



**Value Added Supply Chain Solutions**

# **QUALITY MANUAL**

**Revision Date: August 7, 2008**

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## 1.0 About this Manual

### 1.1 Introduction

This quality manual defines the [Quality Management System](#) (QMS) for Tulmar Ridge LLC (referred to herein as Tulmar Ridge) and includes a description of [Our Organization](#), the policies and processes that support our top level [Quality Policy & Objectives](#), and the products that we offer.

The QMS defined within this manual meets the requirements of ISO 9001:2000. This manual applies to the implemented QMS for Tulmar Ridge currently operating at the following location:

745 Graves Street  
Clayton, New York  
USA 13624

### 1.2 Scope

The QMS processes described within this manual apply to: The distribution, assembly and manufacturing of military vehicle subcomponents.

Due to the nature of the processes required for a distribution and manufacturing business, exclusions to ISO 9001:2000 requirements include:

- a) 7.3 Design and development.

## 2.0 Our Organization

### 2.1 About Us

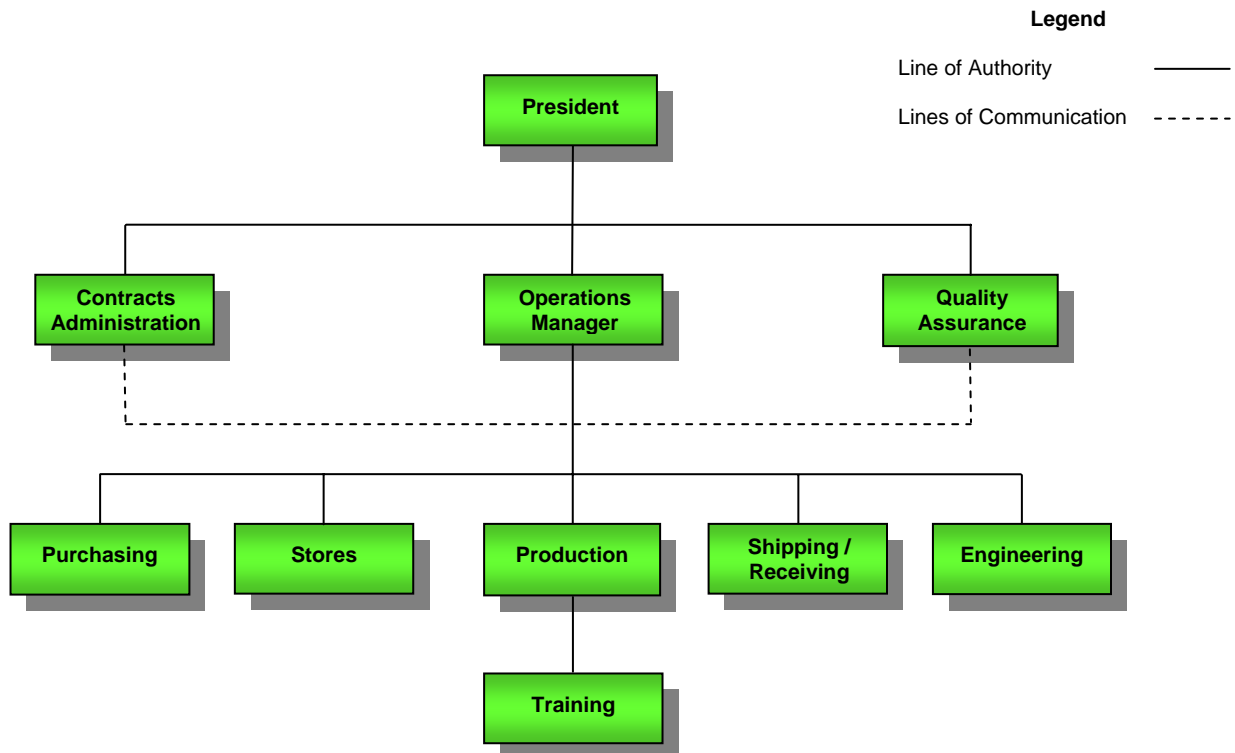
Tulmar Ridge LLC is a Veteran Owned Small Business (VOSB) providing military stowage and carriage equipment, seat restraints and a variety of vehicle subcomponents to military vehicle OEMs (Original Equipment Manufacturers) and system integrators.

Tulmar Ridge LLC is registered as government contractor in the US Federal Government Central Contractor Registry ([CCR](#)) database.

### 2.2 Capabilities

Tulmar Ridge LLC is a manufacturer and distributor of defense related products. Activities are carried out in a 30,000 square foot facility.

### 2.3 Organizational Chart



### 2.4 Roles and Responsibilities

The roles and responsibilities for each position are defined within our procedures. Unless specified, employees may be qualified to carry out activities for several positions.

## 3.0 Our Quality Management System

### 3.1 Quality Policy & Objectives

At Tulmar Ridge LLC we believe our goal is Total Customer Satisfaction and nothing short of total commitment will do. Guided by this belief, we're committed to providing products of uncompromising quality, delivered on-time and at a reasonable cost.

To consistently achieve our goal, we've implemented a 'Quality Management System' (QMS) that meets the requirements of ISO 9001:2000. In support of our policy and main goal, our intention is to:

- ✓ Achieve customer satisfaction by consistently meeting or exceeding our customer's needs and expectations;
- ✓ Consistently deliver high quality products to our customers in a cost effective and timely manner; and
- ✓ Continually strive to improve the effectiveness of our business operations and processes through the implementation of a continual improvement process.

Overall, we recognize that our most important resource is our people and by developing and involving our employees in these activities, we will consistently deliver a high quality product thus achieving our goal of 'Total Customer Satisfaction'.

### 3.2 Quality Management System - Requirements

#### 3.2.1 General Requirements

Tulmar Ridge has established, documented and implemented a QMS by:

- a) Identifying the processes needed for the QMS as defined within this manual;
- b) Determining the sequence and interaction of the needed processes;
- c) Determining and documenting the criteria and methods needed for effective control and operation of processes as defined within the QMS procedures;
- d) Ensuring the availability of resources and information necessary to support the operation and monitoring of processes;
- e) Defining the processes that measures, monitors and analyses the process of the QMS; and
- f) Implementing the actions needed to achieve planned results and continual improvement.

TULMAR RIDGE shall manage, maintain and continually improve the effectiveness of its QMS as defined within this manual.

#### 3.2.2 Document Requirements

##### 3.2.2.1 General

Tulmar Ridge QMS documentation includes, but is not limited:

- a) The quality policy and objectives;
- b) This quality manual;
- c) Procedures required to satisfy the requirements of the ISO 9001:2000;
- d) Documents identified within this manual and Quality Procedure, Document Control that are required to ensure the effective planning, operation and control of processes; and
- e) The quality records identified within this manual and Quality Procedure, Control of Records that demonstrates products have been produced in accordance with specified procedures and meets requirements.

### 3.2.2.2 Quality Manual

This manual includes, but is not limited to:

- a) The [scope of the QMS](#);
- b) References to related procedures (refer to [Appendix A](#)), or where appropriate, other needed documentation;
- c) A description of the interaction between the QMS processes including those necessary to address the requirements of the ISO 9001:2000;
- d) The [quality policy and objectives](#); and
- e) A description of the [organization](#).

### 3.2.2.3 Control of Documents

Documents required by the QMS shall be controlled as defined in Quality Procedure, Document Control. Control of documents shall include, but are not limited to:

- a) Approving documents for adequacy prior to issue;
- b) Reviewing and updating documents as needed and re-approving documents;
- c) Identifying changes and showing the revision status;
- d) Ensuring that applicable documents are available where needed;
- e) Ensuring that documents remain legible, identifiable and retrievable;
- f) Ensuring that external origin documents are identified and controlled; and
- g) Preventing obsolete documents from unintended use and identifying if retained.

### 3.2.2.4 Control of Records

Records (i.e. contractual, technical and quality related) retained to provide evidence of conformance to requirements and effective operation of the QMS shall be controlled to ensure that they are legible, readily identifiable and retrievable. Where specified in the contract, specific records shall be available for evaluation by the customer. Where records are required for retention, they shall be identified within each section of this manual. Quality Procedure, Control of Records defines the controls needed for the identification, storage, retrieval, protection, retention time and disposition of quality records.

## 3.3 Management Responsibility

### 3.3.1 Management Commitment

Tulmar Ridge's senior management demonstrates its commitment to the development and implementation of the QMS and continual improvement by:

- a) [Communicating](#) the importance of meeting requirements;
- b) Establishing the [quality policy and objectives](#);
- c) Performing [management reviews](#); and
- d) Ensure availability of [resources](#).

### 3.3.2 Customer Focus

Tulmar Ridge's senior management ensures that the [customer's requirements](#) are determined and met with the aim of enhancing [customer satisfaction](#).

### 3.3.3 Quality Policy

Senior management has documented its [quality policy](#) ensuring it:

- a) Is appropriate to the operations;
- b) Includes commitment to meeting requirements and continual improvement of the QMS effectiveness;
- c) Provides a framework for establishing and reviewing quality objectives;
- d) Is communicated and understood by Tulmar Ridge employees;
- e) Is reviewed during management reviews for continuing suitability; and
- f) Is controlled by the QA Manager as a quality document and approved by the President.

### 3.3.4 Planning

#### 3.3.4.1 Quality Objectives

The overall quality objectives have been defined within the [Quality Policy](#). Tulmar Ridge's senior management ensures that its objectives are;

- a) Established at relevant functions and levels in the organization as discussed and developed by management and approved and signed by the President;
- b) Included for those needed to meet product requirements;
- c) Measurable;
- d) Consistent with the quality policy and continual improvement; and
- e) Reviewed at Management Review meetings.

#### 3.3.4.2 QMS Planning

Tulmar Ridge ensures that planning of the QMS is done to:

- a) Meet the requirements of [General Requirements](#) of this manual and the quality objectives; and
- b) Ensure that the integrity of the QMS is maintained when changes are implemented.

### 3.3.5 Responsibility, Authority, Communication

#### 3.3.5.1 Responsibility and Authority

The responsibilities, authorities and their interrelation for personnel are defined and communicated within the organization.

#### 3.3.5.2 Management Representative

Tulmar Ridge has appointed the QA Manager who has the responsibility and authority to:

- a) Ensure that the QMS is established and maintained;
- b) Report to senior management on the performance of the QMS, including the needs for improvement; and
- c) Ensure the awareness of customer requirements is promoted throughout the organization.

#### 3.3.5.3 Internal Communication

Appropriate processes for communication have been established within the organization and regular communication takes place on the effectiveness of the QMS. Methods of communication include, but are not limited to:

- a) Daily conversations with employees; and
- b) [Management Review](#) meetings.

### **3.3.6 Management Review**

#### **3.3.6.1 General**

Senior management reviews Tulmar Ridge's QMS at regularly scheduled meetings;

- a) To ensure its continuing suitability, adequacy and effectiveness;
- b) To evaluate opportunities for improvement; and
- c) To evaluate the need for changes to the QMS, including policy and objectives.

Minutes of the management reviews shall be maintained as defined in this manual, [Control of Records](#).

#### **3.3.6.2 Review Input**

Input to the Management Review shall include, but is not limited to, performance and improvement opportunities related to:

- a) Results of audits;
- b) Customer feedback;
- c) Process conformity;
- d) Product conformity;
- e) Preventive and corrective actions;
- f) Actions from earlier management reviews;
- g) Planned changes that could effect the quality system; and
- h) Improvement recommendations.

#### **3.3.6.3 Review Output**

The Management Review outputs shall include, but is not limited to, decisions and actions related to:

- a) Improvement of the effectiveness of the QMS and its processes;
- b) Improvement of products relating to requirements; and
- c) Resource needs.

## **3.4 Resource Management**

### **3.4.1 Provision of Resources**

Tulmar Ridge determines and provides the resources needed to:

- a) Implement, maintain and continually improve the effectiveness of the QMS's; and
- b) To enhance customer satisfaction by meeting customer requirements.

### **3.4.2 Human Resources**

#### **3.4.2.1 General**

Tulmar Ridge personnel performing work affecting the product quality shall be competent, based on appropriate education, training, skills, and experience.

#### **3.4.2.2 Competence, Awareness and Training**

Tulmar Ridge ensures that all staff are provided with appropriate training, such that it assures the competence of the person in the areas for which the person is responsible as defined in the Quality Procedure, Training. Tulmar Ridge encourages all employees to improve their knowledge and skill by undertaking personal study on their own initiative. Tulmar Ridge shall:

- a) Determine the competency needs of personnel;
- b) Provide the needed training (i.e. initial or updated) or take alternative actions;
- c) Evaluate the effectiveness of training or alternative actions taken;
- d) Ensure employees are aware of the importance of their activities and how they contribute to achievement of the quality objectives; and
- e) Maintain records of education, training, skills and experience as defined in this manual, [Control of Records](#).

#### **3.4.3 Infrastructure**

Tulmar Ridge determines, provides and maintains the infrastructure required to satisfy product requirements. This includes, but is not limited to, buildings, workspace and utilities, equipment, hardware, software and supporting services.

#### **3.4.4 Work Environment**

Tulmar Ridge determines and manages the work environment needed to achieve conformity to product requirements.

### **3.5 Product & Service Realization**

#### **3.5.1 Planning of Product Realization**

Tulmar Ridge plans and develops the processes needed for product realization. The planning is documented in a form suited to the method of operation and will comply with all applicable QMS requirements. In planning the development and/or the delivery of products and service, Tulmar Ridge shall define, as appropriate:

- a) Quality objectives and the requirements for the product/service;
- b) Processes including the methods of work, resources, facilities and documentation specific to the product/service;
- c) Verification, validation, monitoring, inspection and test activities, criteria for acceptance; and
- d) Records to provide evidence of conformity as defined in this manual, [Control of Records](#).

#### **3.5.2 Customer-Related Processes**

##### **3.5.2.1 Determination of Requirements Related to the Product**

Tulmar Ridge shall determine the requirements relating to the distribution, assembly and manufacturing of product including, but are not limited to:

- a) Customer specified requirements;
- b) Requirements not specified by the customer but necessary for its specified or intended use;
- c) Delivery and post delivery requirements; and
- d) Statutory and regulatory requirements relating to the product.

### 3.5.2.2 Review of Requirements Related to the Product

Prior to a commitment to supply a product or service, Tulmar Ridge reviews the contract/order's requirements to ensure that:

- a) Product requirements are defined;
- b) Requirements differing from those previously communicated are resolved;
- c) The requirements can be met; and
- d) Results of reviews and actions shall be recorded as defined in this manual, [Control of Records](#).

Where product requirements are changed, Tulmar Ridge ensures that relevant documentation has been amended and relevant personnel are made aware of the changes.

### 3.5.2.3 Customer Communication

Tulmar Ridge has implemented effective arrangements for communication with customers relating to:

- a) Product information;
- b) Enquiry and contract administration including changes to the customer's requirements; and
- c) Customer feedback including complaints.

## 3.5.3 Design and Development

Due to the nature of the business, this requirement is excluded from the QMS.

## 3.5.4 Purchasing

### 3.5.4.1 Purchasing Process

Tulmar Ridge controls purchasing processes to ensure purchased products conform to requirements. Control is dependent upon the effect on process and product quality.

Tulmar Ridge evaluates and selects vendors on their ability to supply products and services in accordance with the specified requirements. Criteria for selection and evaluation is defined in Quality Procedure, Purchasing. Results of evaluations and any necessary actions are recorded as defined in this manual, [Control of Records](#).

### 3.5.4.2 Purchasing Information

Purchasing documents submitted to vendors contain, as appropriate a clear description of the product including the part number or the requested service. Additionally, any specific quality system requirements shall be included on the purchase order. Purchasing documents shall be reviewed prior to release to the vendor to ensure that the purchasing requirements are adequate.

### 3.5.4.3 Product Verification

Tulmar Ridge shall verify all of its purchased product upon receipt as defined in this manual, [Monitoring & Measurement of Product](#). Where verification activities are to be performed at the vendor's premises, arrangements and method of product release are specified in purchasing documents. Where product is rejected upon incoming inspection, the rejection is recorded and processed as defined in this manual, [Control of Nonconforming Product](#).

### **3.5.5 Production and Service Operations**

#### **3.5.5.1 Control of Production and Service Provision**

Tulmar Ridge plans the distribution of its product under controlled conditions. As applicable, controlled conditions shall include, but are not limited to:

- a) Available information specifying product characteristics;
- b) Availability of instructions and standards;
- c) Use of suitable equipment; and
- d) Suitable processes for release, delivery and post-delivery activities.

#### **3.5.5.2 Validation of Processes for Production and Service Provision**

Tulmar Ridge validates any process where output cannot be verified to demonstrate ability to achieve planned results. Arrangements for validation are defined and include, as applicable:

- a) Criteria for review and approval of processes;
- b) Qualification of personnel, processes, equipment and personnel;
- c) Use of methods and procedures;
- d) Required records; and
- e) Revalidation.

#### **3.5.5.3 Identification and Traceability**

Tulmar Ridge identifies the product by suitable means through all stages of operations. Tulmar Ridge identifies the status of product with respect to verification requirements. Where traceability is a requirement, the unique identification of the product is controlled and recorded.

#### **3.5.5.4 Customer Property**

Tulmar Ridge exercises care with customer property (including confidential intellectual customer information), to be incorporated into the product or service, while it is under their control. Customer property is identified, verified, protected (e.g. stored in a controlled and secure area), maintained and safeguarded. Customer property that is lost, damaged or otherwise unsuitable is recorded and reported to the customer and records maintained.

#### **3.5.5.5 Preservation of Product**

Tulmar Ridge preserves conformity of all products throughout its distribution, assembly and manufacturing processes. The preservation for the conformity of product includes, inventory control, identification, handling, packaging, storage and protection of product as defined in Quality Procedure, Receiving, Storage, Packaging & Delivery.

### **3.5.6 Control of Monitoring and Measuring Devices**

Tulmar Ridge determines the monitoring and measurements to be made and the devices required to assure conformance of product/service to determined requirements. Tulmar Ridge has established processes as defined in Quality Procedure, Control of Inspection, Measuring & Test Equipment to ensure that monitoring and measurement activities are carried out in a consistent manner with requirements. Where necessary, to ensure valid results, measuring equipment shall be:

- a) Calibrated or verified at specified intervals, or prior to use, traceable to international or national standards (where no such standards exist, the basis for calibration is recorded);
- b) Adjusted or re-adjusted as required;
- c) Identified to ensure that calibration status is clear;
- d) Safeguarded from adjustments that would invalidate the calibration; and
- e) Protected from damage and deterioration during handling, maintenance and storage.

Records of equipment calibration or verification shall be maintained. Tulmar Ridge shall assess and record validity of previous results when equipment is found to be out of calibration and takes the appropriate action on products/services affected.

## **3.6 Measurement, Analysis and Improvement**

### **3.6.1 General**

Tulmar Ridge plans and implements the monitoring and measurement activities needed to:

- a) Demonstrate conformity of product;
- b) Ensure conformity of the QMS; and
- c) Continually improve the effectiveness of the QMS.

This includes the use of statistical techniques and the extent of their use.

### **3.6.2 Monitoring and Measurement**

#### **3.6.2.1 Customer Satisfaction**

Tulmar Ridge monitors information relating to customer perception as to whether Tulmar Ridge has met the customer's requirements. The methods for obtaining and utilizing this information shall be defined in Quality Procedure, Data Analysis.

### 3.6.2.2 Internal Audit

Tulmar Ridge conducts internal audits at planned intervals to determine whether the QMS;

- a) Conforms to the requirements and ISO 9001:2000;
- b) Conforms to the QMS requirements defined in this manual; and
- c) Is effectively implemented and maintained.

All audits are planned, taking into consideration the status and importance of activities and the results of previous audits. Planning defines the audit scope, frequency, criteria and methods used. As a minimum, audits shall be conducted to cover all of QMS departments, processes and requirements annually. Audits are conducted using personnel who are selected to ensure objectivity and impartiality (e.g. must not audit their own work). Quality Procedure, Internal Audits defines the process and the responsibilities for:

- d) Audit planning;
- e) Conducting the audit (e.g. use of questioning and checklists);
- f) Record keeping; and
- g) Reporting to management.

Management shall ensure that actions are taken without undue delay to eliminate the detected nonconformities and their causes as defined in this manual, [Corrective Action](#). Follow-up activities verify the implementation of the corrective action and the reporting of the results.

### 3.6.2.3 Monitoring and Measurement of Processes

Tulmar Ridge applies suitable methods for monitoring and where applicable, measurement of QMS processes. These methods demonstrate the ability of processes to achieve planned results. Appropriate actions shall be taken on non-conformances to ensure that products/services meet requirements.

### 3.6.2.4 Monitoring and Measurement of Product

Tulmar Ridge verifies all products upon receipt. Tulmar Ridge relies on its vendors to verify and ensure that the characteristics of the product furnished meet specified product requirements. Records of conformance to specified requirements shall be maintained. Records shall indicate the release authority. Release or delivery does not proceed until all the specified activities have been satisfactorily completed, unless approved by the customer or relevant authority.

### 3.6.3 Control of Nonconforming Product

Tulmar Ridge ensures that product that does not conform to the product requirements is identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities shall be defined in Quality Procedure, Control of Nonconforming Product. One or more of the following actions are taken on nonconforming product:

- a) Eliminate the nonconformance;
- b) Acceptance by concession by the customer; and
- c) Prevent original use or application.

Records of the nature of nonconformance and any subsequent action taken, including concessions obtained, are maintained. Nonconforming product that has been corrected shall be subject to re verification to demonstrate conformity to the requirements. When nonconforming product is detected after delivery, Tulmar Ridge takes action appropriate to the effects, or the potential effects, of the product.

### 3.6.4 Analysis of Data

Tulmar Ridge determines, collects and analyses data to:

- a) Demonstrate the suitability and effectiveness of the quality system; and
- b) Identify where continual improvements of the effectiveness of the QMS can be made.

Data shall be collected and analyzed as defined in Quality Procedure, Data Analysis. Data generated by monitoring and measurement activities are included. The analysis provides information relating to:

- c) Customer satisfaction/dissatisfaction;
- d) Conformity to product requirements;
- e) Characteristics and trends of processes and products;
- f) Opportunities for improvement and preventive actions; and
- g) Suppliers.

### 3.6.5 Improvement

#### 3.6.5.1 Continual Improvement

Tulmar Ridge shall continually strive to improve the effectiveness of the quality system through the use of quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management reviews.

#### 3.6.5.2 Corrective Action

Tulmar Ridge takes actions to eliminate the causes of nonconformity and prevent recurrence. Actions are appropriate to the impact of the problems encountered. Quality Procedure, Corrective & Preventive Action defines the process and requirement for;

- a) Review of nonconformities (including customer complaints);
- b) Determining the cause of nonconformities;
- c) Evaluating the need for actions to ensure nonconformities do not recur;
- d) Determining and implementing corrective action needed to preventive reoccurrence;
- e) Recording of results of the action taken; and
- f) Review of action taken for implementation and effectiveness.

#### 3.6.5.3 Preventive Action

Tulmar Ridge identifies actions to eliminate the causes of potential nonconformities and prevent their occurrence. Actions taken are appropriate to the potential impact of problems encountered. Quality Procedure, Corrective & Preventive Action defines the process and requirement for;

- a) Determining potential nonconformities and their causes;
- b) Evaluating the need for action to prevent occurrence of the potential nonconformities;
- c) Determining and implementing the action needed;
- d) Recording the results of the action taken; and
- e) Review of action taken for implementation and effectiveness.

## Appendix A: ISO 9001:2000 Cross-Reference Matrix

This matrix provides a cross-reference for the elements of the ISO 9001:2000 quality standard to the corresponding section in this manual and the correlating quality procedure(s).

| ISO 9001:2000 Requirements |   | Quality Manual Section  | Quality Procedure(s)   |
|----------------------------|---|-------------------------|--|
| 4.0                        | QMS                                       | <a href="#">3.0</a>     |  |
| 4.1                        | General Requirements                      | <a href="#">3.2.1</a>   | All Quality Procedures   |
| 4.2                        | Documentation Requirements                | <a href="#">3.2.2</a>   |  |
| 4.2.1                      | General                                   | <a href="#">3.2.2.1</a> | All Quality Procedures   |
| 4.2.2                      | Quality Manual                            | <a href="#">3.2.2.2</a> | Document Control   |
| 4.2.3                      | Control of Documents                      | <a href="#">3.2.2.3</a> | Document Control   |
| 4.2.4                      | Control of Records                        | <a href="#">3.2.2.4</a> | Control of Records   |
| 5.0                        | Management Responsibility                 | <a href="#">3.3</a>     |  |
| 5.1                        | Management Commitment                     | <a href="#">3.3.1</a>   | Management Reviews   |
| 5.2                        | Customer Focus                            | <a href="#">3.3.2</a>   | Contract Review<br>Data Analysis<br>Corrective & Preventive Action |
| 5.3                        | Quality Policy                            | <a href="#">3.3.3</a>   | Nil  |
| 5.4                        | Planning                                  | <a href="#">3.3.4</a>   |  |
| 5.4.1                      | Quality Objectives                        | <a href="#">3.3.4.1</a> | Management Reviews<br>Data Analysis                                |
| 5.4.2                      | QMS Planning                              | <a href="#">3.3.4.2</a> | Management Reviews<br>Contract Review                              |
| 5.5                        | Responsibility, Authority & Communication | <a href="#">3.3.5</a>   |  |
| 5.5.1                      | Responsibility & Authority                | <a href="#">3.3.5.1</a> | All Quality Procedures   |
| 5.5.2                      | Management Representative                 | <a href="#">3.3.5.2</a> | Nil  |
| 5.5.3                      | Internal Communication                    | <a href="#">3.3.5.3</a> | Management Reviews   |
| 5.6                        | Management Review                         | <a href="#">3.3.6</a>   |  |
| 5.6.1                      | General                                   | <a href="#">3.3.6.1</a> | Management Reviews   |
| 5.6.2                      | Review Input                              | <a href="#">3.3.6.2</a> | Management Reviews   |
| 5.6.3                      | Review Output                             | <a href="#">3.3.6.3</a> | Management Reviews   |
| 6.0                        | Resources Management                      | <a href="#">3.4</a>     |  |
| 6.1                        | Provision of Resources                    | <a href="#">3.4.1</a>   | Management Reviews<br>Training                                     |
| 6.2                        | Human Resources                           | <a href="#">3.4.2</a>   |  |
| 6.2.1                      | General                                   | <a href="#">3.4.2.1</a> | Management Reviews<br>Training                                     |
| 6.2.2                      | Competence, Awareness & Training          | <a href="#">3.4.2.2</a> | Training   |
| 6.3                        | Infrastructure                            | <a href="#">3.4.3</a>   | Management Reviews   |
| 6.4                        | Work Environment                          | <a href="#">3.4.4</a>   | Management Reviews   |
| 7.0                        | Product Realization                       | <a href="#">3.5</a>     |  |
| 7.1                        | Planning of Product Realization           | <a href="#">3.5.1</a>   | Production   |
| 7.2                        | Customer-Related Processes                | <a href="#">3.5.2</a>   |  |
| 7.2.1                      | Determination of Requirements - Product   | <a href="#">3.5.2.1</a> | Contract Review  |
| 7.2.2                      | Review of Requirements - Product          | <a href="#">3.5.2.2</a> | Contract Review  |
| 7.2.3                      | Customer Communication                    | <a href="#">3.5.2.3</a> | Contract Review  |
| 7.3                        | Design & Development                      | <a href="#">3.5.3</a>   | Exclusion  |
| 7.4                        | Purchasing                                | <a href="#">3.5.4</a>   |  |
| 7.4.1                      | Purchasing Process                        | <a href="#">3.5.4.1</a> | Purchasing   |
| 7.4.2                      | Purchasing Information                    | <a href="#">3.5.4.2</a> | Purchasing   |
| 7.4.3                      | Verification of Purchased Product         | <a href="#">3.5.4.3</a> | Purchasing<br>Inspection & Testing                                 |

| ISO 9001:2000 Requirements |  | Quality Manual Section  | Quality Procedure(s)   |
|----------------------------|--|-------------------------|--|
| 7.5                        | Production & Service Provision                               | <a href="#">3.5.5</a>   |  |
| 7.5.1                      | Control of Production & Service Provision                    | <a href="#">3.5.5.1</a> | Production<br>Repair & Overhaul  |
| 7.5.2                      | Validation of Processes for Production and Service Provision | <a href="#">3.5.5.2</a> | Production<br>Inspection & Testing<br>Training   |
| 7.5.3                      | Identification & Traceability                                | <a href="#">3.5.5.3</a> | Production<br>Repair & Overhaul<br>Inspection & Testing                                  |
| 7.5.4                      | Customer Property  | <a href="#">3.5.5.4</a> | Receiving, Storage, Packaging & Delivery<br>Purchasing                                   |
| 7.5.5                      | Preservation of Product                                      | <a href="#">3.5.5.5</a> | Receiving, Storage, Packaging & Delivery<br>Purchasing                                   |
| 7.6                        | Control of Monitoring and Measuring Devices                  | <a href="#">3.5.6</a>   | Control of Insp., Measuring & Test Equip.  |
| 8.0                        | Measurement, Analysis & Improvement                          | <a href="#">3.6</a>     |  |
| 8.1                        | General  | <a href="#">3.6.1</a>   | Nil  |
| 8.2                        | Monitoring & Measurement                                     | <a href="#">3.6.2</a>   |  |
| 8.2.1                      | Customer Satisfaction  | <a href="#">3.6.2.1</a> | Data Analysis  |
| 8.2.2                      | Internal Audit   | <a href="#">3.6.2.2</a> | Internal Audits  |
| 8.2.3                      | Monitoring & Measurement - Processes                         | <a href="#">3.6.2.3</a> | Internal Audits<br>Data Analysis   |
| 8.2.4                      | Monitoring & Measurement - Product                           | <a href="#">3.6.2.4</a> | Inspection & Testing<br>Purchasing   |
| 8.3                        | Control of Nonconforming Product                             | <a href="#">3.6.3</a>   | Control of Nonconforming Product   |
| 8.4                        | Analysis of Data   | <a href="#">3.6.4</a>   | Data Analysis  |
| 8.5                        | Improvement  | <a href="#">3.6.5</a>   |  |
| 8.5.1                      | Continual Improvement  | <a href="#">3.6.5.1</a> | Corrective & Preventive Action<br>Data Analysis<br>Internal Audits<br>Management Reviews |
| 8.5.2                      | Corrective Action  | <a href="#">3.6.5.2</a> | Corrective & Preventive Action   |
| 8.5.3                      | Preventive Action  | <a href="#">3.6.5.3</a> | Corrective & Preventive Action   |