ISO 9001:2015 / AS9100D:2016

Quality System Manual

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INTRODUCTION

Ross Name Plate Company (also referred to as RNP throughout the manual) has implemented a Quality Management System (QMS) that promotes the continuous improvement of the system, and in the quality of our products provided to our customers.

It is the purpose of our QMS to comply with the requirements of ISO 9001:2015 and AS9100D:2016, and of our customers and/or regulatory authorities. This system will also maintain the flexibility to incorporate, where needed or as appropriate, additional quality system documentation and/or processes based on new or additional requirements imposed contractually and/or regulatory by our customers and/or regulatory authority.

This Quality System Manual describes the scope and structure of our QMS, its documentation, processes and their interaction, and our approach in its implementation.

The QMS is designed to encourage individual responsibility and commitment to maintaining the integrity of our QMS and to the continuous improvement of our procedures and processes.

Michael Ross
President

Brett Henderson
General Manager

INTRODUCTION/CONTEXT OF THE ORGANIZATION

This section corresponds to 4.3 of ISO 9001:2015 and AS9100D:2016

Ross Name Plate Company is a custom manufacturer. Our product line includes nameplates, labels, overlays, panels, dials, metal bar code plates, etched labels, and silkscreening. We are credited as being an accepted CSA Manufacturer and are also recognized by Underwriters Laboratories. Currently we conform to ISO 9001:2015 and AS9100D:2016.

With over 60 years of experience, we have the capability to offer custom manufacturing of your label requirements in as few as 3 days, including artwork. Quotations are available within 24 hours, same day if required. Our commitment to our customers is "Highest Quality" & "Delivery on Time".

We are pleased to offer a wide variety of materials: Mylar, vinyl, paper, foil, polycarbonate (Lexan), brass, aluminum and stainless steel (silkscreened or etched & filled). Stock is current and available.

Our plant is located in Monterey Park, CA, which is just East of downtown Los Angeles, CA.

FEATURES AND CAPABILITIES

- A complete Graphics Department, equipped with the most up-to-date graphics computer systems for accurate and reliable artwork
- Computer-aided re-production of your product, using your company blueprint, furnished artwork or a sketch
- Specialized manufacture for many types of name plates and panels. Some of which include: Barcodes on metal surfaces, chemical etch & paint fill, contrast etch, metal photo, and anodizing
- Screen printing, sub-surface printing, roll labels, serialization, lamination and doming
- No quantity limitations - any order is welcome, large or small
- Same-day quotes, often in just a few hours
- Ability to manufacture new and repeat items in as little as 3-5 business days, including artwork
- We are prepared to support all of your pricing and delivery strategies such as "Long Term Pricing Agreements", "Ship to Stock", "Kanban" or "Just in Time" programs
- When it comes to shipping, we always follow customer specific routing guidelines. We have daily pickup agreements with UPS, FedEx Express & FedEx Ground. Local, hand delivered shipment requirements are also a possibility, if needed.
- We welcome foreign customers and are very familiar with the special shipping requirements needed for clearing customs with no hassle.

INTERNAL AND EXTERNAL ISSUES

This section corresponds to 4.1 of ISO 9001:2015 and AS9100D:2016

RNP determines external and internal issues that are relevant to our purpose and strategic direction and affect our ability to achieve intended results. These are monitored as part of the management reviews.

Issues are identified as Strengths, Weaknesses (Internal) or Opportunities (External) and Threats

Strengths:
- Experienced and stable workforce
- Timely responsiveness to RFQs
- Strong focus on customer needs (quality and delivery)
- Dynamic - able to adapt to changing needs

Weaknesses:
- Lack of initiative to improve
- Heavy reliance on manual labor
- Aging equipment and older technology

Opportunities
- Automation of processes

Threats:
- underbidding by competitors
- Dependent on customer workload and whims

UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES

This section corresponds to 4.2 of ISO 9001:2015 and AS9100D:2016

RNP identifies interested parties as:

1. Customers
2. Employees
3 Suppliers
4. Community

1. Customers - Needs and Expectation are determined through sales and quoting and confirmed through initial planning and first article presentations.

2. Employees - Needs and Expectations of employees include safe and adequate working conditions, safe and reliable equipment, clear instructions, training appropriate to their function and opportunity to improve.

3. Suppliers - Needs and Expectations of Suppliers include clear requirements, reasonable lead times and prompt payment.

4. Community - Needs and Expectations of the Community include compliance to regulations and ordinances, maintenance of the value of the properties and safe operations.

RNP continually evaluates the identification of interested parties and their needs and expectation and reports on them at management reviews.

ORGANIZATIONAL DEVELOPMENT

This section corresponds to 4.4 of ISO 9001:2015 and AS9100D:2016

Understanding RNP and its context requires identifying the internal external issues affecting RNP. The outputs of 4.1 become inputs to 4.2, Understanding the needs and expectations of interested parties. The outputs of 4.2 become inputs to 4.3, determining the scope of the Business Management System. The output of 4.3 becomes inputs to 4.4 Business Management System and its processes.

Figure 1

QUALITY MANAGEMENT SYSTEM

1 Scope

(This section corresponds to 4.3 of ISO 9001:2015 and AS9100D:2016

1.1 General

The primary objective of the Ross Name Plate (RNP) Quality System Manual is to document our Quality Management System (QMS). This manual and the referenced Quality Procedures (QPs) describe the QMS and Quality Planning that has been implemented at RNP. All Employees, Customers and Suppliers can use this manual to understand how our QMS is formatted and the requirements of the QMS.

This manual conforms to all the requirements of the ISO 9001:2015 and AS9100D:2016 standards except Section 8.3 (8.3.1 thru 8.3.6). These are not applicable. RNP does not perform design and development. (See Section 7.3)

1.2 Application

RNP is a custom manufacturer of nameplates, labels, overlays, panels, dials, metal bar code plates, etched labels and silk screening. Our QMS conforms to ISO 9001:2015 and AS9100D:2016. The requirements of the ISO 9001:2015 and AS9100D:2016 standards are implemented by RNP to provide products and services that meet or exceed customer and applicable statutory and regulatory requirements.

2 References

- ISO 9001:2015 Quality Management Systems – Requirements
- SAE AS9100D:2016 Quality Management Systems – Requirements for Aviation, Space and Defense Organizations
- SAE AS9102 First Article Inspection

3 Terms and Definitions

- External Documents – Documents generated and updated by organizations outside RNP which are maintained for our reference only.
- FAI – First Article Inspection.
- Outsourced Processes – Process that the organization needs for its QMS and which the organization chooses to have performed by an external party. We can do, but we choose to contract it out.
- Outsourced Special Processes – Items which cannot be monitored or measured by RNP, like welding.
- Risk – An undesirable situation that has both a likelihood of occurring and a potentially negative consequence.
- Counterfeit Part - An unauthorized copy, imitation, substitute, or modified part which is knowingly misrepresented as a specified genuine part of an original or authorized manufacturer.
- Product Safety - The state in which a product is able to perform to its designed or intended purpose without causing unacceptable risk of harm to persons or damage to property.

4 Quality Management System

This section corresponds to 4.4 of ISO 9001:2015 and AS9100D:2016

4.1 General Requirements

RNP has established, documented, implemented and will maintain a QMS and will continually improve its effectiveness with the requirements of the ISO 9001:2015 and AS9100D:2016 standards. The QMS also addresses Customer and applicable statutory and regulatory requirements. RNP's QMS is based upon the four Quality Management Principles:

- Customer Focus – Our customers are integral and therefore, we strive to understand their current and future needs and meet and exceed their expectations.
- Process Approach – A desired result is achieved more efficiently when activities and related resources are managed as a process.
- Continual Improvement – Continual improvement on our company's overall performance is a permanent objective of the company.
- Mutually Beneficial Supplier Relationships – Our company and its suppliers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

4.1.1 Quality Management System Processes

RNP has the following processes identified for their QMS:

Key processes

Customer-related processes:
Sales/Quoting
Order Entry

Production processes:
Adhesive Application
Art Work
Chemical Etch
Chemical Film
Countersinking
Die Cutting
Etching
Forming
Hot Stamping Image
Processing
Impression Stamping
Kick Pressing
Kiss Cut
Punch Pressing
Radius Pressing
Score-backing
Shearing: Manual, Mechanical
Silk Screening: Automatic, Manual
Spray Painting
Stack Cutting

Supporting processes:
Document Control
Human Resources
Imaging Processing
Inventory
Equipment Maintenance
Packaging / Preservation
Planning
Purchasing
Records Storage
Screen Creation / Stenciling
Shipping & Receiving
Tool Control

Monitoring and measurement processes:
Calibration
First Piece/First Article Inspection
Final Inspection
In-process Inspection
Internal Audit
Inventory Control
Management Review
Receiving Inspection
Shelf-Life Control

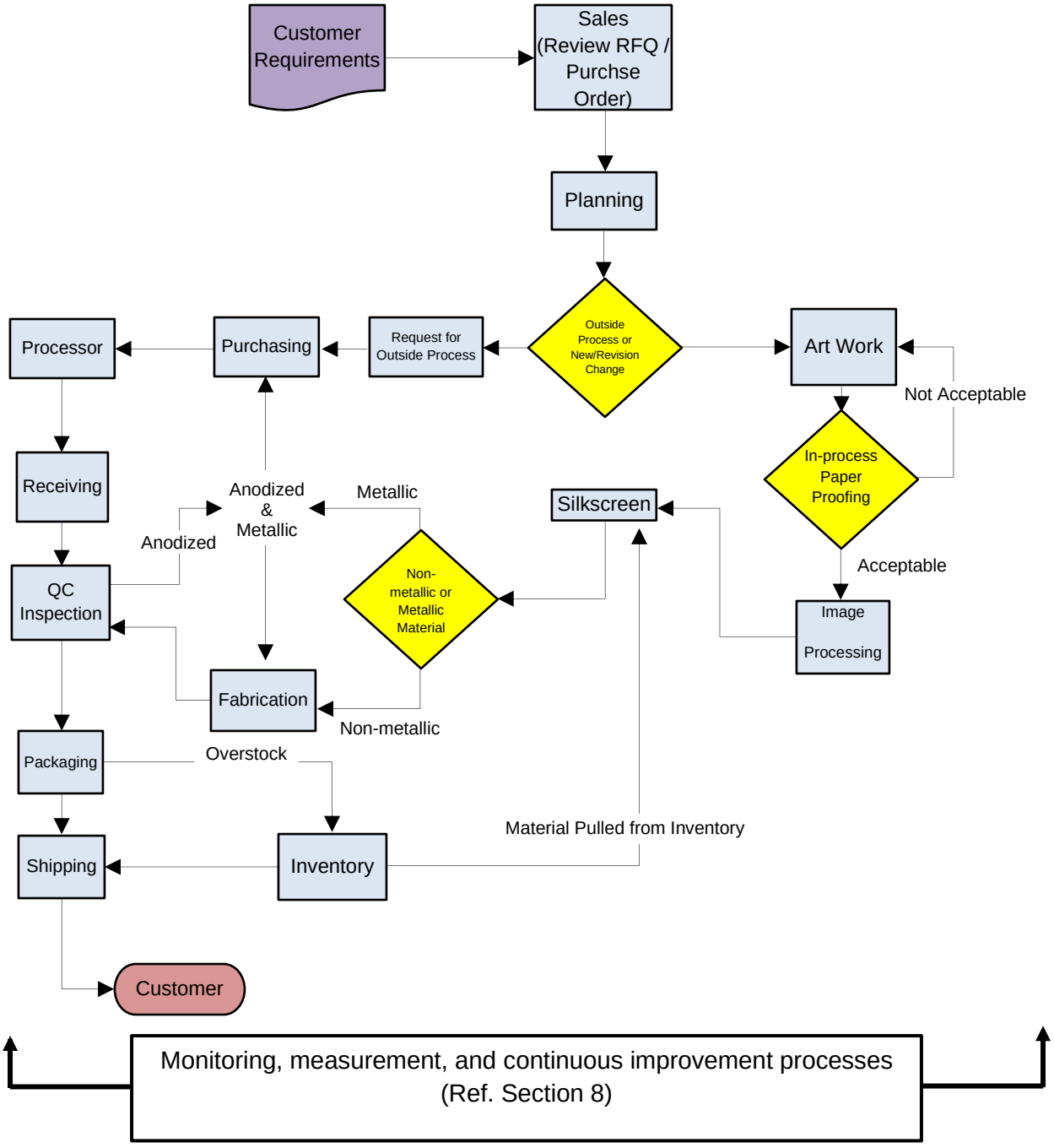
Continuous improvement processes:
Corrective/Preventive Action
Opportunities for Improvement

The interaction between the processes of the QMS are established, documented and implemented to the requirements of ISO 9001:2015 and AS9100D:2016. The interaction is based on the process approach, which systematically identifies and manages these processes and their interaction within the QMS. The interaction of the processes is shown in Chart 1. Inputs, expected outcomes and person(s) responsible are identified in the "Turtle Diagrams".

The approach of RNP's process-based QMS is "*Plan-Do-Check-Act*".

- During the ***Plan*** phase, RNP establishes its objectives and processes necessary to deliver results in accordance with customer requirements and RNP policies.
- During the ***Do*** phase, RNP implements the processes.
- During the ***Check*** phase, RNP monitors and measures these processes, with the results reported at Management Review Meetings.
- During the ***Act*** phase, any changes required for continually improving process performance are determined and implemented, as necessary.

Chart 1 - Interaction of QMS Processes Flow Chart



Not all of the production sub-processes could be illustrated because the production flow will vary dependent on customer-specific requirements and in the planning of the individual work orders and materials. What is illustrated is the typical flow of product within the QMS.

4.1.2 Outsourced Processes

RNP outsources the following processes: high precision machining, surface treatments (anodizing, chem-film, passivation, black oxide, etc.), forming, bar code grading, roll labels, non-metallic fabrication, calibration and internal audits. These are controlled through our purchasing process with criteria defined in a purchase order. In the event any other processes are outsourced, these processes will be identified and controlled per the requirements of the applicable QMS procedure(s) and purchase order.

4.2 Documentation Requirements

4.2.1 General Documentation Requirements

4.2.1.1 RNP maintains an established, documented QMS as a means to ensure that products and services conform to specified requirements.

4.2.1.2 The following four levels of documentation are utilized and maintained to meet the requirements of ISO 9001:2015 and AS9100D:2016.

- Level 1: Quality System Manual – Includes the RNP Quality Policy, quality objectives, scope, and methods for maintaining the QMS. The Quality System Manual references the related QMS procedures to meet the specified policies.
- Level 2: Procedures – Includes documented procedures specifying tasks, responsibilities and supporting documentation used to verify the activity was correctly executed.
- Level 3: Work Instructions – Includes details on how particular tasks are to be performed where the absence of such instructions would affect quality.
- Level 4: Records and Forms – Records determined to be necessary to provide effectiveness and evidence that the required product or service quality was achieved and that the company's QMS has been implemented correctly.

4.2.1.3 RNP ensures that all personnel have access to QMS documentation and are aware of relevant QMS documentation and changes.

In addition to the documentation provided in this Quality System Manual, Figure ***2*** below describes and illustrates the documented QMS that satisfies the requirements of the ISO 9001:2015 and AS9100D:2016 standards.

Table 1 provides a cross reference matrix from the requirements of the ISO 9001:2015 / AS9100D:2016 standards clauses to the RNP QMS procedures.

Figure *2* - Quality System Documentation Structure

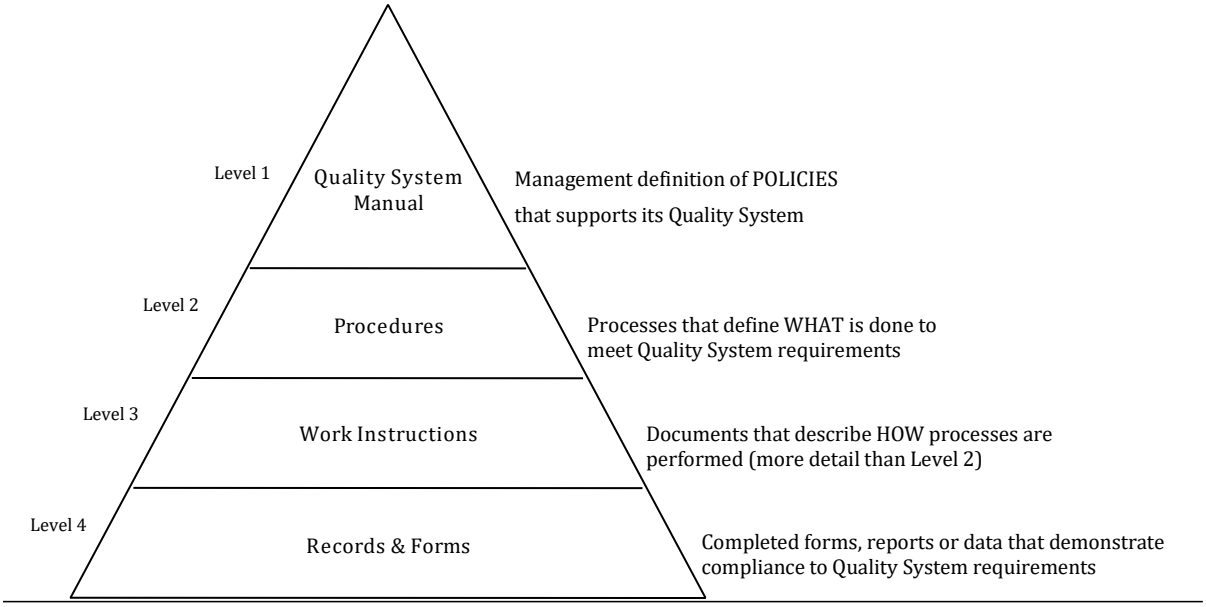


Table 1 - Procedure Cross Reference Matrix

ISO 9001:2015 / AS9100D:2016 Clauses	RNP QMS Procedures
4.3	Quality System Manual
4.4	Quality System Manual
7.5.2 and 7.5.3	QP-423 – Control of Documents
7.5.2 and 7.5.3	QP-424 – Control of Records
5	Quality System Manual
6	Quality System Manual
6.1	QP-712 – Risk Management
8.2	QP-720 – Contract Review
8.4	QP-740 – Purchasing
8.5	QP-750 – Production Planning
8.5.1.1	QP-7513 – Control of Production Tools
9.2	QP-822 – Internal Audit
8.6	QP-824 – Inspection
8.7	QP-830 – Control of Nonconforming Product
10.2 and 6.1	QP-852 – Corrective / Preventive Action

4.2.2 Quality System Manual

4.2.2.1 The Quality System Manual is the highest level document within RNP. It describes the scope of the QMS and references the applicable Quality Procedures necessary to meet the specified policies and approaches used within the company.

4.2.2.2 The Quality System Manual is a controlled document which is reviewed and approved by Top Management Personnel. It is reviewed regularly during the Internal Audit process and the results are reported at the Management Review Meetings.

4.2.2.3 The relationship between the ISO 9001:2015 / AS9100D:2016 standards and documented RNP QMS procedures have been indicated by use of a numbering system that correlates to the standard.

4.2.3 Control of Documents

RNP identifies and controls documents that relate to the requirements of the ISO 9001:2015 / AS9100D:2016 standards. The documents are generated, controlled and maintained per QP-423 – Control of Documents. Table 1 provides a cross reference matrix from the requirements of the ISO 9001:2015 / AS9100D:2016 standards clauses to the RNP QMS procedures.

This process ensures:

4.2.3.1 The approval of documents for adequacy prior to issue.

4.2.3.2 Review of revisions includes the re-approval and re-issuance of documents. All documents are reviewed for validity during the internal audit process.

4.2.3.3 Tracking and controlling distribution of applicable documents to ensure relevant versions are available at points of use.

4.2.3.4 Legibility and retrieve ability of QMS documents.

4.2.3.5 Where applicable, identification and controlled distribution of documents originating externally when determined by RNP to be necessary for the planning and operating of the QMS. All external documents will be controlled.

4.2.3.6 Identification and/or destruction of obsolete documents to prevent their unintended use. All hard copy obsolete documents will be destroyed; all soft copy obsolete documents will be stored in an appropriate obsolete or archived folder.

4.2.4 Control of Records

4.2.4.1 The RNP QMS is documented through the use of records. RNP's records serve many purposes, including:

- Evidence and assurance that quality requirements for the product were satisfied.
- They show the degree of implementation and the success of the QMS.
- They provide a basis for measurement and feedback; essential for continual improvement.

4.2.4.2 RNP's records are controlled and maintained per the QP-424 – Control of Records to ensure they remain legible, readily identifiable and retrievable. The procedure defines the controls needed for the proper identification, storage, protection, retrieval, retention and disposition of records as well as methods for controlling records created by and/or retained by Suppliers.

4.2.4.3 RNP's records are an accurate and truthful representation of actual activities, documented in a timely manner.

5 Management Responsibility

5.1 Management Commitment

5.1.1 The commitment to the development and improvement of the QMS by RNP's Management Personnel is reflected in our company's Quality Policy and Objectives.

5.1.2 RNP's commitment to meeting customer needs and regulatory/legal requirements is clearly embodied in our Quality Policy and Objectives. The Quality Policy and Objectives are displayed openly as a sign of our pride and commitment and as a clear reminder of our vision and direction.

5.1.3 RNP's Management Personnel are dedicated to the development of the Quality Policy and Objectives as described in Sections 5.3 and 5.4.1.

5.1.4 Management reviews are conducted according to Section 5.6.

5.1.5 RNP's Top Management Personnel ensures the necessary resources are available according to Section 5.4 (Planning), Section 5.6 (Management Review) and Section 6 (Resource Management).

5.2 Customer Focus

5.2.1 RNP's Top Management Personnel ensures through effective communication that customer needs and expectations are determined, converted into requirements and achieved according to the following sections:

- Determination of requirements related to the products (Section 7.2.1)
- Review of requirements related to the products (Section 7.2.2)
- Customer satisfaction (Section 8.2.1)
- Monitoring and measurement of product (Section 8.2.4)

5.2.2 RNP's Top Management Personnel ensures through Management Reviews and communication with employees that customer satisfaction is the continual focus of our efforts.

5.2.3 RNP's Top Management Personnel ensures product conformity and on-time delivery performance are measured with appropriate action taken if planned results are not/will not be achieved.

5.3 Quality Policy

5.3.1 RNP's Quality Policy is as follows:

"Ross Name Plate Company is committed to meeting our customer and/or regulatory requirements and expectations by providing a quality product on a timely basis.

We apply the process of Continuous Improvement to our production and management systems to ensure Customer satisfaction."

- We continually strive to improve the effectiveness of our Quality Management System.

5.3.2 RNP's Quality Policy is communicated at all levels in the organization via new employee orientation and on-the-job exposure to the QMS. Verification of understanding is assessed as part of the QMS through internal quality audits. On-going communication is accomplished via:

- Notice postings
- Employee presentations and training

5.3.3 The Quality Policy provides a framework for establishing and reviewing quality objectives. The periodic review of the policy during the Management Review Meetings determines its continuing suitability and consequently, the improvements for the continuing relevance with new or modified objectives.

5.4 Quality Planning

5.4.1 Quality Objectives

RNP has established measurable Quality Objectives that are consistent with our Quality Policy in ensuring continued customer satisfaction. During our Management Review, on a quarterly basis we will review our Quality Objectives, and revise as necessary, based on the results of our monitoring and measurement of the quality objectives. The Quality Objectives that we have established are:

- On Time Delivery
- Number of Customer Rejects
- Number of Purchasing Rejects
- Number of Planning Rejects
- Processing Time (Behind Schedule)
- Number of RFQ's to Purchase Orders

In the event that data analysis demonstrates we are not achieving, or will not achieve our objectives, as appropriate, corrective/preventive actions may be initiated.

5.4.2 Quality Management System Planning

5.4.2.1 It is the responsibility of the Management Team to ensure during the management review that quality planning is executed at RNP. Quality planning is performed to ensure that the necessary resources are available to achieve the quality objectives. Quality planning assesses the following:

- The planning of the QMS is carried out in order to meet the requirements given in Section 4.1 as well as the quality objectives.
- The integrity of the QMS is maintained when changes to the QMS are planned and implemented.
- Changes to the QMS are reviewed and approved by the Quality Manager prior to implementation.

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority

Responsibilities, authorities and their interrelations are defined by Management and are documented as part of this section of the Quality System Manual and in the Company Organization Chart included at the end of this section, in the company Job Descriptions and in the various Procedures and Instructions. All of these documents are communicated throughout the organization, as appropriate.

President

Has overall responsibility for the definition of and adherence to the quality policy. The President is responsible for implementation of the quality system throughout RNP, including:

- Formulating the quality policy.
- Establishing quality objectives and monitoring progress to ensure continued suitability and effectiveness of the quality system.
- Providing the necessary resources to maintain the quality system.

General Manager

- Conducting management reviews of the quality system.
- Continually improving the quality system.
- Leading and initiating actions to prevent the occurrence of any nonconformities relating to product, process and quality system.
- Ensuring the quality system is maintained through appropriate audits, tests, inspections and surveys.
- Reviewing organizational requirements and providing recommendations for changes.
- Reporting quality and nonconformity data and trends.

Managers and Supervisors

- Actively support those responsible for implementation and improvement of the quality system.
- Ensure the quality policy is supported, understood, implemented and maintained at appropriate levels of their department.
- Ensure appropriate supporting procedures are documented and followed throughout their respective departments.
- Ensure adequate resources and prioritization; assign trained personnel for performing work and verification activities, including Internal Audits and work affecting product quality.
- When appointing a designee to act on their behalf for the purposes of any element of the quality policy, ensure the person appointed is adequately trained and given sufficient organizational freedom and authority to execute the responsibility.
- Initiate "stop shipment" as appropriate to prevent nonconformance.
- Continually improve the quality system.

Employees

- Understand and support the quality policy and the appropriate elements of the quality system for their areas of work.
- Carry out their job responsibilities based on documented procedures and/or work instructions and as trained.
- Dedicate their efforts to the reduction, elimination and prevention of quality deficiencies.
- Initiate action to prevent the occurrence of nonconformities related to product, process and quality system.
- Continually improve the quality system.
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5.5.2 Management Representative

5.5.2.1 The Quality Manager, appointed by Top Management, is the Management Representative and has the following responsibilities:

- Ensures that the QMS meets or exceeds the requirements of the ISO 9001:2015 and AS9100D:2016 standards.
- Reports the QMS performance to the Management Team.
- Promotes the awareness of customer requirements throughout the organization.
- Acts as a liaison with external parties such as customers or auditors on matters relating to the QMS.
- Has the organizational freedom and unrestricted access to Top Management to resolve matters pertaining to quality issues.

5.5.2.2 The Management Representative communicates the importance of the quality objectives and meeting and exceeding customer requirements.

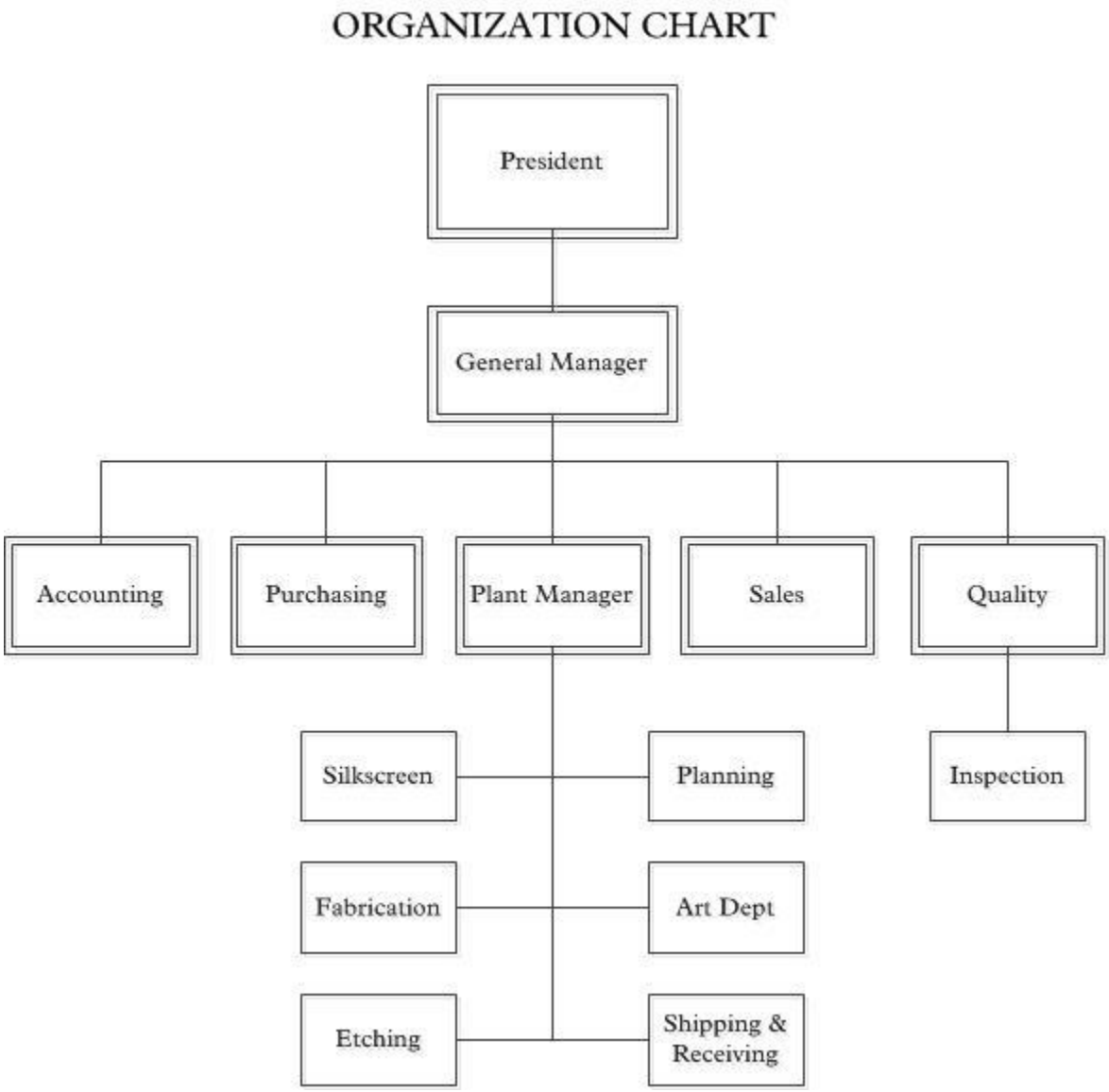
5.5.3 Internal Communication

RNP communicates the effectiveness of its QMS periodically to staff via:

- Periodic Staff and Employee Meetings
- Quarterly Management Review Meetings

Minutes from the Management Review Meetings shall be maintained and minutes from the Staff Meetings are recommended.

Chart 2



5.6 Management Review

5.6.1 RNP examines the overall state of the QMS quarterly and holds additional meetings on an as needed basis to ensure its continuing suitability, adequacy and effectiveness. This includes assessing opportunities for improvement and the need for changes to the QMS including the quality policy and objectives. Records from management reviews are maintained per QP-424 – Control of Records Procedure.

5.6.2 Top Management reviews and analyzes the following data at the Management Review Meetings:

- Customer complaint trends and feedback.
- Customer satisfaction trends and issues.
- Results of internal and external quality audits per QP-822 – Internal Audit Procedure.
- Process performance and product conformity per QP-830 – Control of Nonconforming Products Procedure.
- Recommendations for improvement.
- Status of corrective and preventive action per QP-852 – Corrective and Preventive Action Procedure.
- Follow up from previous management reviews.
- Changes that could affect the QMS.
- Recommendations for improvement.

5.6.3 Quarterly Management Reviews will include a review of Quality procedures. Over the course of a calendar year, each Quality Procedure will be reviewed for continued effectiveness and revised as necessary. Changes to published documents will be done in accordance with RNP-QP-423.

5.6.4 Management review records (minutes), include all decisions and actions regarding:

- Improvement of the effectiveness of the QMS and its processes
- Improvement of product and services related to customer requirements
- Resource needs

6 Resource Management

6.1 Provision of Resources

The resource requirements for the implementation, management and continual improvement of our QMS and activities necessary to address customer satisfaction are explicitly defined in our procedures, work instructions and the following sections of our Quality System Manual:

- Quality Planning (Ref. Section 5.4)
- Management Review (Ref. Section 5.6)
- Planning of Product Realization (Ref. Section 7.1)

6.2 Human Resources

6.2.1 General

All RNP employees may directly or indirectly affect product requirements conformance. RNP hires competent personnel to perform work affecting conformity to product requirements. Personnel competencies are based on appropriate education, training skills and experience.

6.2.2 Competence, Awareness and Training

6.2.2.1 RNP determines the necessary competence for personnel performing work affecting conformity to product requirements. These competencies are translated into essential job duties and described in Job Descriptions.

6.2.2.2 RNP identifies employee training needs and evaluates the effectiveness.

6.2.2.3 RNP maintains records of education, training, skills and experience.

6.3 Infrastructure

RNP determines, provides and maintains infrastructure needs to achieve conformity to products. Management assesses and provides feedback of their designated areas of responsibility. Infrastructure assessment includes, as applicable:

- Buildings, workspace and associated utilities.
- Hardware and software process equipment.
- Supporting services (such as transport, communication or information systems).

6.4 Work Environment

6.4.1 It is the responsibility of each supervisor to identify and manage both the human and physical factors of the work environment that are necessary to achieve conforming products. At RNP, such factors could include, but are not limited to, the following:

- Safety
- Cleanliness and Clothing
- Environmental including:
  - Heat and Humidity
  - Air and Surface Cleanliness
  - Light
  - Noise
- Space

7 Product Realization

7.1 Planning of Product Realization

RNP has planned and developed processes needed for product realization. They are as follows:

- Quality objectives (Ref. Section 5.4.1)
  - Product and personal safety
  - Reliability, availability and maintainability
  - Producibility and inspectability
  - Suitability of parts and materials used in the product
- Requirements for the product (Ref. Sections 7.2.1 and 7.2.2)
- Product specific processes, documents and resources (ref. Section 7.5.1)
- Product specific verification, validation, monitoring, measurement, inspections, and criteria for product acceptance (Ref. Section 8.2.4)
- Records needed to provide evidence that the realization processes and resulting products meet requirements (Ref. Sections 4.2.4, 7.3 and 7.5.1.1)
- Configuration management (Ref. Section 7.1.3)

The output of quality planning includes documented work order package (RNP 1060)

7.1.1 Project Management

RNP plans and manages product realization in a structured and controlled manner to meet requirements while assessing acceptable risk, resource allocation, and schedule constraints. Project management is conducted at each phase of product realization within the functional areas below:

- Planning Phase per QP-720 – Contract Review Procedure
- Manufacturing Phase

7.1.2 Risk Management

7.1.2.1 RNP has established, implemented and maintains a risk management process appropriate to our company and product Risk Management. The process as defined in QP-712 includes:

- Assignment of responsibilities for risk management
- Definition of risk criteria (e.g., likelihood, consequences, risk acceptance)
- Identification, assessment and communication of risks throughput product realization
- Identification, implementation and management of actions to mitigate risks that exceed the defined risk acceptance criteria
- Acceptance of risks remaining after implementation of mitigating actions

7.1.2.2 Risk management is conducted at each phase of product realization within the functional areas below:

- Planning Phase per QP-720 – Contract Review Procedure
- Manufacturing Phase

7.1.2.3 Risks established in the functional areas will be assessed by Senior Management at the periodic Management Reviews.

7.1.2.4 When risks are identified that affect RNPs ability to deliver conforming product on time, RNP will coordinate with affected customers. Conditions that require this coordination may include:

- ***Major incidents impacting the ability to meet commitments.***
- ***Risks that could impact continuity of business or operations, particularly single points of failure.***
- ***Relevant changes to certifications including lapse, withdrawal, or major audit findings.***
- ***Change of the most senior Quality Leader.***
- ***Significant change to the Quality Management System and its Scope.***
- ***Change in ownership, name, or discontinuation of business activities.***
- ***Breaches of Information Technology (IT) security systems (Cyber Security).***
- ***Risks with the supply of substances used in the production or physical make-up of products, due to laws and regulations concerning the control or use of such substances.***
- ***Any changes to Facility Address and Facilities (e.g., layout, infrastructure).***

7.1.3 Configuration Management

Configuration of all drawings and specifications is controlled by the customer. RNP assures that configuration of drawings, specifications and artwork are in accordance with customers' latest configuration. Obsolete documents will be visibly identified as obsolete.

7.1.4 Control of Work Transfers

RNP has established, implemented and maintains a process for planning and controlling the temporary or permanent transfer of work. RNP inspects and verifies that the work performed conforms to the specified requirements.

7.1.5 Prevention of Counterfeit Parts

The RNP Counterfeit Part Prevention program consists of the following elements:

1. Training – Personnel responsible for procurement or receipt and inspection of materials or parts are initially briefed and later trained on prevention and detection of counterfeit parts and/or materials.
2. Obsolescence Monitoring – Materials specified by customer drawings or specifications that are no longer in production are communicated back to the customer and alternatives identified.
3. Procurement – Materials and parts are procured through the process defined in QP-740 from authorized sources only. Deviations from this are coordinated through the Quality Manager.
4. Traceability – Parts and Materials incorporated into a deliverable product must be accompanied by a Certificate of Conformance or test data that validates the material authenticity.
5. Monitoring of Counterfeit Part reporting is done through our customer's participation in organizations such as GIDEP. RNP responds to reports of counterfeit material by determination of use by RNP of reported materials. Actions taken are dependent on the risk identified.
6. Reporting – Material identified as or suspected of being counterfeit is handled through the nonconforming material control process, QP-830. Material is segregated and secured until final disposition is determined.

7.2 Customer Related Processes

7.2.1 Determination of Requirements Related to the Product

For product requirements specified by the customer various RNP departments (Contracts, Admin, Planning and Production) shall review the requirements. The team also reviews requirements not specified by the customer and the company's capacity and capability to meet all applicable requirements, any statutory and regulatory requirements and any additional necessary requirements, before the order is accepted.

7.2.2 Review of Requirements Related to the Product

7.2.2.1 All customer orders are reviewed to ensure RNP can provide products in an efficient and accurate manner per QP-720 – Contract Review Procedure.

7.2.2.2 The review is conducted prior to RNP's acceptance of the contract and accounts for the following:

- Product requirements are defined and where there are changes, appropriate documents are updated and relevant personnel are notified of the changed requirements.
- When amendments to contracts are made, the customers and appropriate RNP departments are notified of the changes.
- RNP has the ability to meet the product requirements.
- Special requirements related to the product are defined.
- Risks (e.g., new technology, delivery schedule) have been identified.

7. 2.2.3 Records of reviews and results are kept per QP-424 – Control of Records Procedure.

7.2.3 Customer Communication

7.2.3.1 RNP facilitates effective communication with customers regarding:

- Product information
- Inquiries, contracts, including amendments
- Customer feedback, including complaints

7.3 Design and Development

RNP has no design authority. RNP builds products to designs and specifications provided and controlled by the customer. RNP does not perform any design or development activities. Clause 8.3 of Standard AS9100D does not apply.

7.4 Purchasing

7.4.1 Purchasing Process

7.4.1.1 RNP ensures that purchased parts and services meet established specifications per QP-740 – Purchasing Procedure.

7.4.1.2 RNP is responsible for the conformity of products purchased from suppliers, including product from sources defined by the customer.

7.4.1.3 RNP evaluates and selects suppliers on the basis of data obtained, their ability to meet our supplier requirements and the requirements imposed by our quality system.

7.4.1.4 Records of the evaluations and results will be maintained on the QF-16 – Approved Vendor List.

7.4.2 Purchasing Information

7.4.2.1 RNP purchasing documents describe the materials or services ordered, the requirements for approval of materials, procedures, processes, equipment, and/or services; and where applicable, qualification of personnel, QMS requirements and records retention requirements.

7.4.2.2 RNP purchasing documents also describe, where applicable:

- The name or other positive identification, and applicable issues (i.e., revision status) of specifications, drawings, process requirements, inspection/verification instructions and other relevant technical data

- Requirements for test examination, inspection, verification (including production process verification), use of statistical technique for product acceptance and related instructions for acceptance by RNP

- Requirements relative to:

  a. Supplier notification to RNP of nonconforming product
  b. Arrangements for RNP's approval of supplier nonconforming material and product disposition

- RNP has the right to access as well as their customer and all regulatory authorities to all facilities involved in the order and to all applicable records.

- Requirements for the supplier to flow down to sub-tier suppliers the applicable requirements in the purchasing documents, including customer requirements and key characteristics, where required.

7.4.2.3 RNP documents the review and approval of purchase records prior to release; records of this review will be maintained by the Purchasing Department.

7.4.3 Verification of Purchased Products

7.4.3.1 Verification that purchased components meet specified purchase requirements is performed per QP-824 – Inspection Procedure. Purchased product is not used or processed until it has been verified as conforming to specified requirements.

7.4.3.2 If test reports or Certificates of Conformance (COC) are used to verify purchased product, the data must meet applicable specifications.

7.4.3.3 When verification activities are delegated to the supplier, the requirements are defined and a register of delegation is maintained.

7.4.3.4 Should verification of purchased materials or services be required at the supplier's premises, RNP will make prior arrangements with the supplier and document such arrangements in the purchasing information.

7.4.3.5 Where specified in the contract, RNP or RNP's representative is given the right to verify at the supplier's premises and RNP's premises that product conforms to specified requirements.

7.5 Production and Service Provision

7.5.1 Control of Production and Service

RNP identifies and plans the production process for executing control on the operations. Controlled conditions include, as applicable:

- The availability of information that describes the characteristics of the product such as drawings, parts lists, materials and process specifications.
- The availability and control of assembly procedures to ensure use of current revisions. Work instructions can include process flow charts, production documents (e.g., manufacturing plans, work travelers, routers, work orders, inspection documents).
- The use of suitable equipment such as product specific tools (e.g., jigs, fixtures, templates, software.)
- 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.
- The implementation of defined labeling and packaging operations to prevent labeling errors.
- Accountability for all product during production, such as parts quantities, split orders, nonconforming product.
- Evidence that all production and inspection/verification operations have been completed as planned, or as otherwise documented and authorized.
- Provision for the prevention, detection and removal of foreign objects.
- Monitoring and control of utilities and supplies such as water, compressed air, electricity and chemical products to the extent they affect conformity to product requirements.
- Criteria for workmanship specified in the clearest practical manner (e.g., written standards, representative samples or illustrations).

RNP plans and carries out production and service provision under controlled conditions. Planning considers, as appropriate:

- The establishment of process controls and development of control plans where key characteristics have been identified.
- Identifying in-process inspection/verification points when adequate verification of conformance cannot be performed at a later stage of product realization

7.5.1.1 Production Process Verification

RNP uses a representative item from the first production run of a new part or assembly to verify that the production processes, production documentation and tooling are capable of producing parts and assemblies that meet requirements. This process is repeated when changes occur that invalidate the original results (e.g., engineering changes, manufacturing process changes, tooling changes).

7.5.1.2 Control of Production Process Changes

Personnel authorized to approve changes to production processes are identified. The results of changes to production processes are assessed to confirm the desired effect has been achieved without adverse effects to product conformity.

7.5.1.3 Control of Production Equipment, Tools and Software Programs

RNP does not have any production equipment, tools or software programs that require control under this section.

7.5.1.4 Post-Delivery Support

RNP provides post-delivery support by reviewing customer returns or rejections for validity. Valid customer returns/rejections are covered through the Corrective Action Process. (See 8.5.2)

7.5.2 Validation of Processes for Production and Service Provision

RNP validates any processes for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement and, as a consequence, deficiencies become more apparent only after the product is in use or the service has been delivered. Validation demonstrates the ability of these processes to achieve planned results.

7.5.3 Product Identification and Traceability

7.5.3.1 RNP maintains the identification of the configuration of the product on the work order package in order to identify any differences between the actual configuration and the agreed configuration.

7.5.3.2 Product is identified, with respect to monitoring and measurement requirements throughout product realization.

7.5.3.3 Where traceability is a requirement, RNP controls the unique identification of the product and maintains records per QP-424 – Control of Records Procedure.

7.5.3.4 When acceptance authority media such as stamps, electronic signatures or passwords are used, RNP establishes and documents controls for the media. Stamps are controlled through the Indication of Inspection Status (Stamp Control) Control Log, QF-10. Verification of stamp possession and serviceability of stamps is verified annually.

7.5.3.5 RNP traceability requirements can include:

- Identification to be maintained throughout the product life
- The ability to trace all products manufactured from the same batch of raw material or from the same manufacturing batch to the destination (e.g., delivery, scrap)
- For a product, a sequential record of its production (manufacture, assembly, inspection/verification) to be retrievable

7.5.4 Customer Property

7.5.4.1 At the receipt of customer supplied product, the product shall be clearly identified.

7.5.4.2 If at any time, customer product is damaged or determined to be unusable, the customer shall be notified and records shall be maintained of the notification.

7.5.5 Preservation of Product

7.5.5.1 All employees are trained on the proper handling and storage of all materials, products and equipment.

7.5.5.2 All products are preserved, packaged and delivered per customer

requirements.

7.5.5.3 Preservation of product also includes, where applicable, in accordance with product specification and/or applicable statutory and regulatory requirements, provisions for:

- Cleaning
- Prevention, detection and removal of foreign objects
- Special handling for sensitive products
- Marking and labeling including safety warnings
- Shelf life control and stock rotation
- Special handling for hazardous materials

7.6 Control of Monitoring and Measuring Equipment

7.6.1 RNP controls, maintains and inspects monitoring and measuring test equipment needed to provide evidence of conformity of product to requirements. RNP ensures the equipment is used within established tolerances. The equipment is identified in a log which includes their calibration and verification frequency.

7.6.2 RNP performs the following to ensure valid results of measuring equipment:

- Determines the measurements to be made and the accuracy required for appropriate inspection, measuring and test equipment.
- Calibrates such equipment according to NIST traceable standards as required.
- Identifies the calibration status of such equipment.
- Maintains calibration records of such equipment.
- Assesses and documents the validity of previous inspection and test results when equipment is found to be out of tolerance.
- Ensures that the environmental conditions are suitable for the tests being carried out.
- Ensures that the handling, preservation and storage of such equipment are done in a manner such that the accuracy and fitness for use is maintained.
- Ensures that out of calibrated devices are recalled and the appropriate measures are taken to conduct an impact analysis.

7.7 Quality Standards Management

7.7.1 RNP will notify our customers of any changes to the AS9100 certification, registration, or accreditation within 48 hours of receiving notification of the change.

7.7.2 RNP will review and implement all customer quality system requirements within 60 days of publication.

7.7.3 RNP will notify their customers if any nonconforming product was shipped within 24 hours.

7.7.4 RNP notifies their customers prior to implementation of any changes that may affect quality and/or product form, fit or function and changes include, but not limited to:

- Changes in ownership
- Company name
- Management
- Location of manufacture
- Change of Special Process Suppliers
- Obsolescence
- Inspection techniques
- Introduction of new tooling
- Significant change in process flow

7.8 Honeywell Self-Release Requirements

Ross Name Plate Company complies with Honeywell's Supplier Self Release Delegate requirements as stated in Honeywell document SI-149-01.

7.8.1 Supplier Self Release Procedural Requirements: The supplier shall have a documented procedure, identified within the supplier's Quality Management System, detailing the requirements of Honeywell's Self Release system and product conformance. The procedure shall be included as part of the supplier internal auditing schedule which, evaluates (through process controls and monitoring) program effectiveness. The supplier's procedure shall include detailed instructions for compliance (as a minimum) to the following sections:

Program Elements:

- Maintaining a current listing of authorized Self Release Delegate(s) which includes; each delegate "scope of approval or limitations".
- The suppliers' criteria used to disqualify/suspend Self Release Delegates.
- The establishment of internal audits to monitor the effectiveness of the suppliers self-release process and delegates.
- Provides for Self-Release Delegate(s) access to necessary facilities and equipment (to include on-line resources) for the performance of Self Release activities.
- Provides for access to all product related documentation (i.e. Purchase order, drawings, specifications and, manufacturing/traveler accountability) in the performance of Self Release.
- Allows Self Release Delegate time to adequately perform product verification activities (after final inspection and as near shipping and, as a separate entity).
- Allows Self Release Delegate authority to suspend the release of product until all open issues have been appropriately addressed.
- Annual eye examinations for self-release delegates per SPOC 106.
- Maintaining a system for stamp control (when/if applicable).
- Provide for notification of changes to their Self Release system, procedure, or Self Release Delegates prior to implementation (refer to Supplier Self Release Program Change Notification section).
- Provide for Honeywell representatives' access to supplier's facilities/documentation, as necessary, to conduct periodic Self-Release audits.
- In the event an SR Delegate does not meet the minimum requirements of their assigned responsibilities, the delegate may be removed from/as an SR Delegate for a period of three (3) months.

7.8.2 Supplier Delegate Training Requirements: Training elements must assure the Delegates' proficiency in the performance of their duties. Delegate training shall include (as a minimum):

- Working knowledge of the Honeywell Portal tools (i.e. HASP, Net Inspect, APSL, SPOC manual) to include:
- Performance of all Supplier "Product Release" requirements for each lot processed (reference Product Validation section).
- Training/re-training record/roster of self-release delegate(s) (annually and upon revision of the SPOC manual as a minimum). The training record may be covered in a separate Supplier QMS Training procedure but, must be available for Honeywell review and attachment to the audit form (initial and annual audits).

7.8.3 Supplier Self Release Product Validation Process: The supplier must provide documented evidence (form, check list, log book, copy of stamped Certificate of Conformance) which assures the following elements of the product release process have been performed and by whom. Records of this validation must be performed on each shipment to Honeywell and, maintained at the supplier's facility in accordance with the "Record Control" section herein. The supplier must ensure the following elements (as a minimum) are performed:

- Product configuration (i.e. Drawing/Parts List revision) meet purchase order requirements.
- "Special" requirements referenced on the purchase order (i.e. Notes, specifications, markings) are accounted for.
- All operations (to include inspection points) completed and accurately accounted for.
- Detail Inspection Plan (i.e. SPOC 128 or alternate) executed and all parts/details conform or have approved (Honeywell Site issued) deviations.
- If applicable; special marking requirements (per deviation instructions) applied to all relevant products.
- All manufacturing process documents stipulate/meet current drawing configuration requirements.
- "Special Process" suppliers, used in the manufacturing/Inspection process, are approved on Honeywell APSL (Approved Process Supplier Listing).
- There is a current FAIR (First Article Inspection Report) approved in Net Inspect system for applicable part level revision?
- If FAIR was "Conditionally" approved: Shipping is under the stipulated conditions/quantity noted in the approval section.
- Historical or current rejections (Honeywell HASP or Supplier Scorecard) have been reviewed to ensure containment and, inspection prior to shipment.
- The part number being released is approved in HASP as a Self-Release part.
- All marking requirements (including labels, tags) meet Honeywell Purchase Order, drawing and SPOC (site specific and general) requirements.
- The product(s) meet visual inspection requirements to include: Damage, Foreign Object Debris, workmanship, Part count/quantity, and preservation.
- Certified statement of conformity/Air Worthiness Certificate (as applicable) is in accordance with SPOC/P.O. – Without Exceptions.
- Traceability data is per contract requirements.
- Shelf Life/Storage data is per contract requirements.
- Test Results (i.e. ATP, Laboratory, sample submittal) submitted per contract requirements.
- Key Characteristic data per contract/SPOC requirements entered as required.
- Special certifications, forms, manufacturing or, inspection reports are completed as required by Purchase Order.
- Seller's identification (Business name, address, code if required) on product or packaging.
- Origin of Manufacturer stated on documentation, as required.
- Self Release/Source Inspection Stamp (ref. SPOC Manual) applied and completed.

7.9 Advanced Product Quality Planning (APQP) Requirements:

7.9.1 Ross Name Plate (RNP) uses Advanced Product Quality Planning (APQP) when required by a customer or when RNP management determines it is appropriate for a new product or process. RNP performs to customer requirements so activities around APQP are focused on understanding the customers' requirements and assuring that RNP has processes that are capable of meeting those requirements. As defined in Aerospace Standard 9145:2016, APQP has five phases starting with product concept and extending throughout the product life cycle. RNP is primarily involved with Phase one, Planning; Phase three, Process design and development; Phase four, Product and process validation and Phase five On-going production.

7.9.2 Definitions:

7.9.2.1 Phase 1 – Planning - capture customer inputs, benchmark data, lessons learned, regulatory requirements, technical specifications, company know-how, and strategy into a product concept and a realization plan. This includes identification of the high-level technical, quality, and cost targets.

7.9.2.2 Phase 2 – Product Design and Development - translate the technical, quality, and cost requirements into a controlled, verified, and validated product design. Design validation is achieved using prototype, development, or production parts in test environments that can represent the customer's installation and subject the product to extreme conditions required by contract or regulation.

7.9.2.3 Phase 3 – Process Design and Development - design and develop the production processes needed to produce product that consistently fulfill technical, quality, and cost requirements while operating at the customer demand rate.

7.9.2.4 Phase 4 – Product and Process Validation - validate that product fulfills the design requirements and the process has demonstrated the capability to constantly produce conforming products at the customer demand rate. Product validation is achieved using product produced from the final production process.

7.9.2.5 Phase 5 – On-going Production, Use, and Post-delivery Service - ensure customer requirements are continuously met through the use of process control, lessons learned, and continuous improvement.

7.9.3 RNP roles in each phase are:

- ***7.9.3.1 Phase one – Understand the customer requirements. This is addressed through the RNP order review process. Then output is a product realization planning document, the RNP 1060.***
- ***7.9.3.2 Phase two – RNP has no role in product design.***
- ***7.9.3.3 Phase Three- verify that processes at RNP are capable of meeting customer requirements. This is accomplished through development of process flows and use of product /process failure modes and effects analysis (PFMEA) where required by contract or by RNP management direction.***
- ***7.9.3.4 Phase four – Validate that product fulfills the requirements. This is accomplished through first article inspection (FAI).***
- ***7.9.3.5 Phase five – Assuring that on-going production continues to meet customer requirements.***

8 Measurement, Analysis and Improvement

8.1 General

8.1.1 RNP plans and implements the monitoring, measurement, analysis and improvement process needed:

- To determine conformity to product requirements.
- Verify whether quality activities comply with the QMS.
- To continually improve the effectiveness of the QMS.

8.1.2 As applicable to the product and customer or statutory and regulatory requirements, statistical techniques can be used to support:

- Process control (selection and inspection of key characteristics, process capability measurements, statistical process control, design of experiment)
- Inspection

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

8.2.1.1 RNP determines monitors and measures customer satisfaction by various methods. The following are methods by which customer satisfaction is determined, but is not limited to:

- Unsolicited customer satisfaction feedback
- Awards and recognition
- Warranty claims Repeat customers Product conformity
- On-time delivery performance Customer complaints
- Corrective action requests

8.2.1.2 RNP addresses the deficiencies found in these evaluations by developing and implementing plans for customer satisfaction improvement which are then assessed for effectiveness.

8.2.1.3 Customer satisfaction trend analysis is prepared and reported at the quarterly Management Review Meetings.

8.2.2 Internal Audit

8.2.2.1 RNP plans and implements internal quality audits to verify whether the quality activities comply with planned arrangements (including customer contractual requirements) and to determine the effectiveness of the QMS per QP-822 – Internal Audit Procedure. Internal audits are also conducted to meet contractual and/or statutory or regulatory requirements.

8.2.2.2 RNP audits are carried out by qualified auditors who do not have direct responsibilities for the activities being audited. The selection of auditors and conduct of audits shall ensure objectivity and impartiality of the audit process. Should an outside consultant perform internal quality audits, the consultant is subject to the RNP QMS. All audit procedures and results are composed and maintained by RNP.

8.2.2.3 Detailed tools and techniques such as check sheets, process flowcharts or any similar method to support audit of the QMS requirements are developed, maintained and used according to QP-822 – Internal Audit Procedure. The acceptability of the selected tools is measured against the effectiveness of the internal audit process and overall organization performance.

8.2.2.4 The results of the audits are shared with the RNP President and personnel responsible for the area audited. RNP takes timely correction action on the deficiencies found during the audit. Follow-up audits, if necessary, are recorded and actions verified for their effectiveness.

8.2.2.5 Records of the audits and results are maintained per QP-424 – Control of Records Procedure.

8.2.3 Monitoring and Measurement of Process

8.2.3.1 In the event of process nonconformity, RNP will, as applicable:

- Take appropriate action to correct the nonconforming process.
- Evaluate whether the process nonconformity has resulted in product nonconformity.
- Determine if the process nonconformity is limited to a specific case or whether it could have affected other processes or products.
- Identify and control any nonconforming product (Ref. Section 8.3).

8.2.4 Monitoring and Measurement of Product

8.2.4.1 RNP inspects and tests products to verify their specified requirements are met. The inspections are carried out during the product realization in accordance with the planned arrangements (Ref. Section 7.1). Records of these product inspections conforming to the accepted criteria are maintained within the Manufacturing Department.

8.2.4.2 Measurement requirements for product acceptance are documented. This documentation may be part of the production documentation and as applicable, include the following:

- Criteria for acceptance and/or rejection i.e., drawings.
- Where in the sequence measurement and testing operations are performed i.e., work traveler.
- A record of the measurement results i.e., indication of acceptance or rejection using a QA Stamp or employee initials.
- Measurement instruments required and any specific instructions associated with their use i.e., work traveler.

8.2.4.3 When critical items, including key characteristics, have been identified they will be monitored and controlled.

8.2.4.4 Should RNP use sampling inspection as a means of product acceptance, the plan is statistically valid and appropriate for use. The plan precludes the acceptance of lots whose samples have known nonconformities. When required, the plan is submitted for customer approval.

8.2.4.5 Product is not used until it has been inspected or otherwise verified as conforming to specified requirements except when product is released under positive recall, pending completion of all required measurement and monitoring activities. In the case positive recall is necessary; the process for this recall will be documented on the work traveler.

8.2.4.6 Where RNP is required to demonstrate product qualification, records shall be provided as evidence that the product meets the defined requirements. Where customer requirements include First Article Inspection Reports, RNP will perform a "FAIR" following the AS9102 methods and documentation.

8.2.4.7 Records indicating the personnel authorizing the release of product for delivery to the customer are maintained per QP-424 – Control of Records Procedure.

8.2.4.8 Product release does not proceed until all the planned arrangements have been satisfactorily completed, unless otherwise approved by relevant authority, and where applicable, by the customer.

8.2.4.9 RNP ensures that all documents required to accompany the product are present at delivery.

8.3 Control of Nonconforming Product

8.3.1 RNP ensures product or components that do not conform to specified requirements are prevented from unintended use or installation per QP-830 – Control of Nonconforming Products Procedure. The term "nonconforming" product includes nonconforming product returned from a customer. Documentation of product nonconformance includes identification, evaluation, disposition and root cause analysis of the nonconforming product.

8.3.2 RNP defines the responsibility for review and authority for the disposition of nonconforming product within the above mentioned procedure.

8.3.3 RNP may perform the following for nonconforming products or components:

8.3.3.1 Take the following actions:

- Eliminate the detected nonconformity.
- Authorize its use, release or acceptance by the Materials Review Board (MRB) and where applicable, by the customer.
- Preclude its original intended use or installation.
- Determine the action appropriate to the effects of the nonconformity when nonconforming product is detected after delivery or use has started.
- Take actions necessary to contain the effect of the nonconformity on other processes or products.

8.3.3.2 Rework nonconforming products or components to meet applicable specifications.

8.3.3.3 Accept nonconforming product (with or without rework) if its suitability is not noticeably diminished; if the product is not produced to customer specification; or if the nonconformity does not result in a departure from the contract requirements.

8.3.3.4 Evaluate nonconforming product or components for alternate applications.

8.3.3.5 Reject or scrap nonconforming products or components. Rejected or scrapped product or components shall be conspicuously marked or positively controlled until physically rendered unusable.

8.3.4 Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained will be maintained per QP-424 – Control of Records Procedure.

8.3.5 RNP re-inspects all reworked products or components to ensure they meet established specifications.

8.3.6 In addition to any contract or statutory and regulatory authority reporting requirements, RNP provides for timely reporting of delivered nonconforming product that may affect reliability or safety. Notification includes a clear description of the nonconformity, which includes as necessary, parts affected, customer and/or organization part numbers, quality and date(s) delivered.

8.4 Analysis of Data

8.4.1 RNP collects and analyzes data to demonstrate the suitability and effectiveness of the QMS and evaluates areas for improvement. This data is gathered from monitoring and measuring the following areas:

- Customer satisfaction
- Conformity of product requirements
- Characteristics and trends of processes and products, including preventive action
- Suppliers

8.5 Improvement

8.5.1 Continuous Improvement

8.5.1.1 The quality policy, objectives, audit results, analysis of data, corrective and preventive actions and management reviews contribute to the planning for continual improvements.

8.5.1.2 RNP has established a process for continually improving the effectiveness of the QMS through the use of the quality policy, objectives, audit results, analysis of data, corrective and preventive actions and management reviews. The above are documented on the QF-44 – Opportunities for Improvement Log.

8.5.2 Corrective Action

RNP maintains a documented procedure for implementing effective corrective action to prevent recurrence of nonconformities per QP-852 – Corrective and Preventive Action Procedure. RNP corrective action procedures include the following:

- Effective handling of customer complaints and reports of product nonconformity.
- Investigating the root cause of nonconformities relating to products, processes and the quality system.
- Determining and implementing the corrective action needed to eliminate the cause of nonconformity.
- Applying controls to ensure that corrective action is taken and that it is applied effectively.
- Records of results of action taken are maintained per QP-424 - Control of Records Procedure.
- Flow down of the corrective action requirements to a supplier when it is determined that the supplier is responsible for the root cause.
- Specific actions where timely and/or effective corrective actions are not achieved.
- Determining if additional nonconforming product exists based on the causes of the nonconformities and taking further action, when required.

8.5.3 Preventive Action

RNP maintains a documented procedure for implementing effective preventive action to prevent the occurrence of potential nonconformities per QP-852 – Corrective and Preventive Action Procedure. Preventive action opportunities include, but is not limited to, risk management, error proofing and product information received from customers. RNP preventive action procedures include the following:

- Use of appropriate sources of information to detect, analyze and eliminate potential causes of the nonconformity.
- Determining the steps needed to deal with any problems requiring preventive action.
- Initiating preventive action and applying controls to ensure that it is effective. Ensuring the relevant information on actions taken, including changes to procedures, is submitted for management review.
- Reviewing the effectiveness of the preventive action taken.
- Records of results of action taken are maintained per QP-424 – Control of Records Procedure.

REVISION RECORD

Rev	Date	Description of Change	Approval
N/C	8/25/07	New release, complete re-write to conform to ISO 9001:2000 and AS9100:2004 Rev B	Scott McBride
A	10/17/07	Revised QMS Process Interaction; revised company introduction & miscellaneous wording	Scott McBride
B	12/10/07	Revised Section 8 - Outsourced Processes	Scott McBride
C	12/11/07	Revised Section 1 - Scope	Scott McBride
D	8/5/09	General updates to comply with ISO 9001:2000 / AS9100:2004 Rev B	Scott McBride
E	10/06/10	Updated to comply with ISO 9001:2008 / AS9100:2004 Rev B; Added additional outsourced processes.	Scott McBride
F	11/17/10	Updated Table 1 - Procedure Cross Reference Matrix	Scott McBride
G	3/27/12	Updated to comply with ISO 9001:2008 / AS9100C:2009	Scott McBride
H	8/7/12	Exclusions to AS9100C added to Features and Capabilities on page 4	Scott McBride
9	7/9/15	Changes to: AS9100 exclusions, Sections: 1.1, 2, 4.1.1, Table 1 (Page 10), Sections: 5.1.3, 5.3.2, 5.5 (Added Org Chart), 5.6.3, 5.6.4, 7.5.1.4, 8.2.4.6, General Alignment & Formatting	Scott McBride
10	4/12/16	Changes to Section5.3.1 and 5.4.1	Scott McBride
11	9/26/16	Add Honeywell Self Release requirements to Section 7.7	Scott McBride
12	11/8/17	Add Honeywell Self Release requirements to Section 7.7	Scott McBride
13	6/1/18	Updated to comply with ISO 9001:2015 / AS9100D:2016	Scott McBride
14	4/1/19	Change to Section 4.1.1 & 7.3. Change Section 7.7 to 7.8. Added a new Section 7.7	Scott McBride
15	2/25/20	Change to Sections 1.1 & 7.3 per AS9100 D Audit 2020	Scott McBride
16	6/22/22	Added Section 7.1.5 per AS9100D Audi	Scott McBride

17	8/4/22	Moved the Change History from page 2 to the end of the document. Change to paragraph 2 of Introduction. Changed Interna/External Issues to S.W.O.T.. Deleted CSA & UL references in Section 1.2. Added processes to Section 4.1.2.	
18	1/27/25	Added Section 7.9 Advanced Product Quality Planning (APQP) Requirements per Boeing Customer requirements. Added 7.1.2.4 to Section 7.1.2 per pre-audit findings.	

The controlled copy of Ross Name Plate Company's Quality System Manual is stored electronically in the company network and a current copy is available to customers, their representatives, and/or regulatory authorities, their representatives, upon request and on our website.