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REVISION HISTORY

Rev.	ECO #	Date	Approval
A	001	6-7-05	PAUL AVERSA
B	009	7-15-05	PAUL AVERSA
C	035	5-29-07	L. BOEHMKE
D	045	7-8-08	L.BOEHMKE
E	055	8-13-10	L.BOEHMKE
F	062	1019-10	L.BOEHMKE
G	066	012811	L.BOEHMKE
H	101	11/16/11	L.BOEHMKE
I	121	09/02/15	L.BOEHMKE
J	129	05/23/17	L.BOEHMKE
K	130	10/23/17	L.BOEHMKE

INITIAL APPROVALS

DEPT	INITIAL	DATE
SALES	LB	11-24-03
SALES	AC	11-25-03
OPERATIONS	SN	11-25-03
WAREHOUSE	DP	12-3-03
PURCHASING	MDK	12-5-03
PRESIDENT	MK	12-8-03
MR	PA	11-25-03

M-TRON COMPONENTS, INC.

DOCUMENT TITLE:

QUALITY MANUAL

	DOCUMENT NO	REVISION
	MNL0001	K

SHEET **1** OF **38**

1. SCOPE

M-Tron Components has been in business since 1984 servicing medical, military and commercial companies. We are a small veteran owned franchised / authorized electronic component distributor who purchases directly from the manufacturer or its authorized agents to insure our customers that the products and services they receive are authentic and come directly from the manufacturer in an effort to decrease the amount of counterfeit product in the workplace today.

We are proud to present This Quality Manual as it represents the combined efforts of all of our employees, with a common goal to enhance customer satisfaction, meet customer statutory and regulatory requirements with a goal of continuous improvement with both the company and its services to produce the desired outcome. We are dedicated to continuous improvement of our quality 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.

1. Exclusion: AS9120B Section 8.3.6 Design and Development Changes, including all physical and intellectual Subsections.

Justification: M-Tron is a distributor of electronic components and does not design and develop products.

2. Normative References

ISO 9001:2015	Quality management systems Fundamentals and vocabulary
AS9120 Rev B	Quality Management Systems – Requirements for Aviation, Space and Defense Distributors
AS9101 Rev F	Quality Management Systems Audit Requirements for Aviation, Space and Defense Organizations
AS5553B	Counterfeit Electronic Parts; Avoidance, Detection, Mitigation and Disposition

3. TERMS AND DEFINITIONS

3.1 Article: Material, part, component, assembly, or appliance which is listed by the design organization as eligible for installation in/on the product or included in the design data approved by the authority.

3.2 Authorized Release Certificate: Document attesting that a product is released for use (e.g., release or return to service) and certifying that the activities performed, and the results achieved, conforms to established organization, regulatory, and customer requirements.

3.3 Certificate of Conformity (commonly referred to as a 'Certificate of Conformance'): Documented information that attests to product conformity; conformance to defined process, design, and specification requirements.

3.4 Counterfeit Part: An unauthorized copy, imitation, substitute, or modified part (e.g., material, part, component), which is knowingly misrepresented as a specified genuine part of an original or authorized manufacturer. NOTE: Examples of a counterfeit part can include, but are not limited to, the false identification of marking or labeling, grade, serial number, date code, documented information, or performance characteristics.

3.5 Distributor: An organization carrying out the purchase, storage, splitting, or sale of products without affecting product conformity. The term 'organization' in the context of this standard means a distributor.

3.6 Product Safety: Maintaining the state of product so that it is able to perform to its designed or intended purpose without causing unacceptable risk of harm to persons or damage to property.

3.7 Splitting: The division of product either physically or by batch quantity, without affecting the product characteristics or conformity.

3.8 Suspected Unapproved Part: A part for which there is objective and credible evidence indicating that the part is likely an unapproved or counterfeit part. NOTE: This includes: articles shipped to an end user by an external provider who does not have direct delivery authorization from the approved production organization; new articles that do not conform to the approved design/data; articles that have not been manufactured or maintained by an approved source; articles that have been intentionally misrepresented, including counterfeit parts; and articles with incomplete or inappropriate documented information.

3.9 Test Report: Documented information that shows objective evidence provided by either the manufacturer or a certified testing facility that the product conforms with specific design requirements, product or performance characteristics.

3.10 Unapproved Part: A part that was not produced or maintained in accordance with approved or acceptable data and applicable statutory, regulatory, and customer requirements.

4. CONTEXT OF THE ORGANIZATION

4.1 Understanding the organization and its context: M-Tron shall determine external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality management system. M-Tron will monitor and review the quality management system continuously for internal and external issues:

1.) Issues can include positive and negative factors or conditions for consideration.

2.) issues arising from legal, technological, competitive, market, cultural, social, and economic environments, whether international, national, regional, or local.

3.) Understanding the internal context can be facilitated by considering issues related to values, culture, knowledge, and performance of the organization.

4.2 Understanding the Needs and Expectations of Interested parties: Due to their effect or potential effect on the organization's ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, the organization shall determine:

* The interested parties that is relevant to the quality management system.

* The requirements of these interested parties that are relevant to the quality management system.

Examples:

INTERESTED PARTIES	INTERNAL / EXTERNAL	NEEDS/EXPECTATIONS
CUSTOMERS	EXTERNAL	CONSISTENCY OF QUALITY, OTD
EMPLOYEES	INTERNAL	SAFE WORK ENVIRONMENT, PROPER TRAINING
EXTERNAL PROVIDER	EXTERNAL	QUALITY PRODUCT, COMPETITIVE COSTING
MANAGEMENT	INTERNAL	LEADERSHIP, DIRECTION

4.3 Determining the scope of the Quality Management System: 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. This Quality Manual has been prepared to describe M-Tron's QMS. Each section of the manual references documented QMS information relating to the requirements outlined in that section.
Figure 4.5 Process Flow at the end of this section provides a description of the interaction between the processes of the QMS system.

M-Tron Components is a distributor of electrical, electronic or hardware components

4.4 Quality Management System and Its Processes:

4.4.1 Establish, implement, maintain and continually improve quality management system including the processes and their interactions in accordance with the requirements of the international Standard.

4.4.2 Maintain documented information to support the operation of its processes and retain documented information to have confidence that the processes are being carried out as planned.

M-Tron has established, documented and implemented its Quality Management System (QMS) in accordance with the requirements of SAE AS9120. 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. This information is documented and broken down by year and maintained in our business system located under the ISO NON-PUBLIC TAB for top management to review.

M-Tron has:

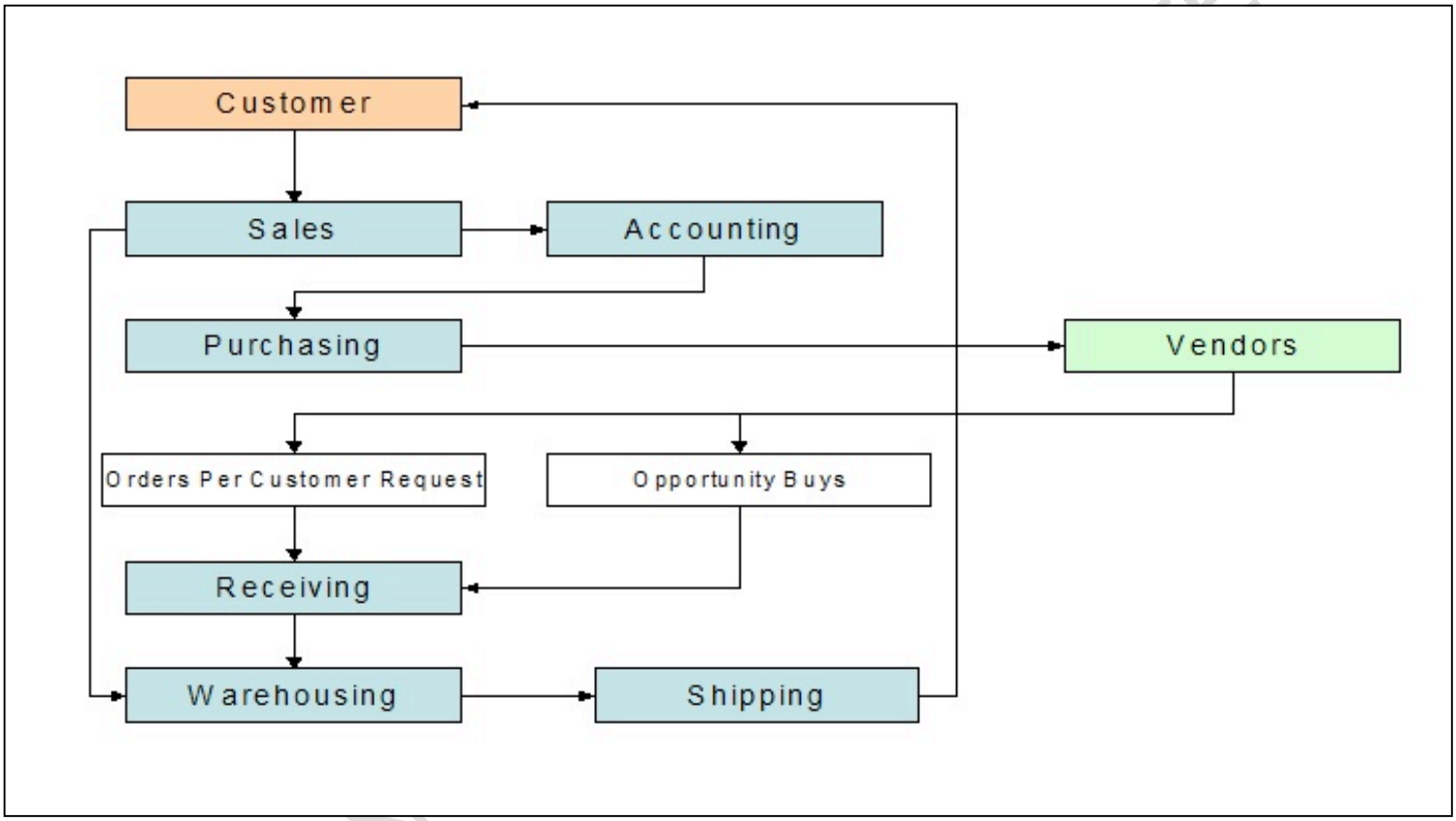
- Determined the inputs required and the outputs expected from the processes needed for the QMS and their application throughout the organization and outlined in this Quality Manual and in the Quality Management System
- Determined the sequence and interaction of these processes, and illustrated them 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.
- Ensured the continuing availability of resources and information necessary to achieve planned results and continual improvement of these processes
- Assign the responsibilities and authorities for these processes.
- Address the risks and opportunities as determined.
- 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.

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.

Figure 4.5 Process Flow Chart



This process is defined in procedures:

QOP-42-01

OOP-42-02

QOP-42-03

5. Leadership

5.1 Leadership and Commitment

5.1.1 **General:** Top management has been actively involved in implementing the quality management system (QMS) engaging, directing, and supporting persons and other relevant management roles to demonstrate their leadership to contribute to the effectiveness and ensuring the integration of the quality management system. It has provided the vision and strategic direction for the growth of the QMS, and established quality objectives and the quality policy ensuring that the quality management system achieves its intended results.

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

5.1.2 **Customer Focus:** M-Tron strives to identify current and future customer needs to meet customer and applicable statutory and regulatory requirements and exceed customer expectations. Top management ensures that customer requirements are determined, understood and consistently 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. Some methods used are customer OTD and quality reports as well as customer satisfaction surveys that are sent out to customers that address pricing, delivery, customer service etc. This data is compiled and analyzed at the management review meeting for any areas that may need improvement.

5.2 Policy

5.2.1 **Establishing the Quality Policy**

Top management has established a quality policy.

Our Quality Policy is:

M-Tron Components is a certified AS9120 distributor that is committed to providing quality products and a superior customer service experience that meets or exceeds all statutory and regulatory requirements with the end goal of growing our business.

M-Tron Components Inc recognizes that the disciplines of quality, health, safety, and environmental management are an integral part of our core values. The Company views these as a primary responsibility. Adopting appropriate quality standards is the key to our business.

The management and personnel of M-Tron Components Inc is committed to continually improving our products through innovative processes and personalized customer care and by our commitment to continually improve the effectiveness of our quality management system.

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.

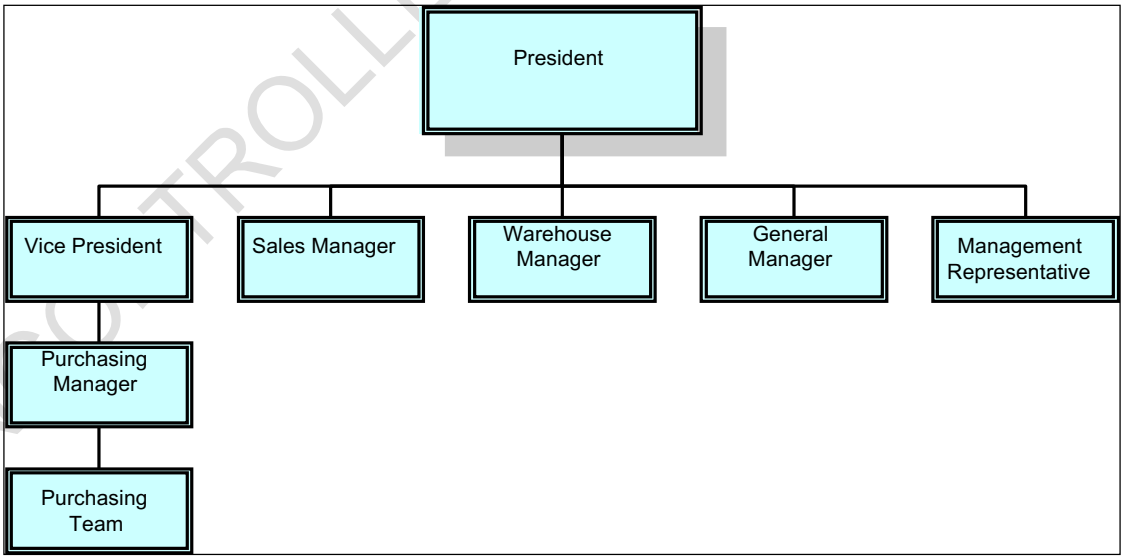
5.2.2 Communicating the Quality Policy

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.

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

The quality Policy can be found on M-Tron's website for our interested parties.

5.3 Organization roles, responsibilities and authorities



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.

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

- Ensuring that the quality management system conforms to the requirements of this International Standard.
- Ensuring that the processes are delivering their intended outputs;.
- Reporting on the performance of the quality management system and on opportunities for improvement in particular to top management.
- ensuring the promotion of customer focus throughout the organization
- ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented
- Organizational freedom and unrestricted access to top management to resolve matters pertaining to quality

This process is defined in:

QUALITY MANUAL

QOP-42-01 QUALITY SYSTEM DOCUMENTATION

QOP-56-01 MANAGEMENT REVIEW

QOP-62-01 TRAINING AND AWARENESS

QOP-72-03 CUSTOMER FEEDBACK AND COMPLAINTS

QOP-82-01 CUSTOMER FOCUS, QOP-85-01 CONTINUAL IMPROVEMENT

6. Planning

6.1 Actions to be address Risks and Opportunities

6.1.1 M-Tron has planned and implemented our quality system to consider issues referred to 4.1 and the requirements in 4.2 of the AS9120 standard. Quality planning takes place as changes that affect the quality system are planned and implemented to determine the risks and opportunities that need to be addressed to

a. Give assurance that the quality management system can achieve its intended result(s);

b. Enhance desirable effects

c. Prevent or reduce undesired effects

d. Achieve improvement.

6.1.2 The organization shall plan:

M-Tron determines actions to address these risk and opportunities and the causes of potential risks in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential risks.

Documented information defines requirements for:

- Determining potential nonconformities and their causes
- Evaluating the need for action to prevent occurrence of nonconformities
- Determining and implementing action needed
- Documented information of results of action taken
- Reviewing preventive action taken

6.2 Quality objectives and planning to achieve them

6.2.1 The organization shall establish quality objectives at relevant functions, levels, and processes needed for the quality management system.

6.2.2 When planning how to achieve its quality objectives, the organization shall determine:

Quality objectives are established to support our organization's efforts in achieving our quality policy and are reviewed and updated as appropriate. Quality objectives are measurable, and reviewed against performance goals at each management review meeting to determine what resources will be required to achieve quality goals. Resources are vital to ensure product conformity or satisfy customer requirements – e.g. having adequate personnel, materials or equipment to ensure timely production and delivery of product. The MR is responsible for insuring that these requirements are identified and met. 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
Customer OTD	95 %	customer OTD reports	MR	Monthly

6.3 Planning of changes

M-Tron's top management determines the need for changes to the quality management system and the changes shall be carried out in a planned manner (see 4.4).

The organization shall consider:

A.) The purpose of the changes and their potential consequences;

B.) The integrity of the quality management system;

C.) The availability of resources;

D.) The allocation or reallocation of responsibilities and authorities.

This process is defined in procedures:

QOP-42-01 Quality System Documentation

QOP-85-01 Continual Improvement

QOP-85-02 Corrective and Preventative Action

QOP-56-01 Management Review

7. SUPPORT

7.1 Resources

7.1.1 General

7.1.2 People

M-Tron's top management is responsible for identifying and procuring the resources needed to establish implement, maintain, and continue improvement of the quality management system. Resource allocation is done with consideration of the capabilities of and constraints on existing internal resources, as well as needs to be obtained from external providers.

7.1.3 Infrastructure

M-Tron's top management is responsible to determine, provide, and maintain the infrastructure necessary for the operation of its processes and to achieve conformity of products and services. The infrastructure has been provided, and may include buildings, workspace and equipment including hardware and software, transportation resources, information and communication technology along with other supporting services.

7.1.4 Environment for the Operation of Processes

An environment suitable for achieving product conformance is maintained and can be a combination of human and physical factors, such as:

Social (e.g., non-discriminatory, calm, non-confrontational)

Psychological (e.g., stress-reducing, burnout prevention, emotionally protective)

Physical (e.g., temperature, heat, humidity, light, airflow, hygiene, noise)

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

7.1.5 Monitoring and Measuring Recourses

7.1.5.1 General

M-Tron will determine and provide the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements. M-Tron shall ensure that the resources provided are suitable for the specific type of monitoring and measurement activities being undertaken and are maintained to ensure their continuing fitness for their purpose.

7.1.5.2 Measurement Traceability

M-Tron has determined the monitoring and measurement to be undertaken and the monitoring and measuring resources needed to provide evidence of conformity of product to determined requirements. Documented information 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. Documented information 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.

7.1.6 Organizational Knowledge

M-Tron determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This knowledge shall be maintained and be made available to the extent necessary. When addressing changing needs and trends, the organization shall consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates. Organizational knowledge can be based on:

a. Internal sources such as knowledge gained from experience, lessons learned , capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services.

b. External sources such as standards, academia, conferences, and gathering knowledge from customers or external providers.

7.2 Competence

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.

Qualifications are reviewed upon hire, when an employee changes positions or the requirements for a position change. Human resources maintain documented information 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.

7.3 Awareness

All employees are trained on the relevance and importance of their activities and how they contribute to the achievement of the quality objectives and the compliance of the Quality Policy. M-Tron's Quality policy is posted throughout the building and located under the ISO tab on each individual's computer. Employees are made aware of their contribution to the effectiveness of the quality management system, including the benefits of improved performance, their contribution to product or service conformity, product safety and the importance of ethical behavior as well as the implications of not conforming to the quality management system requirements.

7.4 Communication

Processes are established for communication within the organization. M-Tron's top management determines methods of communicating the effectiveness of the QMS which include department and management meetings, management review, circulation of minutes of management review meetings, Internal and external Audits closing meetings, and other routine business communication.

7.5 Documented information

7.5.1 General

M-Tron components has developed a quality management system that meets the requirements if the AS9120 standard and has documented information that is necessary to implement and monitor the effectiveness of the quality management system.

7.5.2 Creating and Updating

When creating and updating documented information top management will ensure appropriate:

A.) Identification and description (e.g., a title, date, author, or reference number);
B.) Format (e.g., language, software version, graphics) and media (e.g., paper, electronic);
C.) Review and approval for suitability and adequacy.

7.5.3 Control of Documented Information

7.5.3.1 Documented information required by the quality management system and this International standard shall be controlled to ensure:

- It is available and suitable for use, where and when it is needed
- It is adequately protected (e.g., from loss of confidentiality, improper use, or loss of integrity)

7.5.3.2 For the control of documented information, the organization shall address the following activities, as applicable:

All of the QMS documented information is controlled according to the Document Control Procedure; this procedure defines the process for:

A.) distribution, access, retrieval, and use;
B.) storage and preservation, including preservation of legibility;
C.) control of changes (e.g., version control);
D.) retention and disposition;
E.) prevention of the unintended use of obsolete documented information by removal or by application of suitable identification or controls if kept for any purpose.

Documented information of external origin determined by M-Tron to be necessary for the planning and operation of the quality management system shall be identified as appropriate, and be controlled. Documented information retained as evidence of conformity shall be protected from unintended alterations. When documented information is managed electronically, data protection processes shall be defined (e.g., protection from loss, unauthorized changes, unintended alteration, corruption, physical damage). Documented information that provides evidence of product origin, conformity, and shipment shall be retained.

Examples of documented information that is retained may include, but is not limited to:

- manufacturer, distributor, and repair station test and inspection reports;
- purchase orders/contracts;
- certificates of conformity (manufacturer, sub-tier distributor), copies of authorized release certificates;
- nonconformance, concession, and corrective actions;
- Documented information of lot or batch traceability;
- Documented information of storage, preservation, or shelf life condition (e.g., time, temperature, humidity).

This process is defined in procedures:

QOP-42-01 Quality System Documentation,

8. OPERATION

8.1 Operational Planning and Control

M-Tron plans, implements and controls the processes needed to meet the requirements for provision of products and services as required in section 4.4 of the AS9120B standard. Operational planning and control includes

A.) determination of the requirements for products and services.

Determination of the requirements will include:

- considerations of personal and product safety;
- availability and inspect ability;
- , product obsolescence;
- prevention, detection and removal of foreign object;,
- handling, packaging and preservation;
- Recycling or final disposal of the product at the end of its life.

B.) Establishing requirements for:

1.) The processes;

2.) The acceptance of products and services;

8.1.1 **(Not Used)**

8.1.2 Configuration management

Configuration Management is limited to customer purchase orders and is controlled within the electronic order processing system per QOP-72-02.

8.1.3 **(Not Used)**

8.1.4 Prevention of Counterfeit Parts

M-Tron will plan, implement and control a process, appropriate to the product, that prevents the use of counterfeit or suspect counterfeit product and their inclusion in product(s) delivered to the customer. Counterfeit product prevention processes should consider:

- Training of appropriate persons in the awareness and prevention of counterfeit parts;
- Application of a parts obsolescence monitoring program
- Controls for acquiring externally provided product from original or authorized manufacturers, Authorized distributors, or other approved sources
- Requirements for assuring traceability of parts and components to their original or authorized manufacturers;
- Verification and test methodologies to detect counterfeit parts;
- Monitoring of counterfeit parts reporting from external sources;
- Quarantine and reporting of suspect or detected counterfeit parts.

8.1.5 Prevention of Suspected Unapproved Parts

M-Tron shall plan, implement, and control a process appropriate to the organization and the product that identifies and prevents the release of unapproved and suspected unapproved parts.

Suspected unapproved parts prevention processes should consider:

- Training of appropriate persons in the awareness and identification of suspected unapproved parts;
- Requirements for assuring traceability of parts and components to an authorized source;
- Inspection processes to detect suspected unapproved parts;
- Monitoring of suspected unapproved parts reporting from external sources;
- Quarantine and reporting of suspected unapproved parts in accordance with applicable requirements from the competent authority or customers, as required.

8.2 Requirements for Products and Services

8.2.1 Customer Communication

Communication with customers shall include:

- providing information relating to products and services;
- Handling enquiries, contracts, or orders, including changes;
- obtaining customer feedback relating to products and services, including customer complaints;
- handling or controlling customer property;
- Establishing specific requirements for contingency actions, when relevant.

Where appropriate, operational procedures and instructions for these activities are established and implemented.

8.2.2 Determining the Requirements for Products and Services

Product requirements are determined to include statutory and regulatory requirements and those requirements considered necessary by M-Tron.

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.

8.2.3 Review of the Requirements for Products and Services

M-Tron has a process in place for the review of requirements related to the products and services. Results of the contract review process are documented by the sales department and retained in the computer database; 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
- Documented information 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.

8.2.4 Changes and Requirements for Products and Services

M-Tron shall ensure that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

8.3 Design and Development Planning See Exclusion 1.1

8.3.1 General N/A

8.3.2 Design and Development Planning N/A

8.3.3 Design and Development Input N/A

8.3.4 Design and Development Controls N/A

8.3.5 Design and Developments Outputs N/A

8.3.6 Design and Development Changes N/A

8.4 Control of Externally Provided Processes, Product and services

8.4.1 General

M-Tron has established, implemented and maintains processes to ensure that externally provided processes, products, and services conform to requirements. M-Tron accepts responsibility for the conformity of all externally provided processes, products, and services, including from sources defined by the customer. M-Tron will ensure when required, that customer-designated or approved external providers, including process sources (e.g., processes), are used. M-Tron will identify and manage the risks associated with the external provision of processes, products, and services, as well as the selection and use of external providers and will require that external providers apply appropriate controls to their external providers, to ensure that requirements are met. External providers are selected and maintained based upon their ability to meet M-Tron's Quality standards and specifications. M-Tron has documented information in place for evaluation, selection, monitoring of performance, and re-evaluation of external providers based on their ability to provide processes or products and services in accordance with requirements. M-Tron retains documented information of these activities and any necessary actions arising from the evaluations

A.) M-Tron's purchasing department maintains an external provider list which will show the external providers current approval status, scope and whether they are a franchised manufacturer, franchised distributor, or non-franchised distributor
B.) M-Tron's purchasing department along with the VP and MR are responsible for selecting external providers based on M-Tron's quality requirements. Criteria for selecting external providers can include product availability, quality, customer requirements and or previous documented information of performance where applicable. All reasonable efforts will be made to detect and prevent the procurement and distribution of counterfeit parts by purchasing parts directly from the manufacture or the manufactures authorized sources.
C.) External providers are continuously monitored and measured for quality and delivery performance and monitored throughout the year by MR and reviewed with top management when necessary. When nonconformity is determined there will be a nonconformity generated either in the system or manually. If deemed sufficiently serious, the external provider is contacted and informed about the determined nonconformity and, if it is sufficiently serious or recurring, the external provider is requested to propose and implement corrective actions and report on their effectiveness. Nonconformity reports, requests for corrective actions, and associated communication are maintained in computer system by MR and available for review.

8.4.1.1

A.) M-Tron defines the process, responsibilities, and authority for the approval status decision, changes of the approval status, and conditions for a controlled use of external providers depending on their approval status via QOP-74-01 (Supplier Evaluation).
B.) M-Tron maintains a register of its external providers that includes approval status of "Active" or "Blacklisted" and the scope of the approval (Electronic components, etc.).
C.) M-Tron periodically reviews external provider performance including process, product and service conformity, and on-time delivery performance via QOP-74-01 (Supplier Evaluation).

D.) M-Tron defines the necessary actions to take when dealing with external providers that do not meet requirements via QOP-85-02 (Corrective and Preventative Action)
E.) M-Tron defines the requirements for controlling documented information created by and / or retained by external providers via QOP-75-04 (Product Identification and Traceability) and QOP-42-02 (Control of Documents)

8.4.2 Type and Extent of Control

M-Tron ensures that externally provided processes, products, and services do not adversely affect M-Tron's ability to consistently deliver conforming products and services to its customers and that externally provided process remain within the control of our quality system. The Purchasing / Warehouse Process (QOP-74-03 VERIFICATION OF PURCHASED PRODUCT) describes the process used to verify that externally provided products and services meet specified purchase requirements. Externally provided product is not used or processed until it has been verified as conforming to specified requirements. If test reports are used to verify externally provided products and services, the data must meet applicable specifications. External provider performance is reviewed periodically for any downward trends by MR and reviewed at the Management review meeting held annually. If M-Tron or the customer wishes to perform verification at the External provider'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 external providers premises and or M-Tron's premises that product conforms to specified requirements

8.4.3 Information for External Providers

M-Tron will ensure the adequacy of requirements prior to their communication to our external providers.

M-Tron will communicate to external providers its requirements for:

A.) the processes, products, and services to be provided including the identification of relevant technical data (e.g., specifications, drawings, process requirements, work instructions);
B.) the approval of:
1. Products and services;
2. Methods, processes, and equipment;
3. The release of products and services;
C.) competence, including any required qualification of persons;
D.) the external providers' interactions with M-Tron;
E.) control and monitoring of the external providers' performance to be applied by M-Tron;
F.) verification or validation activities that M-Tron, or its customer, intends to perform at the external providers' premises***;***
G.) test, inspection, and verification;
H.) the use of statistical techniques for product acceptance and related instructions for acceptance by M-Tron;
I.) the need to:

- Implement a quality management system;

- Use customer-designated or approved external providers, including process sources (e.g., special processes);
- notify M-Tron of nonconforming processes, products, or services and obtain approval for their disposition;
- prevent the use of suspected unapproved, unapproved, and counterfeit parts (see 8.1.4 and 8.1.5);
- notify M-Tron of changes to processes, products, or services, including changes of their external providers or location of manufacture;
- flow down to external providers applicable requirements including customer requirements;
- provide a certificate of conformity, test reports, or authorized release certificate, as applicable;
- retain documented information, including retention periods and disposition requirements;

J.) the right of access by M-Tron, their customer, and regulatory authorities to the applicable areas of facilities and to applicable documented information, at any level of the supply chain;

K.). ensuring that persons are aware of:

- Their contribution to product or service conformity;
- Their contribution to product safety;
- The importance of ethical behavior

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

In order to control production and service provision under controlled conditions M-Tron will include as applicable:

A.) the availability of documented information that defines the characteristics of the products to be produced, the services to be provided, or the activities to be performed and the results to be achieved.
B.) the availability and use of suitable monitoring and measuring resources
C.) the implementation of monitoring and measurement activities to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met.
D.) the use of suitable infrastructure and environment for the operation of processes.
E.) the appointment of competent persons, including any required qualification.
F.) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement.
G.) the implementation of actions to prevent human error.
H.) the implementation of release, delivery, and post-delivery activities**.**
I.) The establishment of criteria for workmanship
J.) the accountability for all products
K.) the availability of evidence that all production and inspection/verification operations have been completed as planned, or as otherwise documented and authorized

L.) the provision for the prevention, detection, and removal of foreign objects
M.) the control and monitoring of utilities and supplies
N.) the consequences of obsolescence

8.5.1.1 Control of Equipment, Tools, and Software Programs

Equipment, tools, and software programs used to automate; control, monitor, or measure processes will be validated and maintained. Storage requirements shall be defined for equipment or tooling in storage including any necessary periodic preservation or condition checks.

8.5.2 Identification and Traceability

M-Tron identifies the product from receiving through shipping according to the Identification and Traceability procedure.

- 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.

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(s).

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.

8.5.3 Property Belonging to Customers or External Providers

M-Tron shall exercise care with property belonging to customers or external providers while it is under the organization's control or being used by M-Tron.

M-Tron shall identify, verify, protect, and safeguard customers' or external providers' property provided for use or incorporation into the products and services.
When the property of a customer or external provider is lost, damaged, or otherwise found to be unsuitable for use, M-Tron will report this to the customer or external provider and retain documented information on what has occurred.

8.5.4 Preservation

M-Tron preserves the conformity of product during production and service provision, to the extent necessary to ensure conformity to requirement. 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:

A.) Cleaning;
B.) Prevention, detection and removal of foreign objects;
C.) Special handling for sensitive products;
D.) Marking and labeling including safety warnings;
E.) Shelf life control and stock rotation;
F.) Special handling for hazardous materials;

8.5.5 Post Delivery Activities

M-Tron shall meet requirements for post-delivery activities associated with the products and services. In determining the extent of post-delivery activities that are required, M-Tron shall consider:

A.) statutory and regulatory requirements;
B.) the potential undesired consequences associated with its products and services;
C.) the nature, use, and intended lifetime of its products and services;
D.) customer requirements;
E.) customer feedback**;**
F.) Product/customer support (e.g., queries, training, maintenance, replacement parts, resources, obsolescence).

When problems are detected after delivery, M-Tron shall take appropriate action including investigation and reporting.

8.5.6 Control of Changes

M-Tron has procedures in place for the control of documents. Depending on the type of change, if it is done in the EPDS system it will automatically be dated and signed electronically in the system and any changes that need to be made to the quality system and or documents will be reviewed with MR and changed only by MR and the latest revision will be available and located under the ISO tab throughout the company. MR will keep track of changes made to documents with **ECO Form 73-01-2** and ECO forms will be located on MR's computer system under ISO Non Public tab.

8.6 Release of products and services

M-Tron shall implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met. Evidence of conformity with the acceptance criteria is maintained. Documented information indicates 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 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 external providers 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.

8.7 Control of Nonconforming Outputs

M-Tron ensures that outputs which do not conform to their requirements is identified and controlled to prevent its unintended use or delivery.

The term "nonconforming outputs" includes suspected unapproved, unapproved, counterfeit, and nonconforming product or service generated internally, received from an external provider, or identified by

M-Tron shall take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This shall also apply to nonconforming products and services detected after delivery of products, during or after the provision of services.

Responsibility for review and authority for the disposition of nonconforming outputs and the process for approving personnel making these decisions is defined in written procedures.

M-Tron limits it's dispositions to:

- Scrap
- Rejection for return to the external provider
- Rejection for revalidation by the manufacturer
- Submittal to design authority and customer for "USE AS IS" disposition, as applicable

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

Counterfeit, or suspect counterfeit, parts shall be controlled to prevent reentry into the supply chain.

M-Tron ensures, with the external provider 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 outputs that may affect reliability or safety. Notification includes a clear description of the nonconformity and actions to be taken, which includes as necessary parts affected, customer and/or organization part numbers, quantity, and date(s) delivered. In addition to any contract or regulatory authority reporting requirements, M-Tron system provides for timely reporting of delivered nonconforming outputs 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. Product found to be nonconforming will be returned to the external provider for repair or replacement. Where appropriate, a Corrective Action will be issued to address non-conformity.

9. Performance Evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

M-Tron shall determine when and what needs to be monitored and measured and applies suitable methods for monitoring, measurement, analysis and evaluation 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 a nonconformity
- Identifies and controls the nonconforming output in accordance with clause 8.7.

9.1.2 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 M-Tron has fulfilled customer requirements. The method for obtaining and using this information is identified in the Customer Related and Management Processes. Methods may include but not limited to:

- customer satisfaction surveys
- customer complaints
- customer scorecards
- Corrective action requests.

The corrective action process will be used to develop and implement plans for customer satisfaction improvement that address deficiencies identified by these evaluations, and assess the effectiveness of the results.

9.1.3 Analysis and Evaluation

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 Management Responsibility procedures.

The results of analysis of shall be used to evaluate:

A.) conformity of products and services;
B.) the degree of customer satisfaction;
C.) the performance and effectiveness of the quality management system;
D.) if planning has been implemented effectively;
E.) the effectiveness of actions taken to address risks and opportunities;
F.) the performance of external providers;
G.) the need for improvements to the quality management system.

9.2 Internal Audit

9.2.1 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.

9.2.2 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.

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.

9.3 Management Review

9.3.1 General

Top management reviews the QMS annually at management review meetings. This review assesses the continuing QMS suitability, adequacy effectiveness and alignment of strategic direction of M-Tron's business needs, identifying opportunities for improvement and needed changes. Documented information is maintained for each management review meeting.

9.3.2 Management Review Inputs

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

A.) the status of actions from previous management reviews;

B.) changes in external and internal issues that are relevant to the quality management system;

C.) information on the performance and effectiveness of the quality management system, including trends in:

1. Customer satisfaction and feedback from relevant interested parties.
2. The extent to which quality objectives have been met.
3. Process performance and conformity of products and services.
4. Non-conformities and corrective actions.
5. Monitoring and measurement results.
6. Audit results.
7. The performance of external providers.
8. On time delivery performance.

D.) the adequacy of resources;

E.) the effectiveness of actions taken to address risks and opportunities (see 6.1);

F.) opportunities for improvement

9.3.3 Management Review Outputs

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

A.) opportunities for improvement;
B.) any need for changes to the quality management system;
C.) resource needs;
D.) risks identified

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 and kept on file under the ISO nonpublic tab.

10. Improvement

10.1 General

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 and management review.

10.2 Nonconformity and Corrective Action

10.2.1 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. Documented information defines requirements to:

A.) react to the nonconformity and, as applicable:
1. Take action to control and correct it;
2. Deal with the consequences;

B.) evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
1. Reviewing and analyzing the nonconformity;
2. Determining the causes of the nonconformity**,** *including those related to human factors, as applicable*;
3. Determining if similar nonconformities exist, or could potentially occur;

C.) implement any action needed;
D.) review the effectiveness of any corrective action taken;
E.) update risks and opportunities determined during planning, if necessary;
F.) make changes to the quality management system, if necessary*;*
G.) flow down corrective action requirements to an external provider when it is determined that the external provider is responsible for the nonconformity;
H.) take specific actions when timely and effective corrective actions are not achieved.

Corrective actions shall be appropriate to the effects of the nonconformities encountered.

10.2.2 M-Tron will retain documented information as evidence of:

A.) The nature of the nonconformities and any subsequent actions taken;
B.) The results of any corrective action.

10.3 Continual Improvement

M-Tron will continually improve the suitability, adequacy, and effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions, and management review. M-Tron will consider the results of analysis and evaluation and the outputs from the management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

11. Notes

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1 AS9120B Traceability Matrix

#	TITLE	DOC #	TITLE
4	CONTEXT OF THE ORGANIZATION	MNL0001	QUALITY MANUAL
4.1	UNDERSTANDING THE ORGANIZATION AND ITS CONTEXT	MNL0001	QUALITY MANUAL
4.2	UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES	MNL0001	QUALITY MANUAL
4.3	DETERMINING THE SCOPE OF THE QUALITY MANAGEMENT SYSTEM	MNL0001	QUALITY MANUAL
4.4	QUALITY MANAGEMENT SYSTEM AND ITS PROCESSES	MNL0001	QUALITY MANUAL
5	LEADERSHIP	MNL0001	QUALITY MANUAL
5.1	LEADERSHIP AND COMMITMENT	MNL0001	QUALITY MANUAL
5.1.1	GENERAL	MNL0001	QUALITY MANUAL
5.1.2	CUSTOMER FOCUS	MNL0001	QUALITY MANUAL
5.2	POLICY	MNL0001	QUALITY MANUAL
5.2.1	ESTABLISHING THE QUALITY POLICY	MNL0001	QUALITY MANUAL
5.2.2	COMMUNICATING THE QUALITY POLICY	MNL0001	QUALITY MANUAL
5.3	ORGANIZATIONAL ROLES, RESPONSIBILITIES AND AUTHORITIES	MNL0001	QUALITY MANUAL
6	PLANNING	MNL0001	QUALITY MANUAL
		QOP-85-01	CONTINUAL IMPROVEMENT
		QOP-56-01	MANAGEMENT REVIEW
		QOP-06-01	RISK ASSESSMENT PLAN
		QOP-62-01	TRAINING AND AWARENESS
		QOP-92-02	INTERNAL QUALITY AUDIT

6.1	ACTIONS TO ADDRESS RISKS AND OPPORTUNITIES	QOP-06-01	RISK ASSESSMENT PLAN
6.2	QUALITY OBJECTIVES AND PLANNING TO ACHIEVE THEM	MNL0001	QUALITY MANUAL
6.3	PLANNING OF CHANGES	QOP-85-01	CONTINUAL IMPROVEMENT
		QOP-56-01	MANAGEMENT REVIEW
7	SUPPORT	QOP-56-01	MANAGEMENT REVIEW
7.1	RESOURCES	QOP-56-01	MANAGEMENT REVIEW
7.1.1	GENERAL	QOP-56-01	MANAGEMENT REVIEW
7.1.2	PEOPLE	QOP-56-01	MANAGEMENT REVIEW
7.1.3	INFRASTRUCTURE	QOP-71-03	EQUIPMENT MAINTENANCE AND INFASTRUCTURE
7.1.4	ENVIRONMENT FOR THE OPERATION OF PROCESSES	QOP-71-03	EQUIPMENT MAINTENANCE AND INFASTRUCTURE
7.1.5	MONITORING AND MEASURING RESOURCES	QOP-76-01	MEASURING AND MONITORING EQUIPMENT
7.1.6	ORGANIZATIONAL KNOWLEDGE	QOP-06-01	RISK ASSESSMENT PLAN
		QOP-62-01	TRAINING AND AWARENESS
7.2	COMPETENCE	QOP-62-01	TRAINING AND AWARENESS
7.3	AWARENESS	QOP-62-01	TRAINING AND AWARENESS
7.4	COMMUNICATION	QOP-42-01	QUALITY SYSTEM DOCUMENTATION
		QOP-42-02	CONTROL OF DOCUMENTS
		QOP-62-01	TRAINING AND AWARENESS
7.5	DOCUMENTED INFORMATION	QOP-42-01	QUALITY SYSTEM DOCUMENTATION
7.5.1	GENERAL	QOP-42-01	QUALITY SYSTEM DOCUMENTATION
7.5.2	CREATING AND UPDATING	QOP-42-02	CONTROL OF DOCUMENTS
		QOP-42-03	CONTROL OF RECORDS
7.5.3	CONTROL OF DOCUMENTED INFORMATION	QOP-42-02	CONTROL OF DOCUMENTS
		QOP-42-03	CONTROL OF RECORDS
8	OPERATION	QOP-75-01	CONTROL OF PRODUCTION AND SERVICE PROVISION
8.1	OPERATIONAL PLANNING AND CONTROL	QOP-56-01	MANAGEMENT REVIEW
		QOP-75-02	WORK INSTRUCTIONS
		QOP-06-01	RISK ASSESSMENT PLAN
8.1.1	(NOT USED)	N/A	N/A

8.1.2	CONFIGURATION MANAGEMENT	QOP-72-01	ORDER PROCESSING
		QOP-72-02	ORDER PROCESSING FOR CUSTON PRODUCT
8.1.3	(NOT USED)	N/A	N/A
8.1.4	PREVENTION OF COUNTERFEIT PARTS	QOP-81-04	PREVENTION OF COUNTERFEIT PARTS
8.1.5	PREVENTION OF SUSPECTED UNAPPROVED PARTS	QOP-81-04	PREVENTION OF COUNTERFEIT PARTS
8.2	REQUIREMENTS FOR PRODUCTS AND SERVICES	QOP-72-01	ORDER PROCESSING
		QOP-72-02	ORDER PROCESSING FOR CUSTON PRODUCT
8.2.1	CUSTOMER COMMUNICATION	QOP-72-03	CUSTOMER FEEDBACK AND COMPLAINTS
		QOP-82-01	CUSTOMER SATISFACTION
		QOP-56-01	MANAGEMENT REVIEW
8.2.2	DETERMINING THE REQUIREMENTS FOR PRODUCTS AND SERVICES	QOP-72-01	ORDER PROCESSING
		QOP-72-02	ORDER PROCESSING FOR CUSTON PRODUCT
8.2.3	REVIEW OF THE REQUIREMENTS FOR PRODUCTS AND SERVICES	QOP-72-01	ORDER PROCESSING
		QOP-72-02	ORDER PROCESSING FOR CUSTON PRODUCT
		QOP-74-02	PURCHASING
8.2.4	CHANGES TO REQUIREMENTS FOR PRODUCTS AND SERVICES	QOP-72-01	ORDER PROCESSING
		QOP-72-02	ORDER PROCESSING FOR CUSTON PRODUCT
		QOP-74-02	PURCHASING
8.3	DESIGN AND DEVELOPMENT OF PRODUCTS AND SERVICES	N/A	N/A
8.3.1	GENERAL	N/A	N/A
8.3.2	DESIGN AND DEVELOPMENT PLANNING	N/A	N/A
8.3.3	DESIGN AND DEVELOPMENT INPUTS	N/A	N/A
8.3.4	DESIGN AND DEVELOPMENT CONTROLS	N/A	N/A

8.3.5	DESIGN AND DEVELOPMENT OUTPUTS	N/A	N/A
8.3.6	DESIGN AND DEVELOPMENT CHANGES	N/A	N/A
8.4	CONTROL OF EXTERNALLY PROVIDED PROCESSES, PRODUCTS AND SERVICES	QOP-74-01	SUPPLIER EVALUATION
		QOP-74-02	PURCHASING
8.4.1	GENERAL	QOP-74-01	SUPPLIER EVALUATION
		QOP-74-02	PURCHASING
8.4.2	TYPE AND EXTENT OF CONTROL	QOP-74-01	SUPPLIER EVALUATION
		QOP-74-02	PURCHASING
		QOP-74-03	VERIFICATION OF PURCHASED PRODUCT
8.4.3	INFORMATION FOR EXTERNAL PROVIDERS	QOP-74-01	SUPPLIER EVALUATION
		QOP-74-02	PURCHASING
		QOP-74-03	VERIFICATION OF PURCHASED PRODUCT
8.5	PRODUCTION AND SERVICE PROVISION	QOP-75-01	CONTROL OF PRODUCTION AND SERVICE PROVISION
8.5.1	CONTROL OF PRODUCTION AND SERVICE PROVISION	QOP-75-01	CONTROL OF PRODUCTION AND SERVICE PROVISION
8.5.2	IDENTIFICATION AND TRACEABILITY	QOP-75-04	PRODUCT IDENTIFICATION AND TRACE
8.5.3	PROPERTY BELONGING TO CUSTOMERS OR EXTERNAL PROVIDERS	QOP-75-06	PRODUCT HANDLING AND PRESERVATION
8.5.4	PRESERVATION	QOP-75-06	PRODUCT HANDLING AND PRESERVATION
8.5.5	POST-DELIVERY ACTIVITIES	QOP-75-01	CONTROL OF PRODUCTION AND SERVICE PROVISION
8.5.6	CONTROL OF CHANGES	QOP-72-01	ORDER PROCESSING
		QOP-72-02	ORDER PROCESSING FOR CUSTON PRODUCT
		QOP-74-02	PURCHASING
		QOP-74-03	VERIFICATION OF PURCHASED PRODUCT

8.6	RELEASE OF PRODUCTS AND SERVICES	QOP-74-03	VERIFICATION OF PURCHASED PRODUCT
		QOP-85-02	CORRECTIVE AND PREVENTATIVE ACTION
		QOP-82-05	FINAL INSPECTION
		QOP-75-05	INSPECTION AND TEST STATUS
8.7	CONTROL OF NONCONFORMING OUTPUTS	QOP-83-01	CONTROL OF NONCONFORMING PRODUCT
9	PERFORMANCE EVALUATION	QOP-56-01	MANAGEMENT REVIEW
		QOP-74-01	SUPPLIER EVALUATION
		QOP-83-01	CONTROL OF NONCONFORMING PRODUCT
		QOP-85-02	CORRECTIVE AND PREVENTATIVE ACTION
		QOP-72-03	CUSTOMER FEEDBACK AND COMPLAINTS
		QOP-82-01	CUSTOMER SATISFACTION
9.1	MONITORING, MEASUREMENT, ANALYSIS AND EVALUATION	QOP-56-01	MANAGEMENT REVIEW
		QOP-74-01	SUPPLIER EVALUATION
		QOP-83-01	CONTROL OF NONCONFORMING PRODUCT
		QOP-85-02	CORRECTIVE AND PREVENTATIVE ACTION
		QOP-72-03	CUSTOMER FEEDBACK AND COMPLAINTS
		QOP-82-01	CUSTOMER SATISFACTION
9.1.1	GENERAL	QOP-85-02	CORRECTIVE AND PREVENTATIVE ACTION
9.1.2	CUSTOMER SATISFACTION	QOP-82-01	CUSTOMER SATISFACTION
		QOP-72-03	CUSTOMER FEEDBACK AND COMPLAINTS
9.1.3	ANALYSIS AND EVALUATION	QOP-56-01	MANAGEMENT REVIEW
9.2	INTERNAL AUDIT	QOP-92-02	INTERNAL QUALITY AUDIT
9.3	MANAGEMENT REVIEW	QOP-56-01	MANAGEMENT REVIEW
9.3.1	GENERAL	QOP-92-02	INTERNAL QUALITY AUDIT
		QOP-56-01	MANAGEMENT REVIEW
9.3.2	MANAGEMENT REVIEW INPUTS	QOP-92-02	INTERNAL QUALITY AUDIT
		QOP-56-01	MANAGEMENT REVIEW

9.3.3	MANAGEMENT REVIEW OUTPUTS	QOP-92-02	INTERNAL QUALITY AUDIT
		QOP-56-01	MANAGEMENT REVIEW
10	IMPROVEMENT	QOP-85-01	CONTINUAL IMPROVEMENT
		QOP-56-01	MANAGEMENT REVIEW
		QOP-06-01	RISK ASSESSMENT PLAN
10.1	GENERAL	QOP-85-01	CONTINUAL IMPROVEMENT
10.2	NONCONFORMITY AND CORRECTIVE ACTION	QOP-83-01	CONTROL OF NONCONFORMING PRODUCT
		QOP-85-02	CORRECTIVE AND PREVENTATIVE ACTION
10.3	CONTINUAL IMPROVEMENT	QOP-85-01	CONTINUAL IMPROVEMENT