Camar Aircraft Products Co.

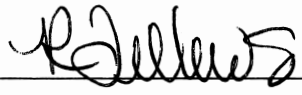
QUALITY MANUAL

Revision D

CAMAR
Aircraft Parts Co.

Introduction

The purpose of this manual is to describe the Quality Assurance Program implemented by Camar Aircraft Products Co. (hereafter referred to as C.A.P.C.) C.A.P.C. is a World Wide supplier of Aerospace Products. C.A.P.C. is currently in compliance with ISO 9001:2008 (excluding Design Activity section 7.3.) and customer requirements. Procedures and necessary documentation for implementing the Quality Management System (hereafter referred to as QMS) are established and dictated by the complexity of the process and product design. The Quality Manual has been reviewed for compliance to the requirements set forth in the latest revision of ISO9001:2008 as well as applicable customer requirements. Product or documentation created prior to the implementation of this Quality Manual may not show evidence of compliance to ISO9001:2008 requirements. Changes to this Quality Manual will not be initiated until approved by C.A.P.C. and or any applicable customer.

Reviewed and Approved by:	**Signature**	**Date**
President:		3/3/14
Management Representative:		3/3/14

Quality System Manual Revisions

Revision	Issue Date	Nature of Changes	Approved By
A	1/01/2005	Written to the requirements of AS9100 NC.	Rick Fellows
B	7/01/2007	Written to the requirements of ISO 9001:2000 and AS9100 Rev. B.	Rick Fellows
C	5/01/2012	Upgraded References to ISO 9001:2008 and removed AS9100 requirements.	Rick Fellows
D	3/01/2014	Eliminated nonessential references and revised formatting.	Rick Fellows

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1.0 Scope, 1.1 General

The scope of the Q.M.S. is to comply with ISO9001:2008 and customer Quality Requirements with exclusions for Design Activity 7.3. The justification for these exclusions is that C.A.P.C. only distributes products to customer requirements. It does not market, control, test, or determine utility for the product. C.A.P.C. does not design any products, nor does it service any product it distributes or performs a service function. The Quality Program assures that the specifications of ISO9001:2008, customer requirements and applicable regulatory requirements are applied to all contracts requiring the assurance that all processes are in control and that the acceptability of product and services through the detection and prevention of nonconformity. Additional customer requirements are applied per purchase order requirements.

2.0 Quality Management System References

Documents related to this Quality Manual include all procedures referenced within the pages of this document, matrix or procedures manual. Work instructions that directly or indirectly have impact on product or process and forms, reports, or data used in conjunction with the procedures and work instructions described in this manual or the procedures manual.

3.0 Quality Management System Definitions

Customer Supplied Product: Any type of service or material supplied to be utilized in the manufacture, modification or repair of customer-owned property.

Product: The end item result of meeting all contracts terms and conditions. (e.g.: manufactured goods, merchandise, services etc.)

Quality Records: Documentation of those activities wherein records of said activities must be maintained, will be specified in the procedure or work instruction level documents, as applicable

Service: Is used in this document, it's defined "As the task of producing a product to customer requirement and not as a function of installing, repairing, or supplying labor to perform customer required tasks".

Special Processes: Processes that cannot be fully verified by subsequent monitoring or measurement and as a consequence, deficiencies may become apparent only after the product is in use, or the service has been delivered.

4.0 Quality Management System, 4.1 General requirements

C.A.P.C. documents, implements, maintains and continually improves our QMS in accordance with the requirements of ISO9001: 2008. To implement the Quality Management System, C.A.P.C.:

a. Identifies the processes needed for the QMS throughout our organization.

b. Determines the sequence and interaction of these processes.

c. Determines the criteria and methods required to ensure the effective operation and control of these processes. Ensures the availability of information and resources necessary to support the operation and monitoring of these processes.

d. Measures, monitors and analyzes these processes, and implements action necessary to achieve planned results and continual improvements.

e. Outsourced processes (when and where needed) are identified and controlled within C.A.P.C.'s quality management system. Ss selected to perform Outsourced processes shall have exhibited expertise in the process required. These vendors shall be ISO9001 certified or shall be evaluated using C.A.P.C.'s vendor qualification process. C.A.P.C. shall be responsible for control of the output of the outsourced processes.

C.A.P.C. manages all of these processes in accordance with the requirements of ISO9001: 2008.

4.2 Documentation Requirements,

4.2.1 General

The quality management system documentation includes: Documented Quality Policy and Objectives (5.3, 5.4), This Quality Manual (4.2.2), required documented procedures, documents needed to ensure effective planning, operation and control (4.2.3), required records (4.2.4).

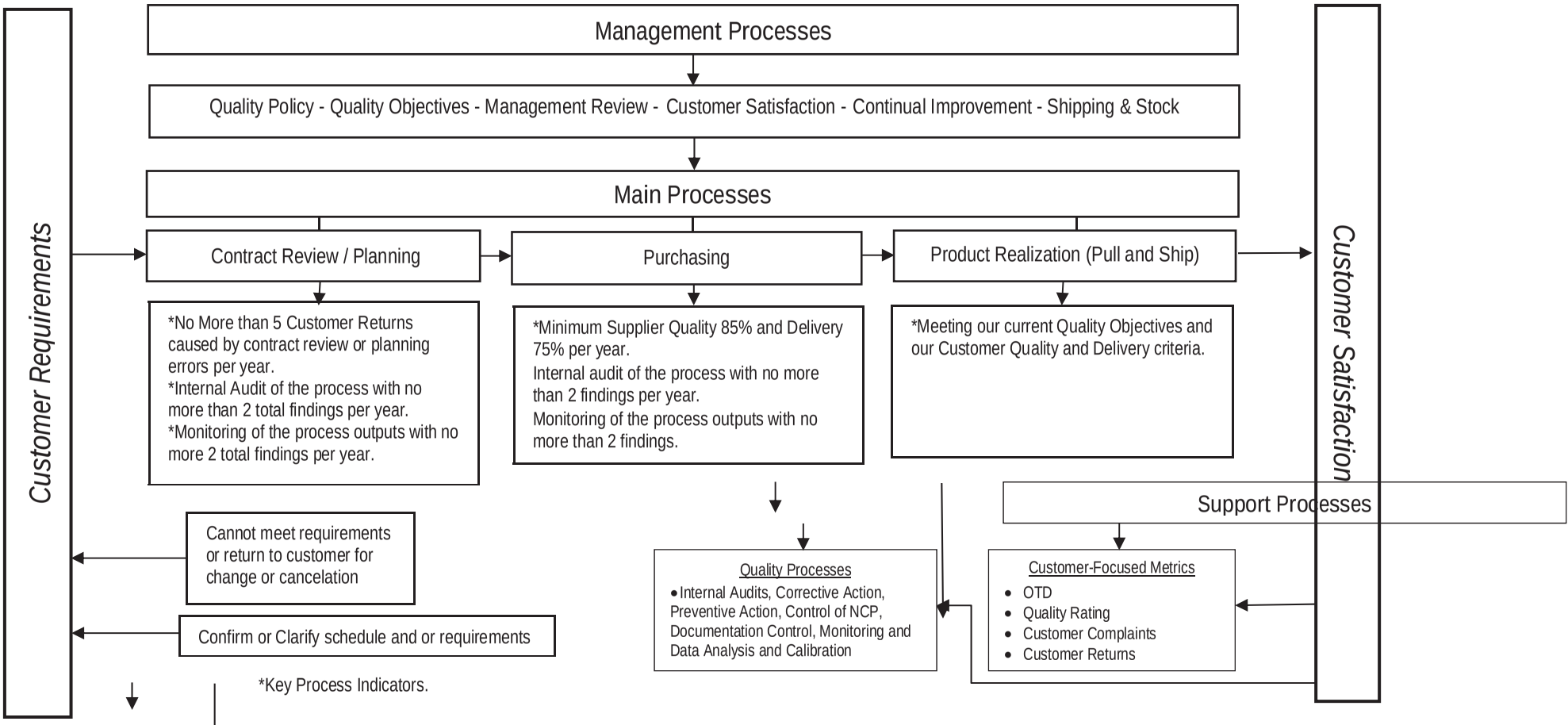
4.2.2 Quality Manual

See *Section 1* for the Scope of the Q.M.S. C.A.P.C. has established and shall maintain this quality manual that includes

a) The scope of the quality management system is noted in section 1.0; including details and justification for any exclusion are noted.

b) The documented procedures established for the quality management system, or reference to them will be noted in the applicable section of the Manual.

QMS PROCESSES AND INTERACTIONS



4.2.3 Control of Documents

This process is detailed in Procedure 4.2.3.

4.2.4 Control of quality records

This process is detailed in Procedure 4.2.4.

5.0 Management Responsibility, 5.1 Management Commitment

The top management of C.A.P.C. ensures commitment to the implementation and improvement of the Quality Management System by: Establishing the Quality Policy and Quality Objectives, Communicating to all employees the importance of meeting customer, statutory and regulatory requirements, conducting management reviews, ensuring the availability of necessary resources.

5.2 Customer focus

Top management ensures that customer needs and expectations are determined through our Product Realization Procedure, Contract Review Procedure, and Customer Feedback Processes with the objective of enhancing customer satisfaction.

5.3 Quality policy

The Quality Policy is a commitment to meet requirements and continually improve the effectiveness of the Q.M.S. It provides a framework for establishing quality objectives. The Quality Policy is communicated and understood within the organization and is reviewed during the Management Review meetings for its continuing suitability to our organization. *The quality policy reads as follows*:

Quality Policy

Camar Aircraft Products Co. strives to deliver the service and value that meet or exceed our customer's requirements.

Camar Aircraft Products Co. commits to comply with all applicable requirements and to constant improvement by training its people, upgrading equipment, and eliminating nonessential practices.

C.A.P.C. monitors, measures, and analyzes its processes for continuous improvement. This Quality Policy is carried out and implemented at all levels in the organization. The President ensures that the quality policy is communicated to all employees.

5.4 Planning

5.4.1 Quality objectives

The President ensures that quality objectives are established through the process and communicated to the employees. Quality objectives are established at relevant functions throughout the manufacturing, quality, documentation, purchasing, and administrative functions. The quality objectives are measurable by the acceptance of product and by the satisfaction of our customers. The quality objectives are consistent with the company policy.

5.4.2 Quality management system planning

Having created sound measurable quality objectives, C.A.P.C. ensures the planning of the Q.M.S. is relevant to meet the requirements given in 4.1, by means of work instructions, procedures, and documented training. The integrity of the Q.M.S. is maintained when changes to the Q.M.S. are planned and implemented. This is accomplished by having procedures and instructions for quality related tasks, and by having cross training of key quality tasks to more than one employee.

5.5 Responsibility, authority and communication

5.5.1 Responsibility and authority

The Organization Chart defines the responsibility and authority of personnel within the C.A.P.C. Q.M.S. Personnel who need the organizational freedom to initiate actions relating to product, prices, and quality system, identify and record any problems relating to product, prices, and quality system, initiate or recommend solutions through designated channels, verify implementation of corrective or preventive actions, Control further processing, delivery, or installation of nonconforming product until deficiencies can be resolved has been documented. C.A.P.C. provides adequate resources, including trained personnel, for management, performance, and verification of all quality system activities.

5.5.2 Management representative

The Quality Manager is the "Management Representative" with the responsibility and authority for ensuring that processes for the Q.M.S. are established, implemented, and maintained. The organizational freedom (with unrestricted access to top management) to resolve matters pertaining to quality management issues. The responsibility of the management Representative can include liaison with external parties on matters relating to the Q.M.S.

5.5.3 Internal communication

The performance of the Q.M.S. is shared throughout C.A.P.C. by memos or data generated concerning topics of the Q.M.S. These items may include as applicable; Delivery reports, Internal and/or Customer Reject reports, Customer Scorecards, Continual Improvement plans, Preventive actions or any other data relevant to the performance of the Q.M.S.

5.6 Management review

5.6.1 General

The President reviews the quality system at planned intervals (currently once per calendar year as a minimum), sufficient to ensure its continuing suitability, adequacy and effectiveness in satisfying customer Q.M.S. requirements. The Management Review includes C.A.P.C.'s accessing its opportunities for improvement, the need for changes to the Q.M.S. including the company's Quality Policy and Objectives. Management Review Records are maintained.

5.6.2 Review input

The Management Review Meeting will include the following topics as a minimum: *Audit Results (Internal Audits, Process Audits, 3rd Party Audits, Customer Audits, Regulatory Audits, Etc.), Customer Feedback (Surveys, Scorecard Data, Complaints Data, Reject Data), Process Performance and Product Conformance Data, (On-Time Delivery Data, Internal Rejection Data, and Monitoring data), Preventive and Corrective Action Status (Internal, Customers, Supplier, Status, Follow-up, and Closer), Follow-up Action Item from Prior Management Reviews, Changes that Could Affect the Q.M.S, any Recommendations For Improvement, Quality Objective Data, and the Quality Policy Suitability.*

5.6.3 Review output

Actions and decisions relating to the topics discussed at the Management Review Meeting are included in the Management Review Report and include as a minimum: *Improvement of the Effectiveness of the Q.M.S and its Processes, Improvement of Product related to Customer Requirements and any Resources Needs*. Responsibility for required actions is assigned to members of the management review team.

6.0 Resource Management, 6.1 Provision of resources

C.A.P.C. has determined and continually provides the resources to implement and maintain the Q.M.S. and to continually improve its effectiveness by reviewing data for opportunities to improve the Q.M.S. and its processes and to ensure customer satisfaction by meeting customer requirements.

6.2 Human Resources

6.2.1 General

C.A.P.C. personnel performing work affecting conformity to product requirements must be competent on the basis of appropriate education, training, skills, and experience. Records of education, training, skills, and experience can be found in the employee personnel file and/or files maintained by Human Resources.

6.2.2 Competence, Training, and Awareness

This process is detailed in Procedure 6.2.2.

6.3 Infrastructure

C.A.P.C. determines, provides, and delegates the maintenance to the Maintenance Personnel or outside service to maintain the infrastructure needed to achieve conformity to product requirements as applicable. Consideration is given to the following, Buildings, Workspace, and associated Utilities, Process Equipment such as Hardware and Software and Supporting Services such as Transportation, Communication and Information Systems. When any change or improvement is identified, it is the responsibility of the Quality Manager or his designee to approve those changes necessary for the achievement of product conformity.

6.4 Work Environment

This process is detailed in Procedure 6.4

7.0 Product Realization, 7.1 Planning of Product Realization

This process is detailed in Procedure 7.0

7.2 Customer-related processes

7.2.1 Determination of requirements related to the product

This process is detailed in Procedure 7.2.

7.2.2 Review of requirements related to the product

This process is detailed in Procedure 7.2.

7.2.3 Customer communication

Customer service is a primary contact for customer communications. C.A.P.C. has determined and implemented effective arrangements for communicating with customers in relation to: *Product Information, enquiries, contracts or other handling, including amendments and customer feedback, including customer complaints.* The Quality department coordinates customer feedback and customer complaints through the use of a Customer Complaint Log, Corrective and/or Preventive Action when required, or by means of reports, or memos noting the customer concern and the C.A.P.C. action required. These items will be reviewed at the Management Review Meeting.

7.3 Design and Development

C.A.P.C. does not design products as part of its normal business operations. The requirements of AS9100 revision "C" have been noted and considered as not applicable at this time. C.A.P.C. assists customers in any design function required, but as an aid to the customer and under the customer direction.

7.4 Purchasing

This process is detailed in Procedure 7.4.

7.5 Production and Service Provision

7.5.1 Control of Production and service provision

C.A.P.C. plans and carries out production under controlled conditions. The control of Production operations are assured by the documented Work orders that address as applicable: *The availability of information that describes the characteristics of the product*, *the availability of work instructions, as necessary, the use of suitable equipment.* The availability and use of monitoring and measuring equipment, The implementation of monitoring and measurement, The implementation of product release, delivery and post-delivery activities as required by customer contract.

7.5.1a Production process verification (First Article Inspection)

This process is detailed in Procedure 8.2.4

7.5.2 Validation of processes for Production provision

Where the results of processes cannot be fully verified by subsequent monitoring or measurement and as a consequence, deficiencies may become apparent only after the product is in use, or the service has been delivered, the processes are carried out by Approved Suppliers to ensure that the specified requirements are met. The validation of these processes will demonstrate the ability to reach planned results. C.A.P.C. has established arrangements for these processes including defined criteria for review and approval of the processes, qualification of personnel, and approval of equipment, the use of specific methods and procedures, record requirements and process revalidation as applicable. C.A.P.C. controls applicable aspects of special processes, as defined by the process specifications including special process changes. C.A.P.C. defines the significant operations and parameters in the process to be controlled during Production. Records are maintained for qualified processes, equipment and personnel, as appropriate.

7.5.3 Identification and traceability

C.A.P.C. shall identify product by suitable means throughout product realization. Product Traceability and status is identified with respect to monitoring and measurement requirements throughout product realization by the use of Work orders, which document lot traceability, and serialization traceability as required by the customer design and/or C.A.P.C. quality criteria. When Product Identification and Traceability is a requirement, C.A.P.C. shall control the unique identification of the product and maintain records. When traceability is lost, the product is controlled as nonconforming product per Procedure 8.3 until traceability and configuration is confirmed as acceptable.

7.5.4 Customer property

This process is detailed in Procedure 7.5.4.

7.5.5 Preservation of product

This process is detailed in Procedure 7.5.5.

7.6 Control of monitoring and measuring equipment

This process is detailed in Procedure 7.6

8.0 Measurement, Analysis, and Improvement, 8.1 General

C.A.P.C. plans and defines the necessary monitoring, measurement, analysis and improvement processes needed to demonstrate conformity to product requirements, ensure conformity and continually improve the effectiveness of the QMS. C.A.P.C. determines the applicable methods of monitoring, measurement, analysis and improvement, including applicable statistical techniques*, and the extent of their use*.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

C.A.P.C. monitors customer perception by using Customer Satisfaction Survey information as to whether or not we have met customer requirements.

8.2.2 Internal Audit

This process is detailed in Procedure 8.2.2.

8.2.3 Monitoring and measurement of processes

C.A.P.C. determines and applies suitable methods for monitoring and, where applicable measurement of the Q.M.S. Processes. These methods will demonstrate the ability of the processes to achieve planned results and will be documented on the Data Monitoring and Analysis forms. When planned results are not achieved, correction and corrective action shall be taken, as appropriate.

8.2.4 Monitoring and measurement of product

This process is detailed in Procedure 8.2.4.

8.3 Control of Nonconforming Product

This process is detailed in Procedure 8.3.

8.4 Analysis of Data

C.A.P.C. determines, collects, and analyses appropriate data to demonstrate the suitability and effectiveness of the Q.M.S. and to evaluate where continual improvement of the Q.M.S. can be made. The process for determining, collecting, and analyzing this data is defined in the Management Responsibility procedure 8.4. Appropriate data includes data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data provides information relating to assess customer satisfaction levels, Conformity to product requirements, characteristics and trends of process and products, including opportunities for preventive action and the performance of suppliers.

8.5 Improvement

8.5.1 Continual improvement

C.A.P.C. continually improves the effectiveness of the Q.M.S. through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

8.5.2 Corrective action

This process is detailed in Procedure 8.5.2.

8.5.3 Preventive action

This process is detailed in Procedure 8.5.3.