Quality Policy Manual

Of

Global Certified Fastener

Maywood, IL

ISO 9000-2000

This Quality Policy manual is written in accordance with The American National Standard Institute and American Society of Quality Control – ANSI/ISO/ASQ Q9000-2000: Quality Management Systems. The guidelines employed to develop this manual were developed and incorporated from ISO/DIS 10013 – Guidelines for developing Quality Manuals.

1.0 Management Approval Page

Approved _____
President Date

Approved _____
Operations Manager Date

Approved _____
Management Rep. Date

Electronic on Site Computer System @ Owner

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1.2 Revision Table

REV. Level	Author	Date	Changes
A	Charles J. Rufo	9/15/01	Original Issue

1.3 Quality Policy

Quality Policy Statement

Global Certified Fastener is committed to meeting and exceeding our customers' requirements. We will comply with all applicable laws and regulations. We will achieve this by continuous improvement of our Quality Management System, processes and the constant review and incorporation of cutting edge technology. We will train our employees and communicate the Quality Objectives throughout the organization. We will strive for long term customer, employee and supplier relations by focusing on customer expectations. We will provide excellent workmanship and professionalism in all that we do.

Company Profile

Global Certified was established in 2006. Ed Derka founded the organization to service the automotive industry with the highest standard of fasteners. We package either domestic or imported fasteners and ship them to our various customers. Our products may be manufactured to order or stock items depending on the customer requirements. The methods that we utilize to ensure the highest quality products for our customers include the implementation of a nationally recognized standard, ISO-9001-2000.

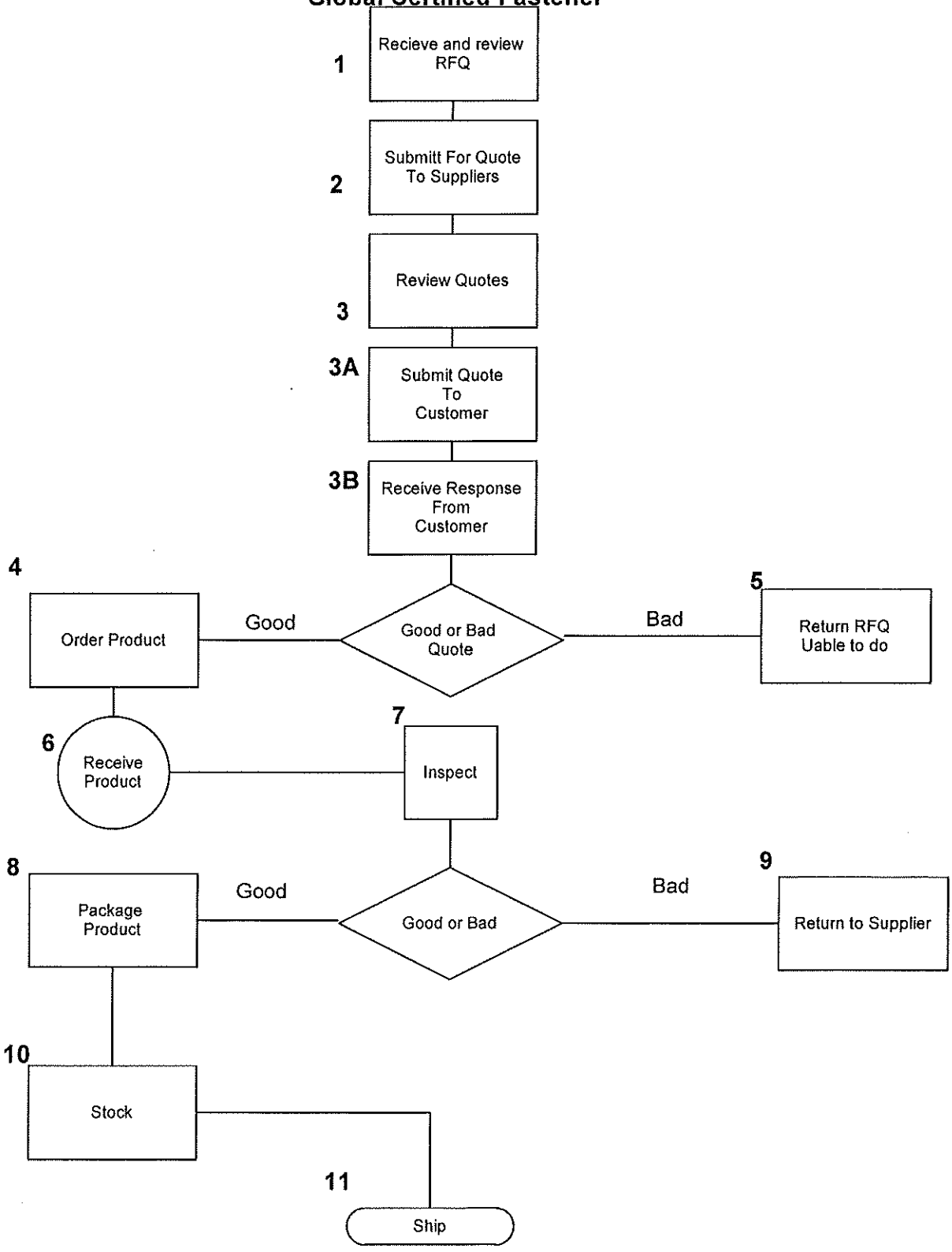
Scope

The scope of this manual and the Quality Management system is the procurement, storage, packaging, and shipping of high quality fasteners to various customers.

1.4 Flow Chart

Flow Chart

Global Certified Fastener

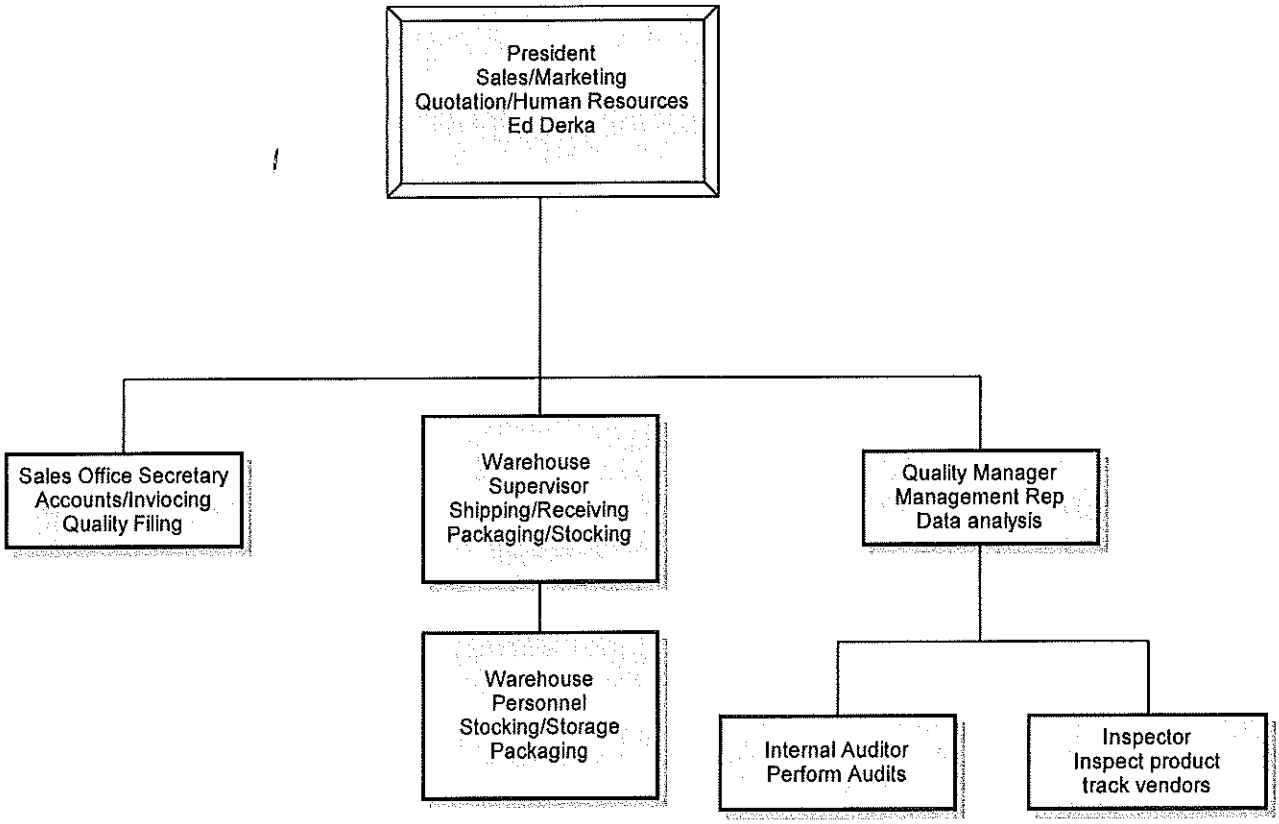


1.5 Interaction of Quality System

Step (Flow Chart)	Manual Section (Processes)	ISO (reference)	Dept/Person
1) RFQ	6.0, 7.1, 7.2, 7.4	5.0, 7.0	Mgmt/Purchasing/Sales
2) Submit Quote	6.0, 7.1, 7.4	5.0, 7.0	Mgmt/Purchasing/Quality
3) Review Quotes	6.0, 7.4	4.0, 5.0	Mgmt/Purchasing/Quality
3A) Submit Quote	6.0, 7.4	4.0, 6.0	Mgmt/Sales
3B) Receive Quote	6.0, 7.4	4.0, 6.0	Mgmt/Sales
4) Product Order	6.0, 7.4	7.0	Mgmt/Purchasing
5) No Quote	6.0, 7.4	4.0, 7.0	Mgmt/Purchasing/Quality
6) Receive Product	6.0, 7.5, 7.6, 8.0	7.0, 8.0	Mgmt/Production/Quality
7) Inspect	6.0, 7.5, 7.6, 8.0	6.0, 7.0	Mgmt/Quality
8) Packaging	6.0, 7.5, 7.6, 8.3	7.0, 8.0	Mgmt/Production/Quality
9) Return Bad Product	6.0, 7.4, 7.5, 8.0	7.0, 8.0	Mgmt/Production/Quality
10) Stock	6.0, 7.5	6.0, 7.0	Mgmt/Production
11) Ship	6.0, 7.5, 8.0	6.0, 8.0	Mgmt/Production, Quality

2.0 Organizational Chart

Global Certified Fastener



3.0 Distribution List

Control Copy Number	Title / Department	Name / Location
01	President	Ed Derka (Electronic)
02	Management Rep.	Chuck Rufo (Electronic)

4.0 Quality Management System

4.1 General Requirements

(References Global Quality System Procedure numbers – QSP-4.2.1)

4.1.1 Global implements, maintains, and operates to a documented quality management system that fulfills the requirements of ISO-9000-2000. The top management has identified the following:

- All processes necessary for the quality management system and the application of these processes throughout the organization. The exclusion of Design and Servicing has been considered in this process. These process exclusions are noted within the body of the Quality manual.
- Have determined the sequences and interaction of these processes throughout the organization. All aspects of the homogenous flow of information from receiving through shipping have been taken into account in the procedural process.
- Have determined the criteria and methods to be employed to control the processes as outline in the Quality System Procedures (QSP).
- Have created a system in which monitoring, measuring, and analysis is the basis for action plans to continually improve upon these processes. Statistical process control, corrective action (internal and externally driven), and management brainstorming are the methods utilized in the control of processes. These are outlined in the QSP's.
- Have made available the resources and information necessary for the support and monitoring of these processes. These actions are evident and documented as part of the continuous improvement efforts at Global. (Section 8.5, of the QPM)
- Ensures that outsourced processes such as Heat Treating and Plating are controlled in the same manner as the system requirements of Global to ensure the highest quality of product for our customers.

4.2 Documentation Requirements

(References Global Quality System Procedure numbers QSP-4.2.1)

4.2.1 General
Global has prepared documented and implemented Quality System Procedures consistent with ISO-9000-2000 in respect to customer satisfaction, contractual compliance, and regulatory requirements. This system is implemented via the written Quality Policy (Section 1.3 of this manual) through training and internal auditing. In addition customer feedback is utilized in continuous improvement activities.

4.2.2 A written Quality manual has been established and is the framework for ensuring that upon completion of all activities, product conforms to customers' specifications and regulatory requirements. All functions at Global have been documented in procedural format, with reference to instruction documentation when appropriate.

4.2.3 Global has established and maintains control of all documents, instructions, and data used in their operation as deemed necessary to meet or exceed the requirements of ISO-9000-2000. Documents and document changes may be initiated by anyone in the organization but can only be reviewed and issued by an authorized manager. A master list is used in identifying that the current revision status is established and is readily available. To preclude the use of invalid or obsolete documents a color code is utilized to ensure that documentation is of the current revision.

4.2.4 Records that are considered support documentation of the Quality system are stored in a readily retrievable system. Examples of these types of documentation are inspection records. Customer supplied drawings, Requests for Quotation, and Supplier Request for engineering approval. The identification, storage, protection, retrieval, retention time, and disposition of these records are outlined in QSP-4.2.1 (Control of quality records)

5.0 Management Responsibility

5.1 Management Commitment

(References Global Quality System Procedure numbers QSP-4.2.1 and 5.1.1)

5.1.1 The President along with the executive management team posses the ultimate responsibility for developing, implementing, and maintaining the quality system at Global. Specific responsibilities comprise of:

- Issuing and implementing the quality policy
- Assigning authority and responsibility
- Appointing a management representative
- Periodically reviewing the quality system
- Making available the resources and personnel necessary to maintain the quality system
- Communicating to the organization the importance of meeting the customer as well as statutory and regulatory requirements.
- Ensure that Quality objectives are set.

5.2 Customer Focus

(References Global Quality System Procedure numbers QSP- 4.2.1and 5.2.1)

5.2.3 Global tracks and measures key metrics such as external rejects and delivery performance to ascertain customer satisfaction. In addition market research is conducted and customers are queried as to our levels of satisfaction via a satisfaction questionnaire that is mailed out yearly. Global tracks the report cards of our customers to measure their satisfaction levels on a monthly basis.

5.3 Quality Policy

(References Global Quality System Procedure numbers QPM Section 1.3)

5.3.1 Top management has written a quality policy that is specific to Global's distribution and packaging operations. This policy includes a commitment to comply with requirements and continually improve the effectiveness of the quality system.

5.3.2 The quality policy is prominently displayed for all employees to see. This policy is part of the training matrix to ensure that employees understand the importance of our commitment to our customer.

5.3.3 The quality policy provides the basis of our commitment to a quality process with clear objectives to reach that end.

5.3.4 The Quality policy is reviewed periodically as part of the management review process. Its objectives and scope are an integral part of this review.

5.3.5 The quality Policy is reinforced at Training sessions that include question and answer sessions to ensure that it is understood.

5.4 Planning

(References Global Quality System Procedure numbers QSP-4.2.1)

5.4.1 Top management has established Quality objectives. These objectives are reviewed at management review meetings. These objectives have been established for relevant functions and levels of the organization. The quality objectives as established are measurable and relevant to the quality policy.

5.4.2 Periodic reviews of the Quality system is the method utilized to ensure that the planning of the Quality Management system is carried out in order to meet the requirements of Section 4.1 of ISO-9000-2000 as well as the quality objective that have been established. Top management ensures that the integrity of the Quality Management system is maintained when changes are planned and made by reviewing the Quality objectives for positive or negative trends.

5.5 Responsibility, Authority, and Communication

(References Global Quality System Procedure numbers QSP-4.2.1)

5.5.1 The responsibility and authority to manage all aspects of work affecting quality lies with the president and managers. It is understood that all employees are responsible for implementing the quality system and for reporting any activities that may adversely affect quality. This is reinforced through the training activities at Global. All supervisors are responsible for the following:

- Initiate action to prevent the occurrence of any noncompliance relating to the Distribution/packaging/storage processes
- Identify and report any problems relating to the quality of the product
- Initiate, provide, or recommend solutions to such problems
- Verify the implementation of the solutions
- Control processing and stop the delivery of nonconforming product

5.5.2 The executive management has appointed the management Representative as director of all ISO related activities. The Management Representative has defined authority for:

- Ensuring the quality system is established, implemented, and maintained
- Reporting on the performance of the quality system to the executive management for continued improvement of the quality system
- The management representative and his/her designees' will serve as liaison to external parties on matters relating to the Global quality system

5.5.3 Management has ensured that communication processes are established within the organization. Documented communication is accomplished via controlled documents and a controlled document log is maintained for trace ability. The effectiveness of the Quality system is communicated via the management review report.

5.6 Management Review

(References Global Quality System Procedure numbers QSP 4.2.1 and 5.6.1)

5.6.1 Global Executive management reviews the quality system as a minimum of once per year. The purpose of these reviews is to assess the effectiveness and continuing suitability of the quality system. Conclusions of these reviews are recorded in accordance with QSP-4.2.1 (Control of quality records)

5.6.2 The Management Representative is responsible for scheduling and conducting the reviews. Detailed rules for conducting, scheduling, and recording the reviews are contained in QSP- 5.6.1 (Management Responsibility)

5.6.3 Executive Management is responsible for responding to the reviews with action plans where necessary as outlined in QSP-5.6.1 (Management Review)

6.0 Resource Management

6.1 Provision of Resources

(References Global Quality System Procedure numbers QSP-4.2.1 and 5.6.1)

6.1.1 The president has identified resource requirements and has made adequate resources available. The managers insure that trained personnel are assigned to specific tasks. Trained personnel independent of their respective work areas carry out internal quality audits, company wide. The overall effectiveness of the quality system through internal quality audits is reported at scheduled Management Review Meetings.

6.1.2 Customer satisfaction by meeting customer requirements is one of the prime elements considered during the Management Review Meetings.

6.2 Human Resources

(References Global Quality System Procedure numbers QSP-4.2.1 and 6.2.1)

6.2.1 Global managers make determination as to the level of training and experience that is required for a specific job function. Personnel are assigned to job functions based on these determinations. Minimum requirements can be found in QSP-6.2.1 (Training).

6.2.2 Global has established and maintains QSP-6.2.1 (Training) for identifying training needs and provisions made for training of all personnel performing activities affecting quality. Personnel performing specifically assigned tasks are trained and qualified on the basis of education/training and/or experience as required of the task at hand. As a minimum a yearly review of the training needs and effectiveness of previous training is performed on each individual performing distribution or packaging activities at Global. Appropriate records of training are kept in accordance to QSP-4.2.1 (Control of Quality Records).

6.3 Infrastructure

(References Global Quality System Procedure numbers QSP-4.2.1)

6.3.1 Personnel performing distribution/packaging operations are provided with work instructions in the form of an internal work order. When necessary drawings or authorized workmanship criteria may be included with the work order. Packaging and Distribution equipment is checked and maintained to ensure continuing process capability. Production areas are regularly cleaned to provide suitable production and work environment.
The organization has determined, provides and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure at Global includes:

- As appropriate approved processes, equipment, and suitable work area including buildings and utilities
- Use of suitable distribution/packaging equipment in a suitable working environment
- Maintenance of process and equipment as deemed necessary
- Supportive services such as Phone lines Computers, and transportation equipment

6.4 Work Environment

(References Global Quality System Procedure numbers QSP-4.2.1 and QPM-Section 6.3)

6.4.1 Although work environment in itself is evaluated in accordance with section 6.3 of this manual. The following areas are of special concern during the management review process.

- The consideration of hazardous Material and our work environment
- Safety issues with equipment and working environment
- General housekeeping and it's effects on our personnel

7.1 Planning of Product Realization

(References Global Quality System Procedure numbers QSP-4.2.1, QSP- 8.2.1)

7.1.1 Quality Planning entails continuous review of all processes with the organization as defined within the QSP's. Specific topics addressed include the following:

- The preparation of quality plans for final inspection and testing
- The identification and acquisition of any final inspection and test equipment, resources, and skills that are needed to maintain the required quality
- The update, as required, of inspection and testing techniques
- The timely identification of production, final inspection and test equipment exceeding the known state of the art technology for the required capability to be developed
- The identification of suitable verification at the finished product stage
- Clarification of standards of acceptability for those features and requirements affecting quality including those of a subjective manner
- The identification of quality records

7.1.2 Inspection and testing is conducted when customers' components are being received from suppliers or packaged to be shipped. The objective of inspection and testing is to verify product conformance with specified customer requirements. With this system, completed product is prevented from shipping until all the required inspections are completed. Records of inspections are retained in accordance with QSP-4.2.1 (Control of Quality Records)

7.2 Customer Related Processes

(References Global Quality System Procedure numbers QSP4.2.1 and 7.2.1)

7.2.1 All requests for Quotation are reviewed as per QSP-7.2.1 (Customer Inquiries). As a minimum the following requirements are reviewed and captured prior to releasing the product for request for quotation:

- Requirements specified by the customer including delivery and post delivery requirements if required
- Any requirements necessary for the intended use of the product if known although not specifically stated on the customer documentation
- Any statutory or regulatory requirements related to processing of the customers product
- Any other information that may be required to satisfactorily complete the request for quotation for submission to the supplier

7.2.2 Prior to acceptance of a contract/customer purchase order a review will be initiated to ensure that:

- Product requirements are clearly defined and documented. When the order is of a verbal nature, confirmation of the order requirements are put into writing and repeated back to the customer for verification
- There are no differences from previously received orders, if differences are noted they are to be resolved prior to issuance of the request for quotation
- Any changes made to a customer purchase order as a result of the above review process or per customer request will be documented and filed with the original quotation package. This documentation may be in the form of hand written statements or completed "Request for approval" documentation

7.2.3 Customer communication is vital to the processes at Global. This communication may be verbal, written and may be part of market research. Any inquiries after the acceptance of a purchase order are documented on a "Request for Approval" form. Any Global employee requiring direction from our customer may initiate this form. The subject matter of these type of inquiries includes but is not limited to:

- Product information
- Inquiries resulting from contract review, order handling, or amendments

Customer feedback is acquired via questionnaires and the corrective action process. Questionnaires are mailed to our customers throughout the year to aid us in the development of our processes. The corrective action program follows the 8-discipline process of continuous improvement.

7.3 Design and Development

7.3.1 Global by the nature of our process does not perform any design function; therefore it is not in the scope of this Quality Policy Manual.

7.4 Purchasing

(References Global Quality System Procedure numbers QSP-4.2.1 and 7.4.1 and 8.2.1)

7.4.1 Global has established Purchasing requirements in QSP-7.4.1 (Purchasing). These requirements state that all purchased product shall be from approved suppliers as they pertain to the finished product as it leaves our facility. The following are three distinct categories that all suppliers will be assigned to:

- Class A – These are suppliers whose product or service directly affects the quality of our product as it leaves our door.
- Class B – These are suppliers whose product or service in-directly affects the quality of our product as it leaves our door.
- Class C – These are suppliers whose product or service does not affect the quality of our product as it leaves our door.

Suppliers are selected and maintained based on their ability to supply product or services as per our purchase requirements. Criteria for selection, evaluation, and re-evaluation are delineated in QSP-7.4.1 (Purchasing).
Records from this process are maintained in accordance with QSP-4.2.1 (Control of Quality records)

7.4.2 Purchase orders are issued on an as needed basis. All purchase orders issued to Class A or B suppliers must be completed in such a manner as to specifically delineate the requirements of the purchased product or service. A review of outgoing purchase orders shall be performed to ensure that these requirements are clear and concise. Only suppliers that have met and maintain the minimum requirements, as set forth in QSP-7.4.1 (Purchasing) will be utilized. These requirements as a minimum include:

- Requirements for approval of product, procedures, processes, and equipment.
- Requirements for qualification of personnel.
- Requirements for the quality management system that is employed.

Any purchase orders issued to Class C suppliers are not considered relevant to the quality of our product; therefore are not subject to the above requirements.

7.4 Purchasing (Continued)

7.4.3 Global will ensure that purchased products or services meet the purchase requirements by performing a receiving inspection per QSP-8.2.1(Inspection). In cases were it is advantageous to perform inspection at the suppliers location prior to acceptance of purchased product this will be communicated to the supplier on the purchasing documentation.

7.5 Production and Service Provision

(References Global Quality System Procedure numbers QSP4.2.1 and 8.3.1)

7.5.1 Personnel performing Distribution/packaging operations are provided with work instructions and when necessary, authorized workmanship criteria/drawings are provided unless specifically trained for those operations. Packaging and inspection equipment is maintained and checked to ensure continuing process capability. Production areas are regularly cleaned to provide suitable production and working environment.
Global ensures that these processes are carried out under controlled conditions identified as:

- Documented procedures/work instructions defining the manner of Packaging/storing/picking/shipping.
- The use of suitable packing/sorting equipment coupled with a suitable working environment.
- Monitoring and control of appropriate verification parameters and/or process characteristics.
- As appropriate approved processes and equipment.
- The criterion for workmanship is communicated in the clearest possible manner (usually in work order format).
- Maintenance program encompassing the process and equipment involved.
- The implementation of release, delivery, and post delivery activities per written quality system procedures.

7.5.2 Global has validated all processes for production and made provision for service when deficiencies may become apparent only after delivery to our customer. The validation process demonstrates the ability of these processes to achieve the expected results. The following processes are applicable at Global:

- The review and approval of processes is documented on the control plans and FMEA's
- Personnel are approved for the processes as specified on their individual training records
- Equipment is approved for it's intended purpose
- The use of specific methods or procedures are outlined in the Quality manual and the supportive procedures
- Records retention and control are defined in procedural format
- Revalidation of a process would be recorded on the FMEA as a reduction in the RPN values

7.5.3 Global has established, and maintains procedures for identifying product from receipt through shipping and records this information in accordance with QSP-4.2.1 (Control of Quality Records). In the case where lot trace ability is required from our customer, Global has procedures for unique identification of individual product or batches.

Records are established and maintained, which provide evidence that product, has been packaged/sorted. These records prove that the product has either passed or failed the operation. When product fails inspection it is handled in accordance with QSP-8.3.1 (Control of Non-conforming Product)

7.5 Production and Service Provision (Continued)

7.5.4 Global has established procedures for the control, verification, storage, and maintenance of customer supplied product. Any product that is lost, damaged, or otherwise deemed unsuitable for service is recorded in accordance with QSP-4.2.1 (Control of Quality Records) and reported to the customer or supplier as deemed necessary. Customer supplied product includes but is not limited too, tooling, drawings, dunnage, or other documentation as described in customer incoming documentation.

7.5.5 Methods and means of handling that prevent product damage and deterioration are provided for by actions of the operators on the shop floor. Receipt and dispatch to and from storage areas are controlled. The condition of stored product is assessed regularly. Packaging is specified and controlled. Products are protected prior to and during delivery. All points of process are identified as follow:

- Handling – methods are provided to handle product to prevent damage and deterioration through all phases of production and delivery.
- Storage – designated storage areas have been identified. These areas are located as to prevent damage or deterioration of product. Methods for receipt into and dispatch from these areas are established.
- Packaging – control is exercised over all packing and packaging operations to ensure conformance to specified requirements.
- Preservation – while under our control necessary precautions are enforced to maintain the preservation of customers product.
- Delivery – necessary procedures have been established to ensure the protection of the quality of product until acceptance at the designated point of delivery.

7.6 Control of monitoring and measuring devices

(References Global Quality System Procedure numbers QSP4.2.1 and 7.6.1)

7.6.1 Global has established and maintains procedures for the control of inspection, measuring, and test equipment QSP-7.6.1. Accuracy of the required measurements are known and appropriate equipment is selected to perform the calibration measurements; inspection, measuring, and test equipment is used in a manner which insures the repeatability and reproducibility as well as the capability is known and consistent with the requirements. All measuring and test equipment used for verification of products is calibrated using calibration standards traceable to recognized standard, Calibration certificates are also maintained. The calibration status of measuring equipment is readily identified with calibration stickers. The equipment is well maintained and its placement and use are controlled.

7.6.2 Global has defined procedures to accomplish the following:

- Adhere to the type of measurements to be observed and the accuracy required, and that the proper test equipment is capable of necessary accuracy and precision;
- Identify all inspection, measuring, and test equipment that affects the quality of product and incorporate calibration intervals prior to use, against internationally or nationally recognized standards. When there are no procedures or standards to calibrate against; the method is formally documented;
- Define the process calibration for inspection, measuring, and test equipment, including the details of equipment type, unique identification, location, frequency and calibration checks, methods of checking, criteria of acceptance, and the pro-active actions employed when results are unsatisfactory;
- Identify inspection, measuring and test equipment with a suitable identification and maintain a record of calibration status;
- Maintain calibration records in accordance QSP 4.2.1 (Control of Quality Records);
- Assess and document the validity of previous inspections status when designated inspection, measuring and test equipment is found to be out of calibration;

7.6.2 Control of monitoring and measuring devices (Continued)

- Ensure that environmental conditions are suitable for measuring and testing determined by either the customer or the reference manual with the gauge or equipment;
- Ensure that the designated equipment is properly handled and preserved in order to maintain accuracy and fitness for use;
- Safeguard all designated equipment, including test hardware and software from unauthorized adjustments.

(References Global Quality System Procedure numbers QSP-4.2.1 and 8.2.1)

8.1 General Requirements

8.1.1 Inspection and testing is conducted when the components are received from the Suppliers. The objective of inspection and testing is to verify product conformance with specified customer requirements. Finished product is prevented form shipping until the required inspections are completed. Records of inspection are maintained in accordance with QSP-4.2.1 Control of quality records) Written procedures are maintained for inspection and testing activities to ensure that specified requirements are met. The require type and extent of inspection is detailed in documented procedures.

8.1.2 Global has established and maintains documented procedure QSP-8.2.1 (Inspection), that identifies need for statistical techniques required for establishing, controlling, and verifying process capability and product characteristics as documented by customer requirements.

(References Global Quality System Procedure numbers QSP-4.2.1, 8.2.1and 8.2.2)

8.2 Monitoring and measurement

8.2.1 Global will monitor the satisfaction of our customer requirements by the use of surveys, related customer communication, complaints, and returns. The results of surveys and customer related communications are reported to management. Corrective actions or improvements to the Quality Management system may be a result of this report.

8.2.2 Global has established QSP 8.2.2 Internal Audits to provide for internal audits at planned intervals to determine whether the quality system:

- Conforms to the planned arrangements, to the requirements of ISO-9000-2000, and to the quality management system requirements established by the organization
- Is effectively implemented and maintained

Internal quality audits are scheduled on the basis of status, previous audit findings and importance of the activity in regard to the quality system operating efficiently. Either internal or external personnel independent of the department/procedure being audited perform all internal audits.

Results of the internal audit are formally brought to the attention of the department heads and to management review meetings. Department heads will take corrective action by completing and returning thoroughly investigated 8-D's on any major non-compliance.

Follow up activities to the internal audit verify the implementation and effectiveness of the corrective actions taken.

8.2.3 Effectiveness of the Quality system as it pertains to the processes themselves is monitored through the use of the internal audit system, results of the SPC data generated when required by customer contract and internal/external rejections. Results of corrective actions that are the product of these audits and/or out of control conditions are discussed in the management review meetings. The corrective actions are reviewed by the management review team to ascertain their effectiveness.

(References Global Quality System Procedure numbers QSP-4.2.1 and 8.2.1)

8.2 Monitoring and measurement (continued)

8.2.4 Global incorporates a complete inspection and identification system to ensure that product meets the requirements of customer incoming documentation. Inspections are performed at:

- Receiving
- In process
- Final QC

The above inspections are performed in accordance with QSP-8.2.1 (Inspection). Prior to the release of product for delivery, all contractual required documentation as it pertains to inspection must be completed prior to the issuance of an "OK TO SHIP" tag that is affixed to all outgoing product. This documentation is then retained in accordance with QSP-4.2.1 (control of quality records)

(References Global Quality System Procedure numbers QSP 4.2.1)

8.3 Control of non-conforming product

8.3.1 Global has implemented and maintains documented procedures to ensure that product that does not meet the specified requirements is prevented from unintended use by our customers. Control is provided for identification, documentation, evaluation, segregation, disposition, and notification of nonconforming product.

Nonconforming product is reviewed by Quality Personnel and its disposition will be:

- Rework to meet customer requirements (to original control plan)
- Rejected
- Use as is (this may be the preference of the customer)

If required in the customer purchase order, proposed use or repair of nonconforming product will be reported for concession to the customer or their representative.

In cases were the nonconformity is detected by the customer after delivery a thorough data search will be performed to ensure that no remaining product is at the Global location, and that no subsequent orders are being produced in the same nonconforming manner.

(References Global Quality System Procedure numbers QSP-4.2.1)

8.4 Analysis of Data

8.4.1 Global has taken steps to improve on the current Quality System by analyzing data from the following areas:

- Corrective Action Program
- Internal Audit Program
- Trend analysis of internal rejections
- SPC data
- Customer comments on returned questionnaires

This approach takes into account for:

- Customer Satisfaction
- Conformity to product requirements
- Characteristics and tends of products and processes including opportunities for preventative action
- Suppliers and their ability to meet contract requirements

Results from the above are reviewed during Management review meetings. Effectiveness of changes to the process as a result of the analysis are then determined as their degree of effectiveness.

(References Global Quality System Procedure numbers QSP-4.2.1 and 5.6.1)

8.5 Improvement

8.5.1 Global's executive management reviews the quality system at least annually. The purpose of the review is to assess the effectiveness and continuing suitability of the written quality system. The management representative is responsible for scheduling and conducting the review process. Conclusions of the review are recorded in compliance with QSP-4.2.1 (control of quality records). Detailed rules for conducting, scheduling, and recording the review process are provided for in QSP-5.6.1 (Management Responsibility)

8.5.2 Global has developed and implemented documented procedures to maintain a corrective action program. Corrective actions are handled through the corrective action process and formalized through the Corrective Action Steering Team. Corrective actions include:

- The process of effectively handling customer complaints and product nonconformity
- Investigative processes of root cause relating to product, process, and the quality system.
- Determination of corrective action type needed to eliminate nonconformity root cause
- Controls ensuring that corrective action taken is effective (Follow-up)

8.5 Improvement (continued)

8.5.3 Global has developed and implemented documented procedures to maintain a preventative action program. Preventative actions are handled through the preventative action process. Causes of quality system nonconformities are investigated and corrective actions are reviewed. Processes, work instructions, quality records, and customer complaints are analyzed to detect any sources of quality problems and preventative actions are implemented before the problem develops. Controls are applied to ensure that preventative actions are implemented and effective.

Preventative actions include:

- Review of informational sources such as processes and work instructions which effect the product quality for the elimination of potential causes of nonconformities
- Documented process steps needed to deal with any problems requiring preventative action
- Initiation of preventive action processes and applicable controls to ensure effectiveness
- Reports to Management Review regarding confirmation of actions