corrections of matters that affect the Camar product, customers and/or suppliers. Each individual within Camar is responsible to request or take corrective action when a condition exists that is detrimental to customer relations or product performance. Corrective action will be implemented to the degree necessary to eliminate nonconformances. Customer contractual requirements for corrective action will be flowed down as required to Camar and suppliers.

**2.0 Scope:** Applies to all departments that require corrective action.

**3.0 Definition:** Not applicable.

**4.0 Responsibility:** The Quality Manager will insure the compliance to this procedure.

**5.0 Procedure:** Prompt action is taken to change conditions that could result in unsafe situations, regulatory discrepancy, product or process non-conformance, or customer dissatisfaction. Prompt remedial action is always taken to correct nonconformity's following their detection. The decision to initiate corrective action (C/A) is based on an evaluation determining whether it is technically feasible, economically practical or contractually required to correct the cause of the nonconformity's. The Quality Manager controls the issuance and review of all Corrective Actions.

**5.1 Corrective Action (Initiation):** A C/A is initiated by any employee who judges that a nonconformity or substantial nonconforming condition has an adverse effect on Camar product quality and that is considered preventable. C/A may be initiated by customers, suppliers, and/or in-house evaluation. This refers to a recurring or possible recurring problem. The decision whether an individual nonconformity is worthy of a C/A is based on product or process impact, and financial impact exceeding \$250.00 as determined by the Quality Manager. Corrections to a process or system may be accomplished without formal corrective action documentation as long as actions are taken without undue delay to eliminate detected nonconformities and their causes. The following are examples of instances when formal documented corrective actions need not be created; (internal audit findings, process or system corrections, manufacturing system improvements, equipment, clerical, or personnel corrections in which the resources expended in the documentation of the correction will exceed the resources needed for the actual correction.) This determination shall be the responsibility of the Quality Manager.

**TITLE: CORRECTIVE ACTION**

**PROCEDURE NUMBER: 8.5.2**

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**REV: "B" DATE: 07-01-2007**

**5.1.1 Review:** The nonconformance (customer, supplier, and/or in-house) is reviewed by Quality personnel who determine if C/A is to be initiated.

The review may include personnel from Camar's personnel, customer's personnel or any combination of persons approved by the Quality Manager.

**5.1.2 C/A under MRB Authority:** When an MRB action or disposition has been directed from a customer, the C/A will be as required from the MRB document. This may part of a more comprehensive action which may include training, additional data for review, or other MRB directed action.

**5.2 The originator** of the C/A describes the nonconformity and references the controlling documents such as quality procedures, **specification**, or bills of material.

The Quality Manager assigns a C/A number and a response date. The Quality Manager determines the department employee or supplier or customer representative who has responsibility over the nonconforming subject and who the best recipient would be.

**5.3 The recipient** should have either first-line accountability or sufficient intimate knowledge of the operation to prevent the recurrence of the nonconformity. If the C/A was issued against a documented internal audit since the manager receives a copy of the audit report.

**5.4 Determining the cause of the nonconformance by "Root Cause Analysis":**

Corrective action will be based on the results of root cause analysis. The analysis will be conducted by inspection, testing, engineering models, teardown analysis, or laboratory deduction. Quality will document root cause analysis on the corrective action form as part of the total corrective action investigation and implementation. **Root cause analysis shall include industry recognized techniques as applicable for the corrective action, such as 5 whys, Femeas, trend analysis, direct cause, process mapping, fishbone diagrams, contributing cause, symptom analysis etc. Root cause shall be determined prior to the implementation of the corrective action plan.**

**5.5 Evaluating the need for action to ensure that nonconformities do not recur:**

The recipient investigates the nonconformity, determines its cause, and enacts remedial and corrective actions. The recipient then states the proposed implementation dates on the C/A. These are the dates when the remedial and corrective actions can be verified as complete.

**5.5.1 Scrap:** Product dispositioned as scrap shall be controlled per section 5.1

**5.5.2 Rework:** All nonconforming product and equipment that is disposed of by reworking or repairing is re-inspected and retested for compliance with original

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requirements or the new requirements of any other action options. Product dispositioned as rework shall be controlled per procedure 8.3 section 5.2 e.

**5.5.3 External failure reports/data:** When product has been determined to need corrective action based on an external failure reports or data, the report or data must be verified by the Quality Manager or his trained designee. Verification may include retest or inspection, acceptance of report or data, review of similar or like parts from same lot or process. Product dispositioned as scrap from failure report/data shall be controlled per section 5.1

**5.6 Determining and implementing action needed:** The Quality Manager will document the corrective action required and implement a corrective action plan, and will issue the corrective action document to the department manager responsible for the nonconformity. The implementation plan shall (as applicable and/or required) include a corrective action owner, C/A response due date, Interim c/a plan, Long term c/a plans, Effectivity date or serial numbers, Root cause analysis (recording and reporting), Preventative Actions, Follow-up activity to determine if c/a was taken and effective, Cost benefit analysis / risk assessment, fmeas, and customer required action.

The department manager will be responsible for the implementation of the corrective action. Corrective action requiring equipment, training, or documentation change that is beyond his/her scope of authority, will confer with the applicable authorized responsible manager for corrective action assistance. The Quality Manager will follow up on all corrective action implementation for verification of completeness, verification that the corrective action was successful, and will verify that the documentation required was completed and acceptable. When required stock or inventory shall be purged and product controlled as dispositioned (scrap, rework, RTV, submit to the customer for review, etc.)

**5.6.1 Corrections not formally written on C/A form:** For corrective action taken without undue delay to eliminate detected nonconformities and their causes determined by the Quality Manager not to need a formal C/A form, the nonconformity and corrections may be documented on a work order, Quality memo, training outline, meeting minutes agenda, or other quality document. The acceptance verification by the Quality Manager or his designee will also be

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documented on a work order, Quality memo, training outline, meeting minutes agenda, or other quality document.

**5.7 Records of results of action taken:** All corrective action related documents will be maintained as quality records. Formal corrective action forms, supporting data, inspections, observations, evaluations, reviews and implementation plans will be documented and placed in the corrective action file for that corrective action. Access by customers as required will be granted by Camar

**5.8 Reviewing corrective action taken:** Camar Quality Manager or his designee will review the results of the corrective action after implementation, and with sufficient examples to determine if the root cause correction eliminated the cause of the nonconformance. Accepted corrective action will be closed by the Quality Manager after conclusive evidence (as determined by the Quality Manager or as required the Customer). Corrective action which does not correct or eliminate the nonconformance will be resubmitted and controlled per section 5.0 through 5.7 of this procedure.

**5.9 Completion:** Each C/A is verified by a cognizant QA person designated by the Quality Manager. In the case of the Supplier, either the buyer who handled the C/A or the Purchasing Manager may also signs for verification of the Remedial and Corrective Action. Follow-up verification is mandatory to make certain that solutions, training, equipment corrections to work orders, or new work instructions will be permanent corrections to the problem and to ensure company objectives are being met. In the case of the In-house Quality Manager or the department manager may sign for verifications.

**5.10 Customer Complaints:** All customer complaints will be directed to the Quality Manager and will be controlled by the Quality Manager as needing Corrective Action in accordance to this Corrective Action Procedure, until the Complaint has been reviewed and appropriate disposition performed. If actual corrective action is required it shall be performed and documented per this corrective action procedure. If the review and coordination with the customer determines that action less than formal corrective action is required, it shall be performed per customer requirement and disposition. All customer complaints regardless of the corrective action status shall be documented in a manner that can be recalled and analyzed for continuous improvement and trend data.

**5.11 Supplier Corrective Action:** All supplier corrective action shall be controlled and initiated per section 5.1. All supplier corrective action shall include notifying as

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applicable the purchasing department supervision for inclusion into the supplier file for control per procedure 7.4.

**6.0 Records:** All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records" C/A logs and open C/A's are stored in the C/A binders or files and are Camar **confidential**. External auditors may examine C/A files if they have a contractual "right to access" our manufacturing facility.

**7.0 References: AS9100 REV B, ISO 9001-2000.**

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.

**TITLE: PREVENTIVE ACTION**

**PROCEDURE NUMBER: 8.5.3**

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**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** This procedure establishes the guidelines for implementing preventive action that affect the Camar product, process, documentation or system nonconformance's or potential nonconformance's. Preventive action will be implemented to the degree necessary to eliminate nonconformances and appropriate to the effects of the potential problems..

**2.0 Scope:** Applies to all departments..

**3.0 Definition:** Not applicable.

**4.0 Responsibility:** The Quality Manager will insure the compliance to this procedure.

**5.0 Procedure:** Prompt action is taken to initiate preventive action to correct current or potential problems. The decision to initiate preventive action is based on an evaluation determining whether it is technically feasible, economically practical or contractually required to correct the cause of the nonconformity's. Quality Assurance controls the review and determination for implementing preventive action.

**5.1 Determining potential nonconformance's and their causes:** The decision whether an individual nonconformity is should generate a preventive action plan is a subjective decision made by the QA Manager The determination of potential preventive action is made through review of quality records, internal audits, corrective actions, customer or supplier rejection or suspect product data, process variation data, among other quality information sources. The cause of the nonconformity will be determined through procedure 8.5.2.

**5.2.Evaluating the need for action to prevent occurrence of nonconformities:** The Quality Manager with assistance from other personnel as required will review quality documentation and as required will initiate a corrective action plan to determine the need for action. The evaluation will be documented and maintained as a quality record.

**5.3 Determining and implementing action needed:** The Quality Manager will document the preventive action required, and will issue the action document to the department manager responsible for the nonconformity. The department manager will be responsible for the implementation of the preventive action. Preventive action requiring equipment, training, or documentation change that is beyond his/her scope of authority, will confer with the applicable authorized responsible manager for preventive action assistance. The Quality Manager will follow up on all preventive action implementation for verification of completeness, verification that the preventive action was successful, and will verify that the documentation required was completed and acceptable.

**5.4 Records of results of action taken:** All preventive action related documents will be maintained as quality records. Formal preventive action data, supporting data, inspections, observations, evaluations, reviews and implementation plans will be documented and placed in the preventive action file for that preventive action. Access by customers as required will be granted by Camar.

**5.3 Reviewing preventive action taken:** Camar Quality Manager or his designee will review the results of the preventive action after implementation, and with sufficient examples to determine if the root cause correction eliminated the cause of the nonconformance. Accepted preventive action will be closed by the Quality Manager after conclusive evidence (as determined by the Quality

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Manager or as required the Customer). preventive action which does not correct or eliminate the nonconformance will be resubmitted and controlled per section 5.0 through 5.5 of this procedure.

**6.0 Records:** All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records"

**7.0 References:** AS9100 REV B., ISO 9001-2000.

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.

**TITLE: CONTINUAL IMPROVEMENT**

**PROCEDURE NUMBER: 8.5.1**

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**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** To establish a procedure for the incorporation of Continual Improvement into the Camar quality system.

**2.0 Scope:** This procedure applies to all departments.

**3.0 Definition:** None.

**4.0 Responsibility:** The President will assign a committee to investigate areas for continual Improvement.

**5.0 Procedure:** The President his designee or an appointed committee will review quality data, audit results, analysis of data, quality objectives, corrective and preventive action data, customer, supplier, or internal data, and suggestions from internal or external sources to develop documented plans for the improvement of Camar processes.

**5.1** Continual improvement plans will note the objective, the current process or condition, the tasks required to overcome the current condition and to achieve the suggested objective, and a method of measuring the improvement. The continual Improvement plans may note the cost, time, training and/or equipment required. This will allow for prioritizing and comparison of continual improvement projects.

**5.2** Continual Improvement plans will note a time frame for completion and a person(s) responsible for the completion and review.

**6.0 Records:** All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records"

**7.0 References:** AS9100 REV B., ISO 9001-2000.

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.

# CAMAR AIRCRAFT PARTS CO.

**TITLE: INSPECTION AND TEST STATUS**

**PROCEDURE NUMBER: 9.0**

**PAGE: 1 OF 1**

**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** To establish a procedure for the control and identification of the inspection and test status of parts at Camar .

**2.0 Scope:** These procedures cover all products at Camar .

**3.0 Definition:** Not applicable

**4.0 Responsibility:** The manager of the Quality Department is responsible for the content of this documented procedure and for ensuring that it is followed.

**5.0 Procedure:** The inspection and test status of products shall be identified by suitable means, which indicate the conformance or nonconformance of products with regards to inspection and test performed. The identification shall be maintained, as defined in the sales order.

**5.1 Inspection Stamps:** Inspection stamps will be issued to persons authorized to verify, certify, and release product and controlled through QA and logged in the inspection log. The stamp log will have an impression of each stamp. Inspection stamps will differ from all other department stamps, and will differ from customer and government stamps.

**5.2 Stamp Control:** All stamps issued will be audited yearly for legibility. Stamps that create illegible impressions will be removed from service, destroyed, and they will be replaced. Lost stamps will be permanently removed from service. Retired stamps will be in bond for a minimum of six month. All unassigned stamps will be accounted for in the office of the Quality Manager. Facsimiles of stamps will be in the stamp log.

**5.3 Stamp Audit:** The documented audit of stamps will be conducted yearly by personnel belonging to the QA department. All discrepancies will be corrected by the Quality Manager.

**6.0 Records:** All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records"

**7.0 References:** AS9100 REV B., ISO 9001-2000.

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.

# CAMAR AIRCRAFT PARTS CO.

**TITLE: F.O.D. PREVENTION**

**PROCEDURE NUMBER: 10.0**

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**REV: "B" DATE: 07-01-2007**

**1.0 Purpose:** To establish a procedure for the control of Foreign Object Damage (F.O.D.) caused by the contact of material, fluids, or handling in the manufacturing, inspection, storage, or material handling process of company products.

**2.0 Scope:** This procedure covers all products.

**3.0 Definition:** F.O.D. any damage caused by material not normal to the product, which may be part of the processing of the product. Damage caused by material not part of the processing of the product.

**4.0 Responsibility:** The President is responsible for the content of this documented procedure and for ensuring that it is followed.

**5.0 Procedure:** The identification of products for damage that is preventable shall be the responsibility of all company employees. When damage is found, the Quality department will perform root cause analysis. All damage by foreign objects, (material such as staples, material handling products, nails, clips, wood, cutting tool, paper, food, rags, pins, etc.) will be identified and the cause, location, operation, method of contact will be documented. Quality and Manufacturing will review the process where the contact took place, and correct the situation through sales order correction, employee training, equipment improvement, removal or replacement of the offending material and or process alteration. The correction will be audited for verification of accomplishing the removal of the foreign object damage. Foreign object damage correction will be documented and will be reviewed by the Quality Department, and "as needed" department management to note if like damage to other product may be prevented by means of applying the corrective action to those products.

**6.0 Records:** All records will be maintained in accordance to procedure 4.2.4 "Control of Quality Records"

**7.0 References:** AS9100 REV B., ISO 9001-2000.

**8.0 Nature of Changes:** Added Reference to AS9100 "B" as applicable.