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M-TRON COMPONENTS, INC.

DOCUMENT TITLE:

QUALITY MANUAL

	DOCUMENT NO	REVISION
	MNL0001	I

SHEET **1** OF **25**

List of Figures

1 Introduction

M-Tron is proud to present its Quality Manual. This manual represents the combined efforts of all its employees, with a goal to meet customer, statutory and regulatory requirements applicable to the products and services provided by M-Tron with a goal of improving both the company and its services to produce the desired outcome.

M-Tron is a franchised electronic component distributor, and we are dedicated to continuous improvement of our system, from the interaction between employees to our commerce with the marketplace. M-Tron intends this manual to be a guiding element in its progress. We will improve our service and our relationship with our internal and external customers.

1.1 Purpose

The purpose of this manual is to define and describe M-Tron's Quality Management System (QMS), to identify authorities and responsibilities of management personnel, and to provide general procedures for all activities that comprise the QMS.

In addition, this manual presents M-Tron's QMS to our customers and other interested parties, to inform them of the specific controls that are implemented at M-Tron to assure quality.

1.2 Scope

The quality management system shall be relevant to the nature of our organization and products and services, and to customer and applicable statutory and regulatory requirements.

As a franchised electronic component distributor, those requirements of AS9120A that do not apply and are excluded from our quality system.

1. Exclusion: AS9120A Section 7.5.4, Customer Property, including all physical and intellectual Subsections.

Justification: M-Tron is a distributor of electronic components and does not handle customer-supplied material.

2 Normative References

ISO 9000:2000	Quality management systems Fundamentals and vocabulary
AS9120 Rev A	Quality Management Systems – Requirements for Aviation, Space and Defense Distributors
AS9101 Rev D	Quality Management Systems Audit Requirements for Aviation, Space and Defense Organizations
AS5553 (2009-04)	Counterfeit Electronic Parts; Avoidance, Detection, Mitigation and Disposition

3 Terms and Definitions

3.1 Airworthiness Certificate

A document issued by the cognizant civil aviation authority (e.g., EASA Form 1, FAA Form 8130-3) that certifies the part conforms to the applicable regulatory requirements.

3.2 Certificate of Conformity

A document that certifies product conformity to process, design, and/or specification requirements commonly referred to as a “Certificate of Conformance”.

3.3 Counterfeit Parts

A product produced or altered to imitate or resemble a product without authority or right to do so, with the intent to mislead or defraud by passing the imitation as original or genuine.

3.4 Distributor

An organization carrying out the purchase, storage, splitting or sale of products without affecting product conformity.

3.5 Risk

An undesirable situation or circumstance that has both a likelihood of occurring and a potentially negative consequence.

3.6 Splitting

A division of product either physically or by batch quantity, without affecting the product characteristics.

3.7 Suspected Unapproved Parts

A product that might not have been, or is suspected of not having been, produced in accordance with applicable laws and regulations.

3.8 Test Report

Objective evidence provided by either the manufacturer or a certified testing facility that the product conforms with specific design requirements or properties.

4 Quality Management System

4.1 General Requirements

M-Tron has established, documented and implemented its Quality Management System (QMS) in accordance with the requirements of SAE AS9120A.

Our QMS is continually maintained and improved using our quality policy, quality objectives, the results of both internal and external audits, analysis of data, corrective and preventive actions and management reviews.

M-Tron has:

- Determine the processes needed for the QMS and their application throughout the organization and outlined in this Quality Manual and in the Quality Management System
- Determined the sequence and interaction of these processes, and illustrated them on the QMS Process Model.
- Determined criteria and methods needed to ensure that the operation and control of the processes are effective, and documented them in procedures and work instructions.
- Ensured the continuing availability of resources and information necessary to achieve planned results and continual improvement of these processes
- Established systems to monitor, measure and analyze these processes, and Established processes to identify and implement actions necessary to achieve planned results and continual improvement of these processes.

Any outsourced process that affects product conformity to requirements; M-Tron shall ensure control over such processes. Control of such outsourced processes will be identified within the QMS including processes for management activities, provision of resources, product realization and measurement.

4.2 Documentation Requirements

4.2.1 General

M-Tron quality system documentation comprises the following types of documents:

- Company Mission Statement
- A documented Quality Policy (contained in this Quality Manual)
- Documented processes, procedures and work instructions
- Quality records required by this International Standard
- Documents identified as needed for the effective planning, operation and control of our processes
- Product realization and control plans (including work orders, job or batch tickets, inspection cards, etc.)

M-Tron ensures that personnel have access to quality management system documentation and are aware of relevant procedure in accordance with QOP-42-01, Quality System Documentation.

Customer and/or regulatory authorities' representatives are granted access to quality management system documentation, in accordance with contract or regulatory requirements.

4.2.2 Quality Manual

This Quality Manual has been prepared to describe M-Tron's QMS. The scope and permissible exclusions of the QMS are described in section one of this manual. Each section of the manual references documented QMS procedures relating to the requirements outlined in that section. Figure 4.2-1 Process Flow at the end of this section provides a description of the interaction between the processes of the QMS system.

4.2.3 Control of Documents

All of the QMS documents are controlled according to the Document Control Procedure (QOP-42-02). This procedure defines the process for:

- Approving documents for adequacy prior to issue
- Reviewing and updating as necessary and re-approving documents
- Ensuring that changes and current revision status of documents are identified
- Ensuring that relevant versions of applicable documents are available at points of use
- Ensuring that documents remain legible and readily identifiable
- Ensuring that documents of external origin are identified and their distribution controlled
- Preventing the unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose
- Obtaining customer/regulatory agency approvals when required by contract or regulatory requirements
- Coordinating document changes with customers or regulatory authorities in accordance with contract or regulatory requirements.

4.2.4 Control of Records

Records are maintained to provide evidence of conformity to requirements and of the effective operation of the QMS. The records, including those created by or maintained by suppliers, are maintained according to the Control of Quality Records Procedure (QOP-42-03). This procedure requires that quality records remain legible, readily identifiable and retrievable. The procedure defines the controls needed for identification, storage, protection, retrieval, retention time and disposition of quality records.

M-Tron records include, where applicable:

- Manufacturer, distributor repair station, test and inspection reports
- Original certificates of conformity (manufacturer, sub-tier distributor), copies of airworthiness certificates
- Non-conformance, concession and corrective action records
- Lot traceability records, and
- Environmental or shelf life condition records

Where records are stored in an electronic form, the integrity of the system and the backup procedures is appropriately validated through regular challenges to the system, including challenging archived data. These records, without possibility of change by software, are traceable to the original documentation.

Records are available for review by customers and regulatory authorities in accordance with contract or regulatory requirements

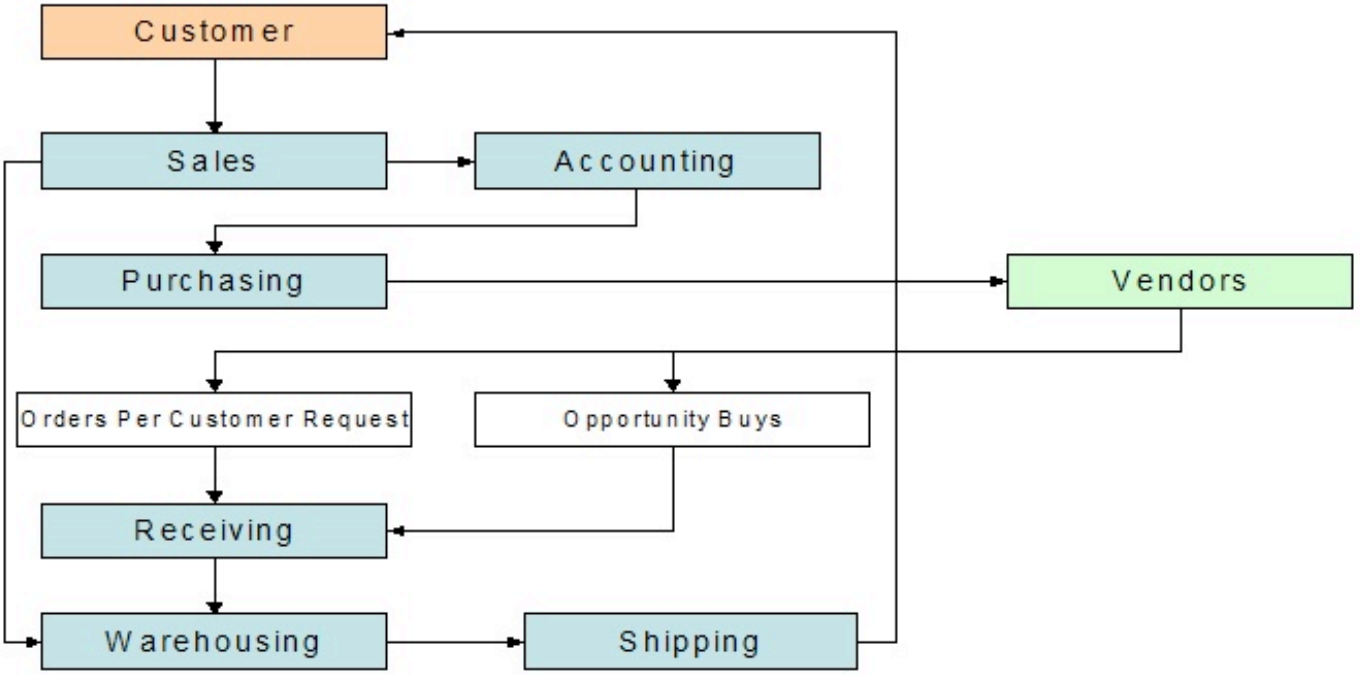

Figure 4.2-1 Process Flow

5 Management Responsibility

5.1 Management commitment

Top management has been actively involved in implementing the quality management system (QMS). It has provided the vision and strategic direction for the growth of the QMS, and established quality objectives and the quality policy.

To continue to provide leadership and show commitment to the improvement of the

QMS, management will do the following.

- Communicate the importance of meeting customer, statutory, and regulatory requirements.
- Establish quality objectives
- Establish the quality policy.
- Conduct annual management reviews.
- Ensure the availability of resources.
- Identify risks in all processes for assessment and preventative action

5.2 Customer focus

M-Tron strives to identify current and future customer needs to meet customer requirements and exceed customer expectations. Top management ensures that customer requirements are understood and met, by requiring compliance with documented customer communication procedures. Customer requirements are determined, converted into internal requirements, and communicated to the appropriate people in our organization (QOP-72-01).

5.3 Quality policy & Mission Statement

Top management ensures that the quality policy is communicated to all employees. It is included in new employee training and training on the QMS. It is posted in prominent places throughout the facility to maintain high standards within our organization.

Management reviews the quality policy at each management review meeting to determine the policy's continuing suitability for our organization.

Our Quality Policy is:

M-Tron will continuously improve our processes in order to meet or exceed our customers' expectations. To implement this policy means that all employees will understand what their customers expect and that they will provide the customers with the best service. All requirements must be continuously evaluated and upgraded to reflect changing customer expectations.

Our Mission Statement is:

M-Tron Components, Inc. will provide the industry with the most reliable source of electronic components available anywhere. Our Business, being the sum total of our employees will place honesty and integrity above all. Business will be maintained at the highest level of ethical conduct at all times.

5.4 Planning

5.4.1 Quality objectives

Quality objectives are established to support our organization's efforts in achieving our quality policy and reviewed annually for suitability. Quality objectives are

measurable, and reviewed against performance goals at each management review meeting.

The quality objectives are as follows:

METRIC/DESCRIPTION	GOAL	CALCULATION	RESPONSE	MEASUREMENT FREQUENCY
Customer satisfaction	< 2 requires car	score	sales	Annual
Customer acceptance	99%	shipped compared to return	MR	Monthly
Reduce RMA's/M-tron errors	99%	complaints, non-conformities	MR	Monthly

5.4.2 Quality management system planning

The quality system has been planned and implemented to meet our quality objectives and the requirements of 4.1 of the AS9120A standard. Quality planning takes place as changes that affect the quality system are planned and implemented.

5.5 Responsibility, authority and communication

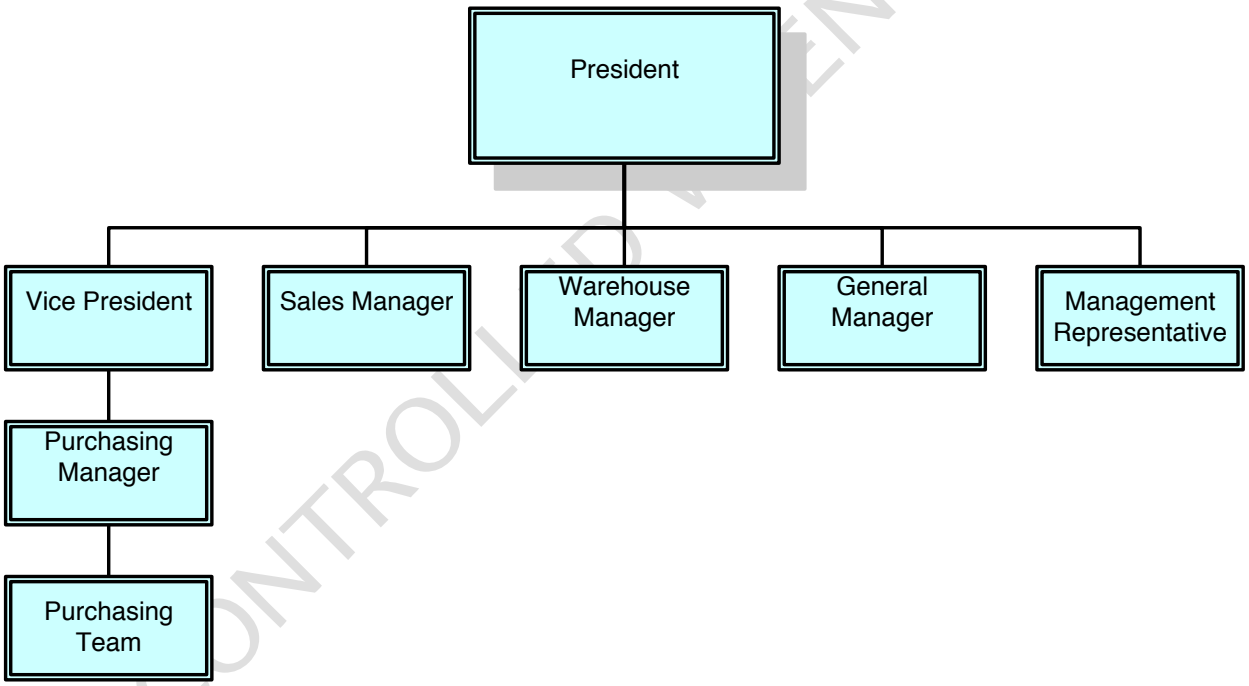

Figure 5.5-1 Organization Chart

5.5.1 Responsibility and authority

An organizational chart has been established to show the interrelation of personnel in the organization. Job descriptions define the responsibilities and authorities of each of the positions on the organizational chart. Job descriptions and the organizational chart are reviewed and approved by top management for adequacy. These documents are available throughout the organization to help employees understand responsibilities and authorities.

5.5.2 Management representative

A member of top management has been appointed by top management as management representative. As management representative, they have the following responsibility and authority:

- Ensure that processes needed for the quality management system are established and implemented.
- Report to top management on the performance of the quality management system, and note needed improvements.
- Promote awareness of customer requirements throughout the organization.
- Act as a liaison with external parties such as customers or auditors on matters relating to the QMS and
- Resolve matters pertaining to quality issues
- Organizational freedom to resolve matters pertaining to quality.

5.5.3 Internal communication

Processes are established for communication within the organization. Methods of communicating the effectiveness of the QMS include department and management meetings, management review, circulation of minutes of management review meetings, Internal Audit Closing meetings, and other routine business communication.

5.6 Management review

5.6.1 General

Top management reviews the QMS annually at management review meetings. This review assesses the continuing QMS suitability, adequacy and effectiveness, identifying opportunities for improvement and needed changes. Records are maintained for each management review meeting.

5.6.2 Review input

Assessment of the QMS is based on a review of information inputs to management review. These inputs include the following:

- Results of audits
- Customer feedback
- Process performance and product conformity
- Status of preventive and corrective actions
- Follow-up actions from previous management reviews
- Planned changes that could affect the quality management system
- Recommendations for improvement

5.6.3 Review output

During these review meetings, management will identify appropriate actions to be taken regarding the following issues:

- Improvement of the effectiveness of the quality management system and its processes
- Improvement of product related to customer requirements

- Resource needs

Responsibility for required actions is assigned to members of the management review team. Any decisions made during the meeting, assigned actions, and their due dates are recorded in the minutes of management review.

6 Resource Management

6.1 Provision of resources

M-Tron has implemented a Quality Management System that complies with the AS9120 standard. This implementation was achieved with management commitment and with sufficient resources for the implementation. To effectively maintain and continually improve the system, management determines and provides necessary resources.

6.2 Human resources

6.2.1 General

To ensure competence of our personnel, job descriptions have been prepared identifying the qualifications required for each position that affects product quality. Qualifications include requirements for education, skills and experience. Appropriate qualifications, along with required training, provide the competence required for each position.

6.2.2 Competence, awareness and training

Qualifications are reviewed upon hire, when an employee changes positions or the requirements for a position change. Human resources maintain records of employee qualifications. If any differences between the employee's qualifications and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence for the job. The results are then evaluated to determine if they were effective. Training and evaluation are conducted according to the Training procedure. (QOP-62-01)

All employees are trained on the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.

6.3 Infrastructure

To meet quality objectives and product requirements, M-Tron has determined the infrastructure needed (QOP-63-01). The infrastructure has been provided, and includes buildings, workspace, utilities and supporting services. As new infrastructure requirements arise, they will be documented in quality plans. Existing infrastructure is maintained to ensure product conformity. Maintenance requirements are documented in: Preventive maintenance plans

6.4 Work Environment

A work environment suitable for achieving product conformance is maintained. Requirements are determined during quality planning and documented in the quality plan. The work environment is managed for continuing suitability. Data from the quality system is evaluated to determine if the work environment is sufficient for achieving product conformance, or if preventive or corrective action related to the work environment is required.

7 Product Realization

7.1 Planning of product realization

Planning of product realization processes includes determination of quality objectives for products; development of required processes and process documentation; and establishment of product verification, validation, monitoring and measurement programs (where applicable).

M-Tron shall plan for product realization as appropriate by identifying:

- The quality objectives and requirements for the product
- Establish processes, documents and resource needs specific to the product
- Determine required validation, verification, monitoring, measuring, inspection and test activities specific to the product
- Determine what records are needed to provide objective evidence the realization process and resulting product meets requirements.

7.1.1 Configuration Management

Configuration Management is limited to customer purchase orders and is controlled within the electronic order processing system per QOP-072-02.

7.1.2 Control of Work Transfers

M-Tron ensures any work transfers are controlled through the following criteria:

- Clear work instructions
- All associated drawings
- Identification of all associated parts
- Inspection records of all parts are verified
- Non-conforming parts are not used
- Control and monitoring of all operation
- Validation where appropriate

7.2 Customer-related processes

7.2.1 Determination of requirements related to the product

Product requirements are determined to include customer requirements applicable and legal, regulatory, and other considered necessary requirements that may not be specified by customers.

Orders are reviewed to ensure that product and order requirements are defined and can be met, and to resolve any incomplete or conflicting requirements.

Verbal orders are confirmed before acceptance.

Order amendments and changes are likewise reviewed and are communicated to all relevant functions.

Order reviews are recorded.

M-Tron determines customer requirements before acceptance of an order. Customer requirements include those:

- Requested by the customer

- Required for delivery and post-delivery activities
- Not stated by the customer but necessary for specified use or known and intended use
- Statutory and regulatory requirements related to the product
- Additional requirements determined by M-Tron.

7.2.2 Review of requirements related to the product

M-Tron has a process in place for the review of requirements related to the product (QOP-72-02). The review is conducted before the order is accepted. The process ensures that:

- Product requirements are defined
- Contract or order requirements differing from those previously expressed are resolved
- M-Tron. has the ability to meet the defined requirements
- Records are maintained showing the results of the review and any actions arising from the review
- Where a customer does not provide a documented statement of requirement, the customer requirements are confirmed before acceptance
- When product requirements are changed, M-Tron communicates changes to relevant personnel and amends relevant documents
- Risks (e.g., new technology, short delivery time scale) have been evaluated.

7.2.3 Customer communication

Arrangements for communication with customers relating to product information, order handling, and customer feedback and complaints are defined and implemented. Where appropriate, operational procedures and instructions for these activities are established and implemented.

M-Tron has implemented an effective procedure (QOP-72-02) for communicating with customers in relation to:

- Product Information
- Enquiries, contracts and order handling, including amendments
- Customer Feedback, including customer complaints

7.3 Design and Development

This section is excluded as a requirement of AS9120.

7.4 Purchasing

M-Tron evaluates its suppliers and purchases only from those that can satisfy quality requirements. Quality performance of suppliers is monitored and evaluated.

7.4.1 Purchasing process

A documented procedure (QOP-74-02) is followed to ensure that purchased product conforms to the specified purchase requirements. The procedure outlines the extent of control required for suppliers.

Suppliers are evaluated and selected based on their ability to supply product in accordance with requirements as outlined in the procedure. Criteria for selection,

evaluation and re-evaluation are documented in QOP-74-01 Supplier Evaluation. Records of the evaluation and any necessary actions are maintained as quality records.

All reasonable efforts will be made to detect and prevent the procurement and distribution of counterfeit parts per Counterfeit avoidance program 090215 REV A This process is integrated into relevant order processing, purchasing and inspection procedures. Should any suspected counterfeit parts be discovered parts will be quarantined and refer to QOP-83-01 (control of non conforming product).When applicable parts will be reported to GIDEP.

7.4.2 Purchasing information

Purchasing information describes the product to be purchased, including where appropriate:

- Requirements for approval of product, processes and equipment
- Requirements for qualification of personnel
- Quality management system requirements outlined in the Purchasing Procedure (QOP-74-02)

The purchasing documents are reviewed to ensure the adequacy of requirements before orders are placed with the supplier.

7.4.3 Verification of purchased product

The Purchasing Process (QOP-74-03) describes the process used to verify that purchased product meets specified purchase requirements. Purchased product is not used or processed until it has been verified as conforming to specified requirements unless it is released under positive recall procedure. If test reports are used to verify purchased product, the data must meet applicable specifications. Test reports for raw material are periodically validated.

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

If M-Tron or the customer wishes to perform verification at the supplier's premises, the verification arrangements and method of product release are documented in the purchasing information. Where specified in the contract, the customer or the customer's representative is given the right to verify at the suppliers premises and organization's premises that product conforms to specified requirements

7.5 Production and Service Provision

7.5.1 Control of production and service provision

Control of Production and Service Provision, Production of individual orders is planned by entering the customer requirements into the computer system. This system along with procedures and approved equipment will control production.

Additionally controlled conditions will include the following, as applicable:

- the availability of information that describes the characteristics of the product,
- the availability of procedures and/or work instructions
- the use of suitable equipment
- the availability of monitoring and measuring equipment
- product release and delivery

- accountability for all products including parts quantities, split orders, and nonconforming product
- evidence that all operations have been completed as planned, or as otherwise documented and authorized
- provision for the prevention, detection and removal of foreign objects or debris
- criteria for workmanship, specified as written instruction, representative samples, engineering drawings or illustrations)

7.5.2 Validation of processes for production and service provision

This is an M-Tron exception.

7.5.3 Identification and traceability

M-Tron identifies the product from receiving through shipping according to the Identification and Traceability procedure (QOP-75-04).

- Product is identified with respect to monitoring and measurement requirements.
- When acceptance authority media such as stamps, electronic signatures or passwords are used M-Tron establishes and documents controls for the media.
- According to the level of traceability required by contract, regulatory, or other established requirement, M-Tron system provides for:
    - Identification to be maintained throughout the product life;
    - All the products from the same batch of raw material or from the same manufacturing batch to be traced, as well as the destination (delivery, scrap) of all products of the same batch;
    - For an assembly, the identity of its components and those of the next higher assembly to be traced;
    - For a given product, a sequential record of its inspection to be retrieved.

M-Tron controls and records the unique identification of the product where ever traceability is a specified requirement

7.5.4 Customer property

See exclusion in section 1.2

7.5.5 Preservation of product

M-Tron preserves the conformity of product during internal processing and delivery to the intended destination per procedure (QOP-75-06). This preservation includes identification, handling, packaging, storage and protection. Preservation also applies to the constituent parts of a product.

Preservation of product also includes, where applicable in accordance with product specifications and/or applicable regulations, 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;
- Environmental controls as required.

The organization ensures that documents required by the contract or order to accompany the product are present at delivery and are protected against loss and deterioration.

7.6 Control of monitoring and measuring devices

M-Tron has determined the monitoring and measurement to be undertaken and the monitoring and measuring devices needed to provide evidence of conformity of product to determined requirements. A documented procedure (QOP-76-01) outlines the process used to ensure that monitoring and measurement to be carried out are carried out in a manner that is consistent with the monitoring and measurement requirements.

- Calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards.
- Adjusted or re-adjusted as necessary
- Identified to enable the calibration status to be determined
- Safeguarded from adjustments that would invalidate the measurement result
- Protected from damage and deterioration during handling, maintenance and storage
- Be recalled according to a defined method when requiring calibration

In addition, Quality Control assesses and records the validity of the previous measuring results when the equipment is found not to conform to requirements. M-Tron takes appropriate action on the equipment and any product affected. Records of the results of calibration and verification are maintained

M-Tron maintains a register of these monitoring and measuring devices. The process used for their calibration is defined in procedures, work instructions and equipment manuals and includes details of equipment type, unique identification, location, frequency of checks, check method and acceptance criteria. When used in the monitoring and measurement of specified requirements, the ability of computer software to satisfy the intended application is confirmed. This is undertaken prior to initial use and reconfirmed as necessary.

M-Tron ensures that environmental conditions are suitable for the calibrations, inspections, measurements and tests being carried out.

8 Measurement, Analysis and Improvement

8.1 General

M-Tron plans and implements the monitoring, measurement, analysis and improvement processes as needed

- To demonstrate conformity of the product,
- To ensure conformity of the quality management system, and
- To continually improve the effectiveness of the quality management system.

These processes are identified in documented procedures and include determination of applicable methods, including statistical techniques, and the extent of their use.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

As one of the measurements of the performance of the quality management system, M-Tron monitors information relating to customer perception as to whether the organization has fulfilled customer requirements. The method for obtaining and using this information is identified in the Customer Related Processes QOP-72-03 and the Management Responsibility procedures QOP-82-01.

8.2.2 Internal Audit

M-Tron conducts internal audits at planned intervals to determine whether the quality management system

- Conforms to the planned arrangements, to the requirements of this International Standard and to the quality management system requirements established by the organization
- Is effectively implemented and maintained.

An audit program has been designed and implemented and identifies an audit schedule based on the importance of the areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency, methods, responsibilities and requirements for planning and conducting audits, and for reporting and maintaining results, are defined and documented in the Internal Audit procedure QOP-82-02.

The management responsible for the area being audited is responsible for ensuring that actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities include the verification of the actions taken and the reporting of verification results.

Internal audits meet contract and/or regulatory requirements.

8.2.3 Monitoring and measurement of processes

M-Tron applies suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These methods demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action is taken, as appropriate, to ensure conformity of the product. In the event of process nonconformity, the organization:

- Takes appropriate action to correct the nonconforming process,
- Evaluates whether the process nonconformity has resulted in product nonconformity
- Identifies and controls the nonconforming product in accordance with clause 8.3.

8.2.4 Monitoring and measurement of product

M-Tron monitors and measures the characteristics of the product to verify that product requirements are fulfilled. This is carried out at Receiving Inspection QOP-74-03.

Evidence of conformity with the acceptance criteria is maintained. Records indicate the person authorizing release of product. Product release and service delivery does not proceed until all the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority, and where applicable by the customer.

When M-Tron uses 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.

Product is not used until it has been inspected or otherwise verified as conforming to specified requirements.

8.2.4.1 Inspection Documentation

Measurement requirements for product or service acceptance are documented. This documentation is part of the incoming product acceptance documentation, and includes:

- Criteria for acceptance and/or rejection,
- A record of the measurement results, and
- Type of measurement instruments required and any specific instructions associated with their use.
- Test records shall show actual test results data when required by specification or acceptance test plan.

8.2.5 Evidence of Conformance – Certificate of Conformity

When required, M-Tron provides the customer with evidence of the product's conformity to its technical specifications. When a product is split, copies of the original documents are annotated with the following information:

- Amount delivered relative to amount received,
- Purchase Order number,
- Customer's name and supplier's name.

Where there is a formal agreement with the customer, M-Tron delivers a certificate of conformity, created by M-Tron that references the original manufacturer's conformance documents that are retained and traceable by M-Tron as agreed.

8.3 Control of Nonconforming Product

M-Tron ensures that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product are defined in the Control of Nonconforming Product procedure QOP-83-01.

The term "nonconforming product" includes nonconforming product returned from a customer.

Responsibility for review and authority for the disposition of nonconforming product and the process for approving personnel making these decisions is defined in the procedure.

M-Tron limits it's dispositions to:

- Scrap
- Rejection for return to the supplier
- Rejection for revalidation by the manufacturer
- Submittal to design authority and customer for "USE AS IS" disposition.

Product dispositioned for scrap is conspicuously and permanently marked, or positively controlled, until physically rendered unusable.

M-Tron ensures, with the manufacturer where necessary, that similar supplies are not similarly affected and will inform the customer of any nonconformities affecting product already delivered.

In addition to any contract or regulatory authority reporting requirements, M-Tron system 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, quantity, and date(s) delivered.

8.4 Analysis of Data

M-Tron determines, collects and analyses appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the quality management system can be made. The process for determining, collecting and analyzing this data is defined in the Management Responsibility procedure QOP-56-01.

Appropriate data includes data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data provides information relating to:

- Customer satisfaction
- Conformance to product requirements
- Characteristics and trends of processes and products including opportunities for preventive action
- Suppliers

8.5 Improvement

8.5.1 Continual improvement

M-Tron continually improves the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions (QOP-85-01) and management review.

8.5.2 Corrective action

M-Tron takes action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered. A documented procedure (QOP-85-02) defines requirements for

- Reviewing nonconformities (including customer complaints)
- Determining the causes of nonconformities
- Evaluating the need for action to ensure that nonconformities do not recur
- Determining and implementing action needed
- Records of the results of action taken (see 4.2.4)
- Reviewing corrective action taken
- Flow down of the corrective action requirement to a supplier, when it is determined that the supplier is responsible for the root cause, and specific actions where timely and/or effective corrective actions are not achieved
- Specific actions where timely and/or effective corrective actions are not achieved, and

- Determining if additional nonconforming product exists based on the caused of nonconformities and taking further action when required.

8.5.3 Preventive action

M-Tron determines action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential problems.

A documented procedure (QOP-85-02) defines requirements for:

- Determining potential nonconformities and their causes
- Evaluating the need for action to prevent occurrence of nonconformities
- Determining and implementing action needed
- Records of results of action taken
- Reviewing preventive action taken
- The withdrawal of product(s) from stock that are suspected of a noncompliance (or returned by the customer). Including notification of all customers of the action(s) taken who have purchased the product form the same lot or batch.

9 AS9120A Traceability Matrix

Clause	Management Processes	Document #	Document Title
4.1	General Requirements	QOP-42-01	Quality System Documentation
4.2	Documentation Requirements	QOP-42-01	Quality System Documentation
4.2.1	General	QOP-42-01	Quality System Documentation
4.2.2	Quality Manual	MNL0001	Quality Manual
4.2.3	Control of Documents	QOP-42-02	Control of Documents
4.2.4	Control of Records	QOP-42-03	Control of Records
5.1	Management Commitment	QOP-56-01	Management Review
5.2	Customer Focus	QOP-82-01 QOP-72-03	Customer Satisfaction Customer Feedback And Complaints
5.3	Quality Policy	MNL00001	Quality Policy
5.4.1	Quality Objectives	MNL00001	Quality Objectives
5.4.2	Quality Management System Planning	QOP-85-01, QOP-56-01	Continual Improvement, Management Review
5.5.1	Responsibility and Authority	QOP-56-01	Management Review
5.5.2	Management Representative	QOP-56-01	Management Review
5.5.3	Internal Communication	QOP-42-01 QOP-42-02 QOP-61-01	Quality System Documentation Control Of Documents Training And Awareness
5.6	Management Review	QOP-56-01	Management Review
5.6.1	General	N/A	N/A
5.6.2	Review Inputs	QOP-56-01	Management Review
5.6.3	Review Outputs	QOP-56-01	Management Review
6.1	Provision of Resources	QOP-56-01	Management Review
6.2	Human Resources	QOP-56-01	Management Review
6.2.1	General	N/A	N/A
6.2.2	Competence, Awareness & Training	QOP-62-01	Training and Awareness
6.3	Infrastructure	MNL0001	Quality Manual
6.4	Work Environment	MNL0001	Quality Manual
7.1	Planning for Product Realization	QOP-56-01, QOP-75-02	Management Review, Work Instructions
7.2	Customer Related Processes	N/A	N/A
7.2.1	Determination of requirements related to the product	QOP-72-01, QOP-72-02	Order Processing, Order Processing for Custom Products
7.2.2	Review of requirements related to the product	QOP-72-01, QOP-72-02	Order Processing, Order Processing for Custom Products
7.2.3	Customer Communication	QOP-72-03	Customer Feedback And Complaints
7.3	Design and Development	N/A	Excluded from AS9120A
7.4	Purchasing	N/A	N/A
7.4.1	Purchasing Process	QOP-74-01, QOP-74-02	Supplier Evaluation, Purchasing
7.4.2	Purchasing Information	QOP-74-02	Purchasing
7.4.3	Verification of Purchased Product	QOP-74-03	Verification of Purchased Product
7.5	Production and Service Provision	N/A`	N/A
7.5.1	Control of Production and Service Provision	QOP-75-01	Control of Production and Service Provision
7.5.2	Validation of Processes for Production and Service Provision	N/A	N/A
7.5.3	Identification and Traceability	QOP-75-04	Product Identification And Traceability

Clause	Management Processes	Document #	Document Title
7.5.4	Customer Property	N/A	M-Tron does not use Customer Property
7.5.5	Preservation of Product	QOP-75-06	Product Identification And Preservation
7.6	Control of Monitoring and Measuring Devices	QOP-76-01	Measuring And Monitoring Equipment
8	Measurement, Analysis and Improvement		
8.1	General	QOP-82-01, QOP-82-02	Customer Satisfaction, Internal Audit
8.2.1	Customer Satisfaction	QOP-82-01	Customer Satisfaction
8.2.2	Internal Audit	QOP-82-02	Internal Quality Audits
8.2.3	Monitoring and Measurement of Processes	QOP-85-02	Corrective And Preventative Action
8.2.4	Monitoring and Measurement of Product	QOP-85-02	Corrective And Preventative Action
8.2.5	Evidence of Conformance		
8.3	Control of Non-Conforming Product	QOP-83-01	Control Of Nonconforming Product
8.4	Analysis of Data	QOP-56-01	Management Review
8.5	Improvement		
8.5.1	Continual Improvement	QOP-85-01	Continual Improvement
8.5.2	Corrective Action	QOP-85-02	Corrective And Preventative Action
8.5.3	Preventative Action	QOP-85-02	Corrective And Preventative Action