




**Quality**

**System Manual**

**Q-9001 Rev G**

September 22, 2006



 <b>Integrated Technologies, Inc</b>		<b>Title:</b>	<b>QUALITY SYSTEM MANUAL</b>		
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<b>Revision History</b>		
<b>Revision</b>	<b>Date</b>	<b>Description</b>
-	6/18/1999	Initial release
A	9/18/2000	<ul style="list-style-type: none"> <li>• Revised to regroup machining and fabrication groups into a single manufacturing group – Org. chart (page 7).</li> <li>• Clarified quality review timelines (page 8).</li> <li>• Revised to explicitly mention part-time quality inspector cross-departmental inspection criteria (page 16).</li> <li>• 4. Updated Appendix – List of Procedures (page 19)</li> </ul>
B	4/5/2002	<ul style="list-style-type: none"> <li>• Audit update,</li> <li>• Addition of process material specification and WO formally to the quality system diagram (section 2.2)</li> <li>• Rework of the organizational chart to reflect a combined operations of machining &amp; fabrication into a single manufacturing group (section 2.1)</li> <li>• 4. Revised quality description to emphasize quality planning (section 2.2).</li> </ul>
C	9/29/2003	<ul style="list-style-type: none"> <li>• Revised the organizational chart to reflect current operations department structure (page 7).</li> <li>• Incorporated our commitment to compliance with the ISO/IEC 17025 and AS7101 (NADCAP) standards.</li> <li>• Clarified responsibility for maintenance of test lab competence and operational integrity (page 6).</li> <li>• 4. Explained how customers' results and documents are protected and kept confidential (page 5).</li> </ul>

<b>Revision History</b>		
<b>Revision</b>	<b>Date</b>	<b>Description</b>
D	12/3/03	<ul style="list-style-type: none"> <li>• Referenced policies for controlling access to critical areas withing Intec (Sect 2.0)</li> <li>• Referenced deputy assignment (Sect 2.3)</li> <li>• Referenced Accomodations and Environmental Conditions (Sect 3.4)</li> <li>• Added policy for estimation of uncertainty in measurement for calibration and testing (Sect 4.3)</li> </ul>
E	11/16/04	<ul style="list-style-type: none"> <li>• Referenced client visiting (Sect 3.8)</li> <li>• Referenced ITAR compliance and protection of client data (Sect. 2.4)</li> <li>• Added policy for performance of round robin and proficiency testing (Sect 3.4)</li> <li>• Updated Intec Address (Page 1)</li> <li>• Updated Organizational Chart (Page 8)</li> </ul>
F	9/1/06	<ul style="list-style-type: none"> <li>• Updated Org Chart to place S/R under the Production Supervisor (Page 8)</li> <li>• Added compliance statement for FAA ACSEP Order 8100.7C (Section 2.0 and 2.1)</li> <li>• Added an FAA notification matrix (Appendix)</li> </ul>
G	9/22/06	<ul style="list-style-type: none"> <li>• Added policy for operating within the scope of quality/production approvals and communicating facility changes (Section 2.1)</li> <li>• Added notification of new suppliers and facility changes to FAA notification matrix (Appendix)</li> </ul>

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## INTRODUCTION

This document describes the quality policies of Integrated Technologies, Inc. (Intec). The requirements, methods, and procedures contained or referenced herein are applicable to all work performed by our company.

Our policies for meeting the quality requirements of our customers are intended to exceed the requirements of ANSI/ASQC Q9001-1994, including aspects of the ISO 9001:2000 revision. Intec's mechanical testing laboratory meets the competency requirements of ISO 17025:1999 and SAE AS7101. These policies are keyed to twenty quality elements. The implemented policies are described in this manual. This manual refers to separate documentation, which describes the procedures required to carry out the policies. The procedures refer to detailed work instructions, which we publish to implement the procedures.

Integrated Technologies, Inc.'s Quality Manual is published in both hard copy form and on-line. The on-line version is accessible through document control system. The latest official copy is maintained on-line. Any copies printed from the computer are uncontrolled copies and can only be used for historical reference. Always consult the online document control system for the most current revision.

## COMPANY PROFILE

Intec, founded in 1989, is a full-service materials solution provider. Intec provides its customers with advanced materials testing, manufacturing and design services. At Intec, it is our belief that the integrated use of advanced materials will result in significant improvements in manufacturing costs and product development cycles. These improvements will provide our customers with products of superior performance. Intec primarily supports the aerospace industry.

- Our testing services include mechanical, environmental, thermal, and physical testing.
- Design services include test fixtures, metallic and composite parts and components, fabrication tooling, and analytical and test software.
- Machining services include full service aerospace machining.
- Fabrication services include composite and laminated metal fabrication.

Our Quality System is designed to deliver high quality, professional services, parts, and products.

Vision:

**TO BE RECOGNIZED WORLDWIDE AS A LEADER IN SOLUTIONS FOR ADVANCED MATERIALS.**

In other words, our vision is to be recognized worldwide as a solution provider for advanced materials through engineering, testing, and manufacturing.

## QUALITY SYSTEM MANAGEMENT PROCESSES

### 2.0 Quality Policy

Statement:

We are dedicated to satisfying the needs and exceeding the expectations of our customers. This is the measure of our quality.

Intec is committed to meeting this goal by implementing an ISO 9001, ISO 17025, SAE AS7101, and FAA Order 8100.7C compliant Quality System. All employees of Intec participate in defining, developing and enhancing our processes and Quality System procedures. All Intec employees are trained in the processes and procedures relevant to their duties and are obligated to make the Intec Quality System a success. Our goal is to create an environment where each employee is given clear requirements, appropriate tools, and proper training to do things right the first time.

We expect Intec's high quality levels to result in a "high quality" reputation, and in loyal customers who whole-heartedly maintain and increase repeat business with us. We will assess and adjust the overall performance of our Quality System accordingly.

Intec protects its clients' confidential information and proprietary rights. All personnel are required to wear security badges at Intec and visitors are escorted at all times (see the Employee Manual G05-0001 for details). Only authorized users have access to electronically stored results and Intec's servers are firewall protected. When required by contract, transmitted data can be encrypted or submitted via secure website or by direct dial-up.

We strive to provide our clients with excellent assistance in the design, manufacturing, testing and analysis of highly engineered advanced composite materials and parts. We do this by continually working to ensure that our facilities, personnel and the information we produce are timely, cost-effective and of the highest quality. This is communicated to everyone in our organization and is regularly reviewed.

Quality Goals and Measurement:

1. Delivery of professional services (and associated documents and deliverables), products and components, and customer support with high quality that impresses the customer. High quality reputation. Whole-hearted customer loyalty.  
Measurement: Customer perceptions and Intec performance on each element is to be measured by completing a "formal" interview with each key customer decision maker, at least once annually. Intec management will review results at least once annually.
2. Customers maintain and increase repeat business with us.  
Measurement: Intec will monitor sales to each customer. Intec management will review results at least once annually.

## 2.0 Management Responsibility

The President is ultimately responsible for quality within Intec.

The Quality Manager serves as the management representative, responsible for administration and oversight monitoring of the Integrated Technologies, Inc. Quality System. The Quality Manager has authority over and is responsible for:

- Establishing, implementing, and maintaining Intec's Quality System, consistent with ISO 9001, ISO 17025:1999, SAE AS7101, Appendix 5 of FAA ACSEP Order 8100.7C, and other customer-imposed quality requirements.
- Assuring product quality, service quality and operational performance. Matters of quality system implementation, maintenance, and improvement are monitored and the results are reported and discussed in Quality System Management Reviews (P01-01).
- Coordinating with internal and external suppliers and customers and quality system process owners.
- Ensuring that Intec is operating within the scope of its quality system and manufacturing production approvals (i.e. NADCAP, FAA TSO) and that only approved product or data is delivered under the representation of such approval.
- Ensuring that any changes to the location or expansion of Intec's facilities that may affect product quality (i.e. inspection, conformity, or airworthiness) are immediately submitted in writing to applicable clients, auditors, or controlling authorities (FAA, Seattle ACO/MIDO). When possible, these changes should be communicated during planning and coordinated prior to implementation.

The President, Quality Manager, and Operations Manager have the authority to control the further processing, delivery, or installation of nonconforming product until the nonconformity has been corrected.

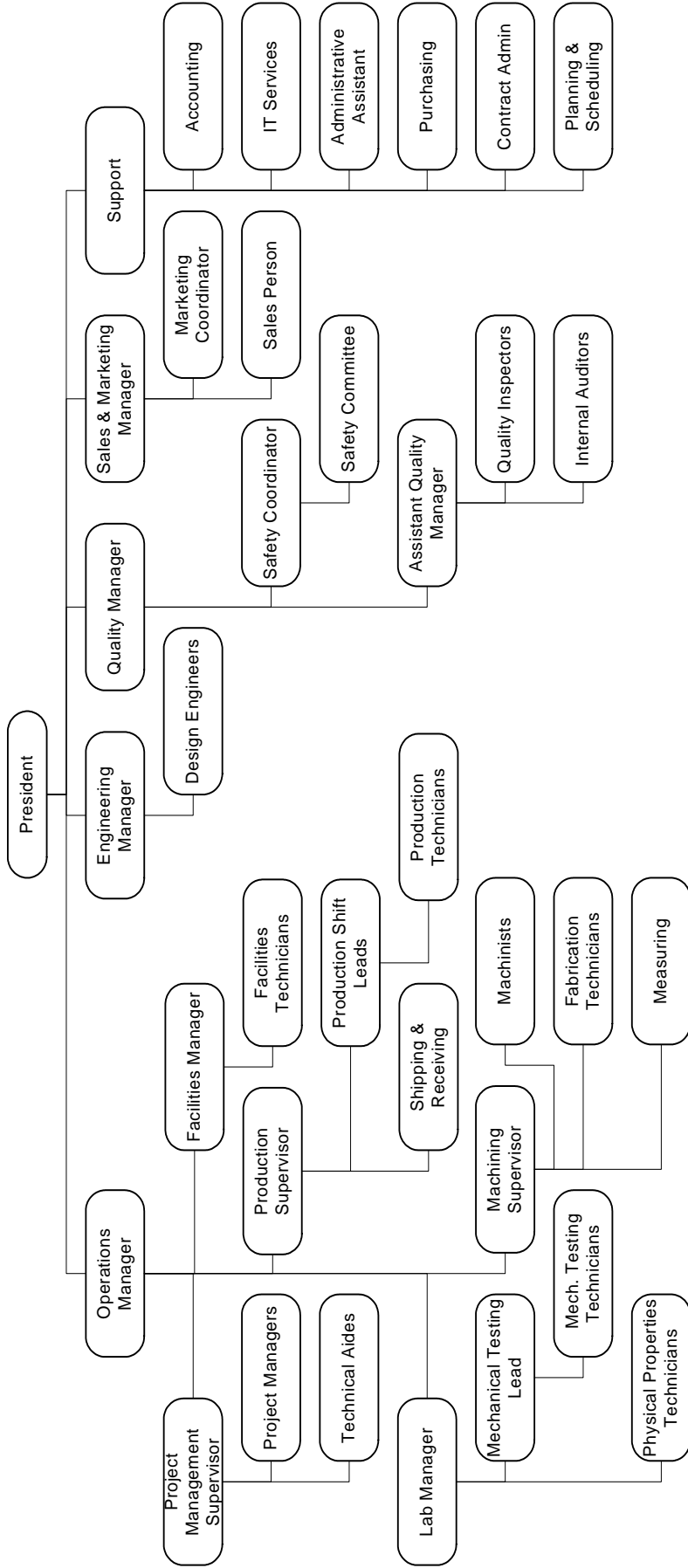
Intec's management is responsible to ensure that personnel are free from influences and pressures (internal or external) that may adversely affect the quality of their work. This ensures that functions like the testing laboratory maintain a high level of competence, impartiality, judgment and operational independence and integrity.

In support of the Quality Policy all members of Intec share in the responsibility of achieving customer satisfaction and meeting quality requirements. Everyone is encouraged to identify and record any problems as well as initiate solutions and verify implementation. Everyone is encouraged to initiate preventive or corrective action according to our Quality System. To that end, all employees have the responsibility and authority to:

- Exhibit individual leadership to meet Intec goals.
- Accept responsibility and accountability for the quality of goods and services.
- Understand processes and requirements.
- Take action that stops those processes, which are known to be producing defective products.
- Seek ways to improve processes.

The quality organization of Intec is shown in the following Functional Organizational Chart. Specific Quality System responsibilities/authorities are assigned by job title as shown in the following Quality System Management Responsibility Table.

Organizational Chart



Quality System Management Responsibility Table

ANSI/ASQC paragraph	Intec Quality Manual Section	Title/Content	Responsibility
4.1	2.1	Management Responsibility	President
4.2	2.2	Quality System	Quality Manager
4.3	3.1	Contract Review	President
4.4	3.2	Design Control	Engineering Manager
4.5	2.4	Document & Data Control	Quality Manager
4.6	3.3	Purchasing	Quality Manager
4.7	3.5	Control of Customer Supplied Product	Quality Manager
4.8	3.6	Product Identification & Traceability	Quality Manager
4.9	3.4	Process Control	Operations Manager
4.10	4.1	Inspection & Testing	Operations Manager
4.11	4.3	Control of Inspection, Measuring, & Test Equipment	Quality Manager
4.12	4.2	Inspection & Test Status	Operations Manager
4.13	4.4	Control of Nonconforming Product	Quality Manager
4.14	4.6	Corrective & Preventive Action	Quality Manager
4.15	3.7	Handling, Storage, Packaging, Preservation and Delivery	Operations Manager
4.16	2.5	Control of Quality Records	Quality Manager
4.17	4.5	Internal Quality Audits	Quality Manager
4.18	2.3	Training	Quality Manager
4.19	3.8	Servicing	Operations Manager
4.20	4.7	Statistical Techniques	Quality Manager

The resources and training necessary to support the quality system are identified in the Corporate Planning Document and are funded by formal annual department budgets, developed as part of our planning and position management policies. Resource requirements, provision of adequate resources, and the assignment of trained personnel for the management, performance of work, and management verification activities are discussed at Management Review meetings as part of the Corporate Planning. Additional personnel and equipment needs related to specific customer projects are reviewed and approved by management. Resources may be adjusted throughout the year/quarter based on demonstrated needs and management approval.

Intec management will periodically review the suitability and effectiveness of the quality system, including the quality policy and objectives. Initially these reviews will be held at least semi-annually, but this period may be extended to annually once the system has matured. The representatives required for the Management Review (Corporate Planning) process are the President, Quality Manager, other members of the Quality Management team, and the Operations Manager (if available). Meeting minutes and actions assigned will be recorded and maintained. Quality goals and objectives are developed and monitored as part of the Management Review.

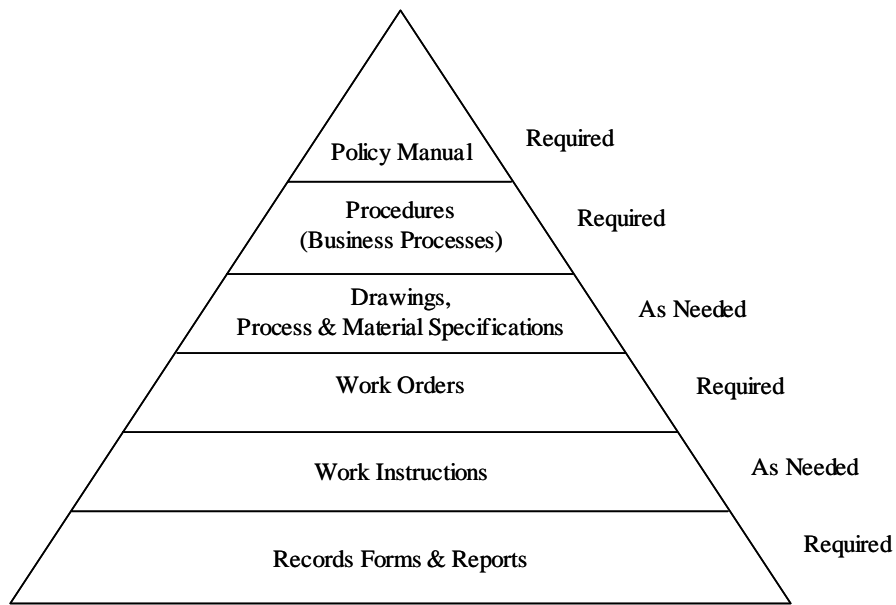
## 2.2 Quality System

**I.** Intec management practices include an integral Quality System based on the ISO 9001, ISO 17025, and SAE AS7101 quality standards.

**II.** Intec's Quality System documents include:

- **Quality Manual** (this document): Defines Intec's quality policy and outlines Intec's quality system.
- **Quality System Procedures:** Provides an overview of how Intec applied the ISO 9001, ISO 17025, SAE AS7101, and applicable FAA quality standards to our core business processes. These procedures also define cross-functional operations.
- **Drawings, Process and Material Specifications:** Provide the specific requirements for controlled repeating processes to produce an Intec designed product.
- **Work Orders:** Describes the required operational steps and requirements to process a segment of the overall job. This document, once released, becomes a quality record.
- **Work Instructions:** Documents that provide detail to support Intec's processes. Provides information on how specific operations are performed.
- **Records:** Documentation, which is used to demonstrate Intec's conformance to specified requirements and the effective operation of our quality system.

**III.** The level of detail included in the documents is based on the complexity of the work, the methods used, and the skills and training of the Intec team members who use the documents. Intec's quality system documentation is organized as follows:



**IV.** Intec monitors the performance of the implemented portions of our quality system. We periodically compare our actual practices to these quality system procedures. We do this by internal audits and management review. If there are discrepancies between Intec’s actual practices and documented procedures, management decides whether to revise the quality system procedures or correct the actual practices with team member training.

Intec maintains the organizational structure, responsibilities, procedures, processes, and resources for implementing our established quality system. This quality manual, as well as the referenced quality procedures and associated work instructions, constitutes the framework for quality planning, achievement of quality results, and process improvement. Thus, quality planning at Intec is done through implementation of an ISO 9001-based quality system. It completely describes Intec’s quality system. In special circumstances, quality plans are developed to document unique customer requirements. Figure 1 schematically represents the operational structure of Intec and where the quality system elements apply in our process.

To meet the specified requirements for a product, project, or contract Intec gives consideration to various quality activities. These would include the preparation of quality plans. The controls, processes, equipment, fixtures, sources, and skills needed to achieve the required quality are identified and acquired. By doing this and ensuring the compatibility of the design, the production process, installation, servicing, inspection, and test procedures, and the applicable documentation, Intec will be able to update the inspection and testing techniques. Problems of measurement capabilities can also be identified and addressed. Standards of acceptability for all features and requirements (including subjective) are clarified. Appropriate stages in the realization of product are identified for product conformance verification. Quality records needed for the project are identified.

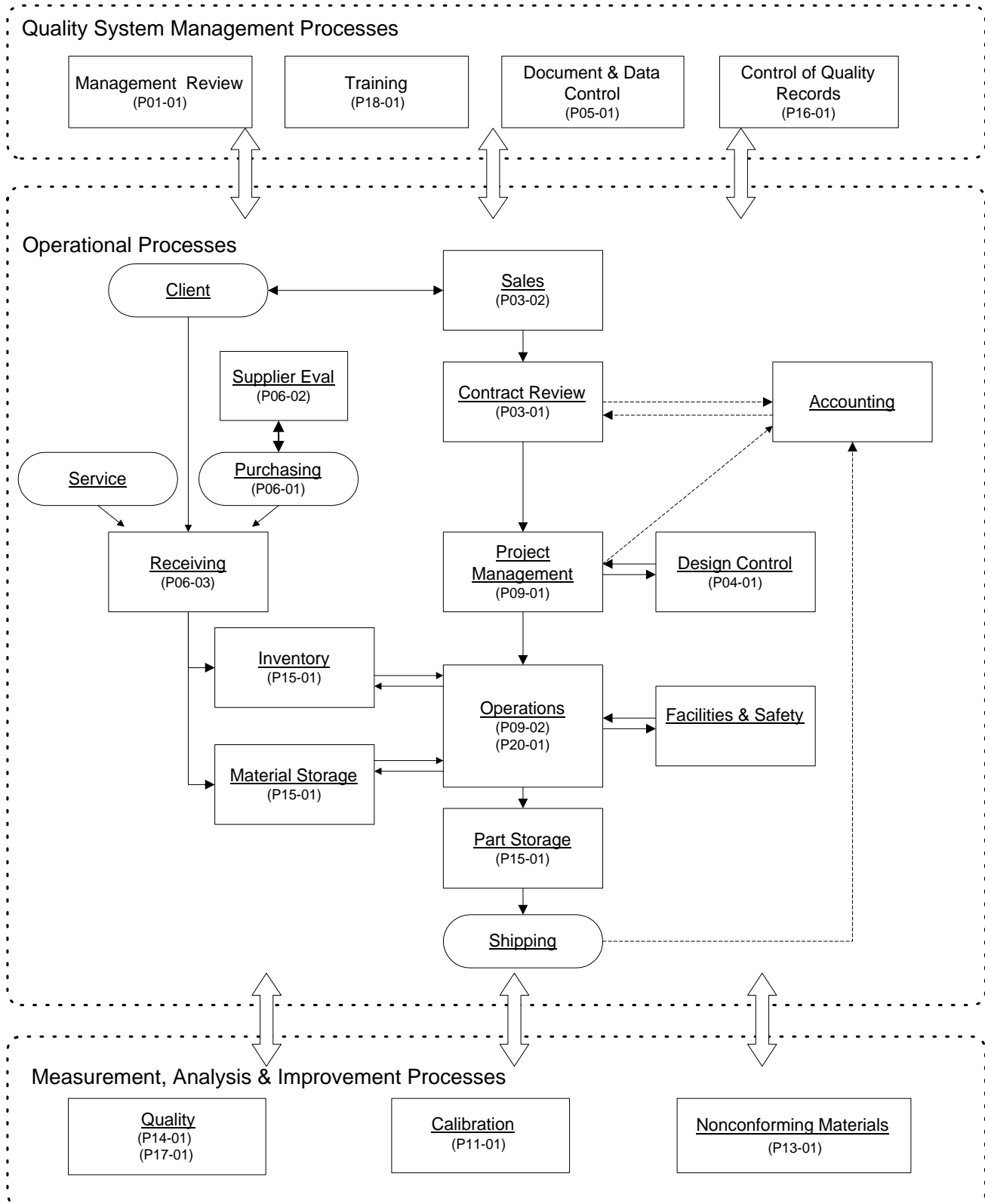


Figure 1: Operational Structure

## 2.3 Training

We provide training for all personnel at Intec to give them the skills and knowledge necessary to perform their job tasks, control critical processes, and increase their professional expertise as outlined in the Training Procedure (P18-01).

All personnel receive training oriented toward their current assignments. We determine specific training from organizational goals and objectives and each employee's functional or task-related training needs. We assess requirements for additional training periodically. We identify formal training requirements and necessary on-the-job training (OJT). We maintain records of all required training.

The department manager and the employee are responsible for identifying and coordinating training assignments, and recommending and scheduling training. We assess training needs as part of any change in an employee's assignment or responsibility. We assign qualified deputies to perform functions in the absence of key managerial personnel (deputies are defined in employee job descriptions).

## 2.4 Document and Data Control

Intec controls documents and data applying to all operations that directly impact our quality system according to Document and Data Control Procedure (P05-01). Authorized personnel review and approve documents and data for adequacy and accuracy, prior to release. Authorized personnel review and approve changes to controlled documents at the same level as the original release, unless specifically designated otherwise. Where practicable, we identify the nature of the changes in the document or in the appropriate attachments. Individuals have ready access to approved documentation for use or referral. A release directory acts as a master list to identify the current revision status of documents and is readily available to preclude the use of invalid or obsolete documents.

Documentation is legible, readily identifiable, dated, and maintained in an orderly manner. The revision identifier and approving authority for documentation is clearly indicated. We remove obsolete documentation from use or, where needed for legal or historical reference, we clearly identify it to prevent unintended use.

Released documents are posted to the appropriate read-only directories. For the quality system documents only current versions are available for employees to view. For project/product documents and data the current versions are located in the released directory. Printed copies are uncontrolled unless otherwise noted. Employees must check the appropriate master list for the most current revision before using any printed document.

Intec protects proprietary client technical data and information from being viewed by unauthorized personnel. We also provide export control of technical data when necessary (ITAR).

## 2.5 Control of Quality Records

We maintain quality records and pertinent subcontractor quality records to demonstrate conformance to specified requirements and the effective operation of our quality system as described in the Control of Quality Records Procedure (P16-01). It is essential to our customers and our operations that accurate, legible, and retrievable quality records be collected, correlated, indexed, controlled, stored, maintained, and available at the time and point of need. Retention time for quality records are established and recorded. We verify conformance to these requirements during internal audits.

Each program or process owner is responsible for the maintenance of quality records. The quality records are maintained in an environment to prevent damage, deterioration, or loss. Quality records are in the form of electronic media, or paper hard copy. When contractually required, quality records are made available to our customer or customer representative for an agreed upon period.

## OPERATIONAL PROCESSES

### 3.1 Contract Review

We maintain documented procedures for quotations (P03-02) and contract review (P03-01).

We conduct extensive review of incoming contracts to ensure:

- Customer requirements, including quantity, cost, and schedule, are clearly and adequately defined and in writing.
- Where no written statement of requirement is available for an order received by verbal means, Intec will ensure that the order requirements are agreed upon before their acceptance.
- Intec has the capability to meet the requirements.
- Requirements match quoted or negotiated agreements and discrepancies between contract and quoted or negotiated agreements are identified and resolved.

At Intec, contracts go through a technical review by a manager or project manager as well as a contractual review. Our processes include methods for contract amendment based on the changing needs of our customers and our business environment. We ensure that all functional areas provide input and receive feedback concerning contract amendments.

We maintain auditable records of our contracting processes in the Corporate Database.

### 3.2 Design Control

The objective of our design and development effort is to generate new products and improve existing designs. The result of this effort is a final design, proven suitable for service use, and a design package adequate for production. Typical designs and design changes for Intec involve:

- Test fixtures
- Metallic and composite parts and components
- Fabrication Tooling
- Analytical and test software

All designs and design changes follow the processes delineated in the Intec's Design Control Procedure (P04-01). These processes for product design ensure conformance to the design objective and criteria. We maintain clear, concise, and valid documentation throughout the design process.

The Intec design procedure ensures that we:

- Log and assign requests for new designs and design changes.
- Develop a project plan to include design reviews at appropriate stages.
- Allocate qualified personnel and resources.
- Research and document design requirements to ensure design specifications meet the product's technical and statutory requirements.
- Formally conduct and record design reviews. Appropriate personnel perform design reviews at required stages of design as defined by the project plan.
- Verify, in a controlled environment, that the design output meets the product requirements.
- Perform validation in the intended service environment. Verification and validation shall be performed and recorded by qualified personnel utilizing appropriate equipment.
- Document the design following the customer's configuration requirements, and submit it to the applicable approval authority.

### **3.3 Purchasing**

We have established a purchasing system that insures that purchased product complies with all specified requirements. Purchasing for all products, equipment, tools, and other supplies affecting quality shall be made in accordance with the established procedure (P06-01).

Intec awards contracts representing the best value, based on the vendor's ability to meet our requirements (including any specific quality assurance requirement or specific Intec customer quality requirement) and provide a quality service. Cost, schedule, and known past performance are the main determinants. Intec has defined the level of control needed for each type of vendor/subcontractor based on their impact on quality. We maintain quality records on critical vendors and provide them with feedback on their performance as necessary (P06-02).

Our purchase orders clearly describe the technical requirements for each purchase of material or services including, when necessary, type, size, and other written specifications and drawings. All purchase orders are reviewed and approved before being released. We review our requirements with the subcontractor for clarity prior to issuing the contract as required. Our purchase orders clearly specify the requirements of the contract and the quality standard the subcontractor will be held to. Our purchase orders clearly specify the location where we accept the product.

If Intec chooses to verify product at supplier site, we will specify arrangements in the purchase order. If our customer wants to verify the purchased product at Intec, or at the sub-contractors site, then we shall arrange for the verification. Verification by the customer does not relieve Intec of the responsibility to provide acceptable product.

Procedures associated with the purchasing and receipt of materials include Purchasing Procedure (P06-01), Supplier Evaluation Procedure (P06-02) and Receiving Inspection Procedure (P06-03).

### 3.4 Process Control

We control all appropriate aspects of our operational processes including procedures, materials, personnel, facilities, equipment, environmental conditions, and servicing as described in Process Control Procedure (P09-02).

We perform tests and inspections with test equipment, tools, facilities and plant equipment that are properly maintained, fully functional, calibrated when required, safe to use, and appropriate for the task. We periodically perform internal and external round robin mechanical testing to ensure the repeatability and reproducibility of results.

We seek excellence in our compliance with all applicable environmental regulations.

We continually improve and update our processes using Corrective and Preventative Action (CAPA) as described in documented procedure (P14-01).

### 3.5 Control of Customer Supplied Product

In order to ensure that we meet the requirements of our customers, we establish and maintain documented procedures (P06-03 and P15-01) for the control of verification, storage, and maintenance of customer-supplied product.

We identify all customer-owned material and monitor material and supplies to ensure parts and materials are not missing, lost or unaccounted for. We immediately record and report to our customer materials that are damaged or lost.

### 3.6 Product Identification and Traceability

We label and record all received materials. Work orders contain all identification and traceability for materials used in products. These procedures are documented in the Receiving Procedure (P06-03), Inventory & Storage Procedure (P15-01), and Process Control Procedure (P09-02).

### 3.7 Handling, Storage, Packaging, Preservation, and Delivery

We are responsible for the security, safety, protection, and quality of our product through customer receipt. We maintain and use documented procedures for handling, storage, packaging, preservation, and delivery of material and products to our customers, meeting or exceeding their expectations, including protection from damage, deterioration, or loss as described in the Inventory and Storage Procedure (P15-01).

We package and handle our products to ensure identification, preservation, protection, and security of the products.

We use designated storage areas, including environmental storage areas, to prevent product or material damage or deterioration prior to use or delivery. We identify the condition of product or material in stock and assess it at appropriate intervals to verify condition status and to detect and prevent deterioration and shelf-life expiration.

We identify and meet preservation requirements in work orders. Programs or process owners are responsible for material or product preservation for their work areas.

Intec arranges for the protection of product after final inspection and test. Where required, Intec extends this protection to delivery.

### **3.8 Servicing**

We provide our customers with the service they require to accomplish their mission successfully. We encourage existing and potential customers to visit Intec's facility and witness operations first-hand.

We document our processes for providing service to the customer. Servicing is handled in the Process Control Procedure (P09-02).

We handle customer inquiries expeditiously. We provide our customers with comprehensive, verified and timely documentation.

## **MEASUREMENT, ANALYSIS & IMPROVEMENT PROCESSES**

### **4.1 Inspection and Testing**

We maintain documented procedures for inspection and testing in order to verify that we meet the specified requirements for our products. We describe the required inspection, testing, and records to be established in product baselines, drawings, work instructions, or work orders.

Inspection results are essential to the success of a systematic approach to quality improvement by providing the basis for preventive and improvement actions. We inspect on receipt of material (P06-03), in-process (P09-02), and for product final acceptance (P09-02). We identify and control nonconforming material (P13-01).

The Shipping and Receiving Department inspects material at the time of receipt to verify correct identity, quantity, and general condition (P06-03). We inspect material in process, and at final product acceptance. We perform first article inspection, acceptance inspection, and re-inspection when required contractually, when requested by the customer, or when made necessary by other circumstances. When in-coming material is released for urgent production purposes prior to verification, we positively identify and record it in order to permit immediate recall and replacement in the event of nonconformity to specified requirements.

We inspect and test during processing to detect product, material, process, equipment and workmanship defects as early as applicable and as possible to ensure that only acceptable material continues in-process (P09-02).

We perform final inspection and testing on finished products to ensure conformance to all applicable requirements in accordance to documented procedures (P09-02). The product is not released to shipping until all steps on the work order are complete. Inspections performed by part time Quality Inspectors will always be on a cross departmental basis.

We collect and report the results of all inspections and testing. The inspection and test records are saved and archived with the work order (P09-01). The nature and purpose of inspections and individual customer requirements define the form and formats for recording and procedures for reporting.

### **4.2 Inspection and Test Status**

We identify and control products, parts, and materials during all operations and storage, using work orders to provide confidence that only products and materials that have passed the required inspections and tests or released under authorized concession is dispatched, used, or installed. We provide objective evidence of inspection and test status following documented and controlled procedures (P09-01 & P09-02). We properly identify, control, and protect material held in storage (P15-01). All nonconforming material is handled according to documented procedure (P13-01).

### **4.3 Control of Inspection, Measuring, and Test Equipment**

We identify, control, calibrate, and maintain all equipment used for inspection, measuring, and testing, including test software, if applicable, to ensure the production of reliable and effective products as documented (P11-01).

We control inspection, measuring, and test equipment to ensure that safe, accurate, reliable, and supportable quantities are available for the production of a quality product, and to make maximum use of the available limited assets. Each inspection, measuring, and test equipment is clearly labeled with its calibration status.

We perform estimation of uncertainty in measurement for all internal calibration and testing. All uncertainty components are identified and those of importance are taken into account. The degree of rigor in estimation of testing uncertainty is dependent upon the requirements of the test method, requirements of the client, and any applicable conformance tolerances.

We determine and select inspection, measuring, and test equipment based on its capability to provide necessary accuracy.

Calibration standards are traceable to National Institute of Standards and Technology (NIST) standards. We have a systematic method of recalling equipment that is due for calibration. We maintain calibration records. We protect calibrated equipment from unauthorized adjustment. When equipment fails calibration, we assess the impact on our final product. Calibrations are conducted under the proper conditions and instruments are stored and used in proper environments.

### **4.4 Control of Nonconforming Product**

We identify, tag, document, and segregate nonconforming product to prevent unintended use. Nonconforming product is reviewed by a Material Review Board (MRB) and disposition is carried out in accordance with the Control of Nonconforming Product Procedure (P13-01). Reworked or repaired product is re-inspected. Scrapped product is mutilated, conspicuously marked, and/or permanently altered to prevent it from being used for its original intent. Records of nonconforming activities are maintained and tracked in the nonconforming product database, which is part of our Corporate Database. We summarize nonconforming activity, identify repetitive nonconformities, and initiate corrective and preventive action as necessary.

### **4.5 Internal Quality Audits**

We conduct internal quality audits to ensure that our quality system complies with documented criteria, and produces effective results as described in the Internal Quality Audits Procedure (P17-01). Our internal quality audits are vital improvement tools to assure that our processes are being operated and managed to meet customer requirements.

We use documented procedures to plan and implement the performance of our internal quality audits.

We schedule and perform internal quality audits with consideration given to the status and importance of various products and processes being audited.

Personnel who perform internal quality auditing are independent of the processes they are auditing. We select internal quality auditors based on their experience and train them prior to participation in audits.

We record results of our internal quality audits and distribute them to all supervisors and managers responsible for the processes that have been audited.

Supervisors and managers responsible for processes that have been audited take timely corrective action on deficiencies found during the audits.

Personnel responsible for audit follow-up activities verify and record the implementation and effectiveness of corrective actions.

#### **4.6 Corrective and Preventive Action**

In order to satisfy customers' requirements for a quality product or service, we have established methods to find and correct both systemic and specific problems as described in the Corrective and Preventive Action Procedure (P14-01).

We maintain corrective and preventive action documentation, which includes nonconformity records, root cause analysis, actions taken, and controls put in place as a result of corrective and preventive actions.

##### Corrective Action

All employees may provide input to the system. Input typically includes:

- Customer Complaints
- Nonconforming Product
- Recurring Problems
- Auditing Results

We identify, report and document problems, take action to fix the symptoms, and investigate problems to determine the root cause. We treat problems in accordance with the level of risk, we then apply controls, check to make sure the controls are effective, and, if appropriate, make system or procedural changes to eliminate problems and prevent recurrence.

##### Preventive Action

We analyze all information from quality indicators and records to identify potential problems and undesirable trends with product and process. We identify potential problems, and as appropriate to the level of risk, take preventive measures to eliminate or minimize the risk of occurrence.

All Intec employees are empowered to report and document any instance of actual or potential nonconformities. All Intec employees have the authority to stop processes if, in their opinion, the problem seriously affects product quality, performance, or safety.

#### **4.7 Statistical Techniques**

We will evaluate the need for statistical control and evaluation methods depending on the nature of our production operation, and, if required, we will implement and control these methods per the Statistical Techniques Procedure (P20-01). Intec trains individuals on basic statistics used in the evaluation of customer data. The Quality Manager (and others as appropriate) uses basic statistical techniques to identify trends in data such as customer complaints, internal audit findings, corrective action results, vendor/ subcontractor performance, etc.

**APPENDIX**

## List of Procedures

<b>Proc. #</b>	<b>Name of Procedure</b>
P01-01	Management Review
P03-01	Contract Review
P03-02	Sales
P04-01	Design Control
P05-01	Document & Data Control
P05-02	Document , Part & Data Numbering
P06-01	Purchasing
P06-02	Supplier Evaluation
P06-03	Receiving Inspection
P09-01	Project Management
P09-02	Process Control
P11-01	Control of I, M, & T Equipment
P13-01	Control of Nonconformance
P14-01	Corrective & Preventive Action
P15-01	Inventory & Storage
P15-02	Shipping
P16-01	Quality Records
P17-01	Internal Quality Audits
P18-01	Training
P20-01	Statistical Techniques

## FAA Notification Matrix

<b>Conditions Requiring FAA Notification (for FAA-Approved Parts)</b>		
<b>Event</b>	<b>Responsibility</b>	<b>Process</b>
Changes to Approved Quality System Data	Quality Manager	P05-01
Reportable Conditions (Failures)	Quality Manager	P14-01
Design Changes	Quality Manager	P04-01
Repair, Use-as-is MRB Disposition	Quality Manager	P13-01
Major Facility Changes or Relocation	Quality Manager	Q-9001 Section 2.0
New Foreign Suppliers and New Suppliers of Critical Products	Quality Manager	P06-02