



# QUALITY ASSURANCE MANUAL

## QA-101

**Brainin Advance Industries, Inc.  
48 Frank Mossberg Drive  
Attleboro, Massachusetts 02703-4624**

**Brainin - Fairfield  
4348 Le Saint Court  
Fairfield, Ohio 45014**

**CONTROLLED Document  
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Table of Contents

<u>Section I</u>	<u>Description</u> .....	<u>Page</u>
0.1	Cover Page .....	1
0.2	Table of Contents .....	2
0.3	Revisions Summary .....	3
0.4	Quality Policy Statement .....	4
0.5	Distribution .....	5
0.6	Introduction to this Manual and Relationship to TS16949:2009 .....	5
0.7	Approvals .....	7
0.8	Control of Quality Documents .....	8
1.0, 2.0, 3.0	Scope, References and Definitions .....	9,10
4.0	Quality Management System .....	10
5.0	Responsibility, Authority and Communication.....	13
6.0	General Requirements .....	17
<i>Appendix 1:</i>	<i>Index of QSD's (Tier II Documents) .....</i>	<i>21</i>

### 0.3 Revisions Log

Section No.	Title	Modification/Change	Date
<b>Rev. 1.0</b> 0.3, 1.0, 2.0, 4.1.2, 4.2.3, 4.3, 4.4, 4.5, 4.6, 4.7, 4.11, 4.12	----	Update to reflect current practices	11/15/93
<b>Rev. 2.0</b> 1.0, 3.0, 4.1.2, 4.1.2.1, 4.1.4, 4.1.5, 4.2.1, 4.2.1.1, 4.2.4, 4.3.1, 4.5, 4.6	Purchaser supplied product	Added QSD 06-001 to Page 16 of 28 Review and update to reflect current practices	11/07/94
<b>Rev. 3.0</b> Section I - 4.4, 4.19 Section II - 1.0, 2.0, 3.0	Contract Review Services Section II Requirements	Added 4.4 & 4.19 to Section I; Added Section II. Review and update to reflect current practices	10/04/96
<b>Rev. 4.0</b> Section I – 3.0, 4.1.6, 4.10.4.1, 4.16.2	References	Update to reflect current practices	11/07/97
<b>Rev. 5.0</b> Section I – 1.3, 2.0, 2.1, 3.0, 4.1.2, 4.1.2.1, 4.1.4, 4.1.6, 4.3.1, 4.6.3.1, 4.6.4.1, 4.9.1.1, 4.10.4.1, 4.13.1, 4.13.2, 4.17.2 Section II – 2.1	References	Update to reflect current practices	11/02/98
<b>Rev. 6.0</b> 4.1 to 4.20, Section II	References	Update to QS-9000 Third Edition October 1998 Requirements	07/01/99
<b>Rev. 7.0</b> Changed 2.0, 2.2, 4.1.2, 4.1.4, 4.1.6, 4.6.1.3, added 4.6.4.2, 4.6.4.3., Changed 4.9.1.1, 4.10.2.2.	References	Update Job Titles and responsibilities. Added "Safety and Environmental Regulations". Added "On Site Verification" to Purchased Product. Updated Management Titles and References.	10/30/00
<b>Rev. 8.0</b> Changed 2.0,3.0,4.1.2,4.1.2.1, 4.2.1.1, 4.3.1, 4.4.1, 4.9.8, 4.10, 4.2 .	References	Removed references to PMD and added new Job Descriptions	11/15/01
<b>Rev.9.0</b> Changed 4.1.2.1	Organizational Chart	Updated	11/22/02
<b>Rev. 10.0</b> All	All	Updated to ISO 9001:2000	10/20/03
<b>Rev. 11</b> Added references to QSD-01-001 & -03, QSD-15-001, added new "Special Process" @ Deer Park, Corrected typos	All	Updated to include inputs from TUV Documentation Audit	12/15/03
<b>Rev. 12</b> Updated Quality Policy, Organization Chart, Cross Ref., and reviewed	All	Updated to current practice	12/22/04
<b>Rev.13</b> Revised manual to include TS16949 requirements	All	Update to ISO/TS 16949:2002(E) requirements	10//01/05
<b>Rev.14</b> Revised manual to standardize process description nomenclature. Corrected 1.3	All	Update to ISO/TS 16949:2002(E) requirements	1/20/06
<b>Rev.15</b> Revised manual to include M/R Process and define control of external documents	All	Update to ISO/TS 16949:2002(E) requirements	2/20/06
<b>Rev. 16</b> Revised measured processes. Reviewed	4.0 and Organizational Chart	Update to simplify and better focus process management	2/20/07
<b>Rev. 17</b> Added QSD Ref. Update Org Chart . Reviewed	Appendix 1 and Organizational Chart	Update to simplify and reflect new changes	2/5/08
<b>Rev. 18</b> Update Org Char .& Titles Reviewed	All as applicable and Organizational Chart	Update to reflect new organizational changes. Clarify requirements as needed	1/14/09
<b>Rev 19</b> Update to ISO9001-2008 & TS-16949-2009. Update Org Chart	All	Rewritten to comply with changes published in ISO 9001-2008 & TS16949-2009. Added PMC to Org.	12/22/09

0.4 Brainin Advance Industries  
Quality Manual

BAI Quality Policy Statement

Brainin is fully committed to 100% conformance to customer, regulatory and statutory requirements. Quality metrics will be measurable, reviewed and supported with action plans to attain continuous improvement. All members of our Team have the authority and responsibility to make quality decisions to insure complete customer satisfaction.

***(Signed)*** \_\_\_\_\_  
**John Manzi**  
**Executive Vice President**  
**Brainin Advance**

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## 0.5 Distribution

This manual will be distributed per the Controlled Document - Distribution Log (BAI-QAL-50) for printed controlled copies; Brainin Electronic Distribution System for management reference; and uncontrolled "Reference Only" printed copies for customer use.

All recipients of the manual are responsible for understanding and complying with the manual.

This manual contains the latest procedures and revisions of the quality program of Brainin Advance Industries.

## 0.6 Introduction

This Quality Manual has been prepared to document the Quality System used at Brainin Advance Industries (BAI), Attleboro, MA, Brainin – Fairfield, Fairfield, OH. Brainin

The BAI Quality Manual is supported by a series of Quality System Documents (QSD's) and Standard Operating Procedures (BAI-XXX-XXX & DP-XXX-XXX) which describe in detail the various subsystems of the Quality System that complies with ISO 9001:2008 & ISO/TS 16949:2009 (E) requirements. It is the intent of BAI Management to periodically review this Quality Manual and supporting documentation as the need arises. Any changes or additions to this Quality Assurance Manual will require the approval of the President, Executive Vice President (BAI), Manager of Quality Assurance (Attleboro), and Operations Manager (Fairfield).

### Prepared by ISO/TS Committee Members:

John Manzi  
Ron Smith  
Carl Dearman

### **ISO 9001:2008/TS 16949:2009 Interface**

This manual addresses the ISO 9001:2008 & ISO/TS 16949:2009 (E) requirements by making corroborating statements to each main section of the standard and then by cross referencing to the specific sections of the existing Brainin Quality System structure. Microsoft Hyperlinks have been established for those readers who have hyperlink capabilities and Microsoft Office, otherwise such cross referencing is by manual means using printed documents or database access. ***Statements using italicized fonts apply to TS16949:2009 designated customers only.***

0.7 Approvals

Approved by: \_\_\_\_\_ Date \_\_\_\_\_  
Executive Vice President  
Attleboro  
ISO/TS Management Representative

Approved by: \_\_\_\_\_ Date \_\_\_\_\_  
Manager of Quality Assurance/  
Attleboro  
Deputy ISO/TS Management Representative

Approved by: \_\_\_\_\_ Date \_\_\_\_\_  
Operations Manager  
Brainin - Fairfield  
Deputy ISO/TS Management Representative

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## 0.8 ISO 9001:2008 & TS 16949:2009 Requirements

### Introduction

This manual details the procedures, processes, philosophies and organization of Brainin Advance Industries which are used to ensure the quality of our products and services by satisfying the requirements of ISO 9001:2008 and ISO/TS 16949:2009. In the unlikely event that either contract, customer specifications, governmental or jurisdictional requirements conflict with this manual, those requirements will apply. Documented notification to the customer will be provided should any unresolved conflicts occur.

### Control of Quality Documents

Internal Brainin Quality Documents are controlled electronically wherever possible. The official working version is available on line through a company wide "read only" database. A master hard copy of all documents is also maintained in the QA Department for backup purposes and to show evidence of management review and approval via signature, where required. Quality related forms not requiring signature are issued through the QA Department and thereby have implied review and approval by the Manager of Quality Assurance and the Quality Department.

Any other printed versions of Brainin Internal Quality Documents are for reference purposes only and are so identified. It is the responsibility of the user to verify the validity of any such reference document prior to use. This can be done through the use of master indices available on line or by verification with the Quality Department.

Any Brainin person, supplier or customer may suggest revisions to the Quality Document System. It is the responsibility of the Quality Manager as the ISO Deputy Representative and the Quality Department to analyze, revise, approve and notify the impacted areas of any changes to the system.

All documents in the internal Quality System are reviewed annually by management for validity and improvement as directed by the Manager of Quality.

Printed copies of Quality documents of external origin are controlled by Engineering (Attleboro) or Document Control (Fairfield). Uncontrolled "Reference Only" documents of external origin are not allowed. Access is through "view only" in electronic format in the Engineering External Documents Database or by referring to Engineering. If a printed copy is necessary, a controlled copy must be obtained from Engineering (Substitute Document Control for Fairfield).

### **CONTROLLED DOCUMENT**

## 1. Scope

- 1.1 Applies to Brainin - Attleboro and Brainin – Fairfield facilities only. Scope includes the manufacture of metal stampings, assemblies, electrical contacts and specialized metal components.
- 1.2 Applies to the requirements specified in ANSI/ISO/ASQ Q9001:2008 and ISO/TS 16949:2009. Parts requiring compliance by our customers to the ISO/TS 16949 Standard are identified within the Brainin Quality System by the addition of the notation “TS Standards Apply” to the appropriate system documents.
- 1.3 Exclusions and Justification

### **For ISO 9001:2008**

#### ***Exclusion 1: ISO 9001:2008 Section 7.3, “Design and/or Development”, including all subsections.***

Justification: Brainin does not design or develop products. All principal product characteristics are specified or approved by our customers. Our engineering activities are limited to developing methods and means of production and working with our customers to develop or continually improve characteristics that will return the greatest value to our customers.

#### ***Exclusion 2: ISO 9001:2008 Section 7.5 requirements relating to “Service Provision”***

Justification: Brainin is a fabricator of manufactured components and is not a producer of a service. All activities with our customers are related to the sale of these components.

### **For ISO/TS 16949**

#### ***Exclusion 1: ISO/TS 16949:2009 Section 7.3, “Design and/or Development” including all requirements where the organization is responsible for product design and developments.***

Justification: Brainin does not design or develop products. All principle product characteristics are specified or approved by our customers. Our engineering activities are limited to developing methods and means of production and working with our customers to develop or continually improve characteristics that will return the greatest value to our customers.

## 2. Normative Reference

The following normative document contains provisions that through reference in this text, constitutes the provisions of ISO 9001:2008 and ISO/TS 16949:2009.

### 3. Definitions

Brainin adopts and uses the definitions as published in Section 3 of ISO 9001:2008 and Section 3. of ISO/TS 16949:2009 for the automotive industry.

### 4. Quality Management System

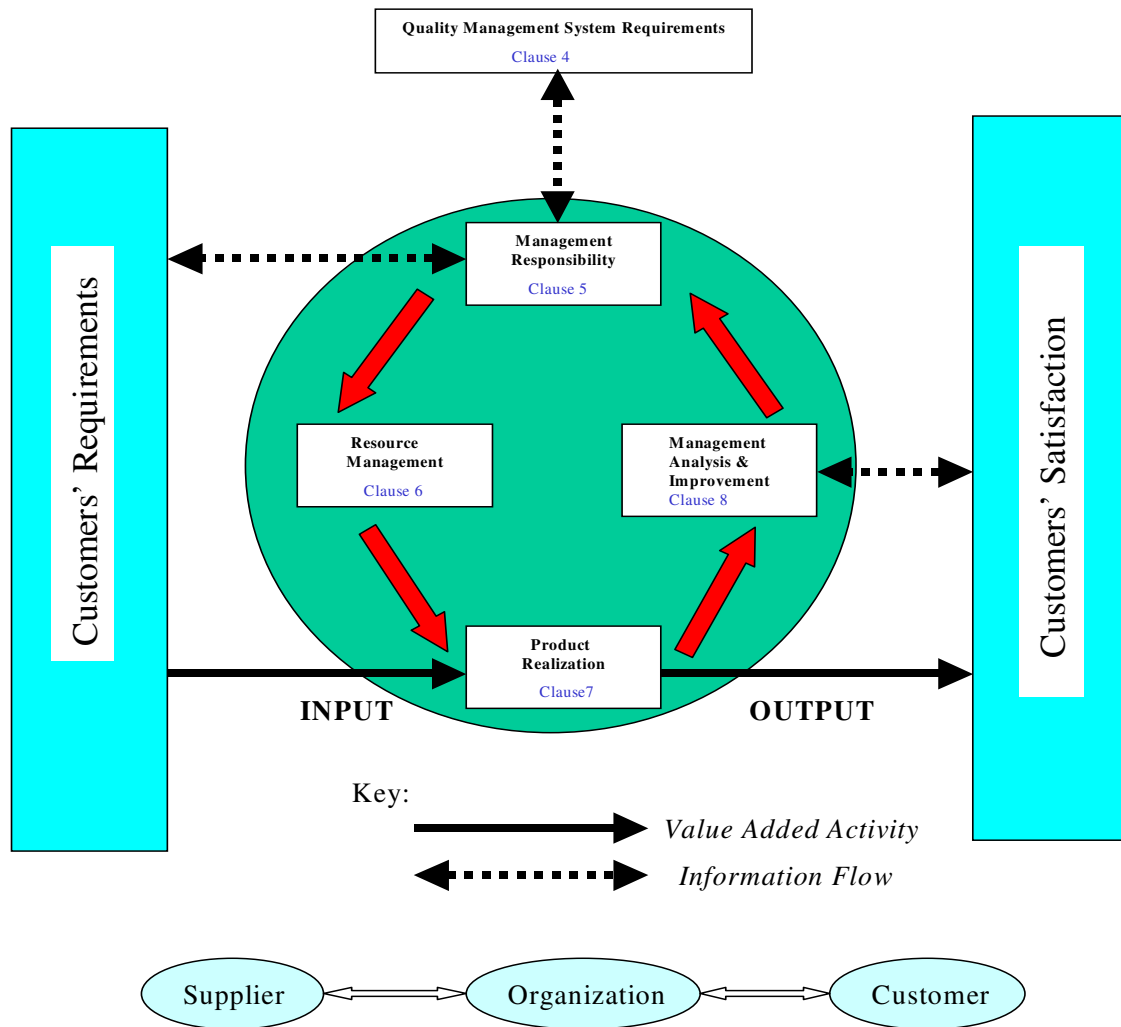
General Requirements. Brainin has established, documented and maintains the following quality management system as a means of implementing the processes necessary to ensure that product and services conform to specified requirements. The quality management system encompasses all the applicable requirements of ISO 9001:2008 & ISO/TS 16949:2009

Brainin's use of the ISO 9001:2008 Management Principles include:

1.	<b>Customer Focus:</b> The needs of the customer are determined and understood by Brainin. A Quality Management System has been created to ensure the requirements of the customer are met. Customer feedback is used to determine the focus of continual improvement.
2.	<b>Leadership:</b> Brainin's leadership establishes a unity of purpose and sets the direction that the organization will follow in an environment that encourages employees to achieve Brainin's quality objectives.
3.	<b>Involvement of People:</b> Brainin encourages the involvement of all employees in creating an effective and efficient quality management system. Brainin helps its employees develop and use their skills in achieving the goals set by the leadership.
4.	<b>Process Approach:</b> Brainin has determined and understands the processes with the Brainin Quality System. Brainin manages these processes in order to be efficient and effective in providing total customer satisfaction.
5.	<b>Systems Approach to Management:</b> Brainin understands the interrelationship of the processes determined in the Brainin Quality System. This understanding is used to improve the effectiveness and efficiency of the system.
6.	<b>Continual Improvement:</b> Brainin is committed to continual improvement of its quality system as a means of effectively meeting its quality objectives
7.	<b>Factual Approach to Decision Making:</b> Brainin uses a methodized approach to decision-making that includes factual information and data generated by its quality system.
8.	<b>Mutually Beneficial Supplier Relationships:</b> Brainin has created beneficial relationships with our supplier network and is committed to creating new and/or continually improving these relationships as a means of achieving the most value for our customers.

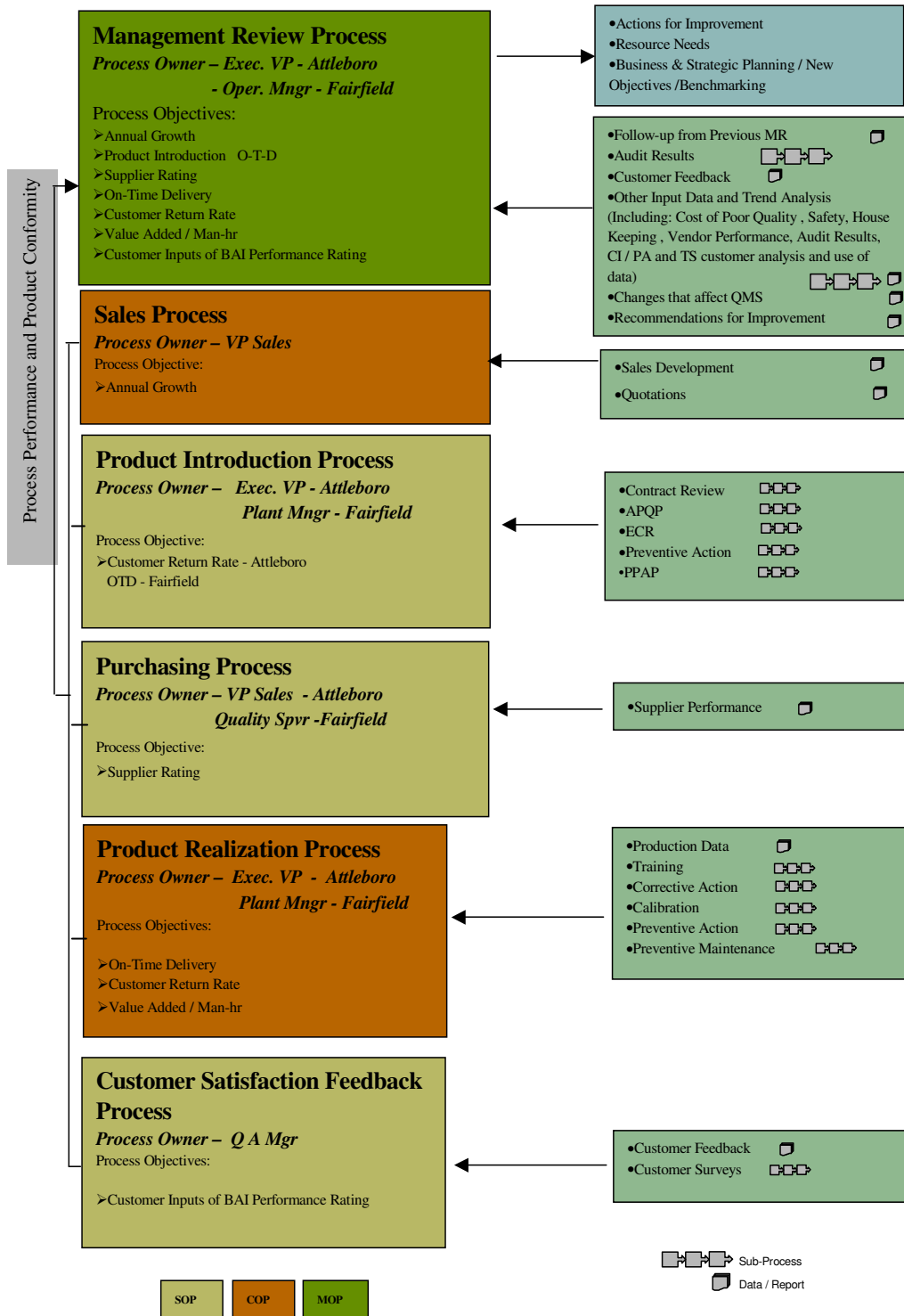
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## Quality System Interactions



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**Brainin Processes & Systems Interactions**



**CONTROLLED DOCUMENT**

## 5.0 Responsibility, authority and communication

### 5.1 Responsibility and authority

Brainin's top management has ensured that responsibilities and authorities have been defined and communicated within the organization. Although all employees of Brainin Advance Industries and Brainin - Fairfield share the responsibilities for quality assurance, there are specific responsibilities that are directly imposed on key management personnel. These responsibilities are described below.

#### President

The President is responsible for the overall operation of the Company and is ultimately responsible for establishing and/or approving corporate plans and policies, which include: delegating explicit responsibility and authority for the Quality Assurance Program.

#### Executive Vice President

The Executive Vice President is responsible for all steps in the sales and manufacturing process in accordance with approved procedures and instructions and is the designated Quality Management Representative as defined in ISO 9001:2008 5.5.2.

The Quality Management Representative is responsible for informing our ISO/TS 16949:2009 Certifying agency of any customer required containment actions such as (General Motors "New Business Hold-Quality", Chrysler "Needs Improvement" or Ford Q-1 Revocation) in writing within 5 days of the action. If for any reason the management representative is unable to provide the information, the Deputy representative Brainin – Attleboro Brainin - Fairfield will inform the certifying agency.

#### Manager of Quality (Attleboro)

The Manager of Quality is responsible for:

- All applicable requirements of ISO 9001:2008 and ISO/TS 16949:2009 have been implemented and compliance is being maintained.
- Informs upper management about the performance of the quality system
- *Designated Customer Representative For TS16949 customers*
- Deputy Quality Management Representative
- Document and data control
- Quality awareness training
- Auditing (Internal and external)
- Processing Nonconformance reports
- Preparation of Customer Part Approvals
- Subcontractor development
- Member of cross functional teams

### **CONTROLLED DOCUMENT**

Operations/Engineering/Quality Manager (Brainin - Fairfield)

The Engineering/Quality Manager is responsible for maintaining a staff of engineers and tool designers who support the Quality Assurance Program. This person is also responsible for the review of customer specifications and the administration of drawing and revision control. The manager also develops FMEAs and Flow Diagrams. He is a member of the cross functional team. The Engineering Manager at Brainin - Fairfield is the ISO/TS 16949:2009 Deputy Representative reporting to the Executive Vice President . As Quality Manager he/she is also responsible for the administration of the Company's Quality Assurance Program at Brainin - Fairfield. The Operations Manager, Brainin - Fairfield is responsible for the overall operation of the division under the direction of the Executive Vice President and in support of Company goals. *Designated Customer Representative For TS16949 customers*

Quality Supervisor (Brainin - Fairfield)

Supplier Approval, records and Quarterly Ratings, Tracking & Letters  
Track Customer Ratings & PPM's  
Issue Reports & Maintain Quality Logs (SCARS, CARS, NCR's, Prem. Freight, RMA's,  
& Deviations)  
Quarterly Mgmt Review Reports  
Track Internal/External Scrap  
3rd Party Lab Verifications -raw material & o/s services  
Supervise Personnel Responsible for:  
Document Control, Calibrations & Gage R & R - Patrol/In-Process Inspections  
Auditing  
Procedure Writing  
Quality Training-all employees  
PPAP Layouts/PSW's

Inside Sales/Customer Service Manager – Brainin - Fairfield

The above managers are responsible for all activities involving the procurement of materials required for finished parts and assemblies. It is their responsibility or the Customer Service Representative to obtain all the required certifications and other data from customers and suppliers in accordance with the purchase order requirements. The above managers are responsible for evaluating, determining and communicating to all functional departments of the company exactly what the customer's require and expect.

**CONTROLLED DOCUMENT**

Plant Managers (Attleboro & Fairfield)

The Plant Managers are responsible for the direct supervision of the press room supervisors, tooling supervisors, material finishing, maintenance, shipping, receiving and plant purchasing. This person is responsible for the implementation of new processes and the training of all manufacturing personnel.

Supplier Quality Manager (Attleboro)

Responsible for supplier certifications, supplier ratings, supplier quality and incoming inspection. .

Calibration control of equipment and gaging

Receiving inspection support responsibilities

Product Manager – Contacts & Specialty Products (Attleboro)

Responsible for all discrete contact manufacturing including Composite Rivets, Cold Bond Rivets, Solid Rivets, Buttons and Contact Tooling.

Responsible for Disks, Secondary and Screw Machine Products.

Quality Assurance Engineer (Attleboro)

- Maintain and analyze SPC data
- Prepare and maintain control plans
- Internal auditor
- Document and data control
- Calibration control of equipment and gaging
- Reviews and evaluates PPAPs submitted by the Quality Technician.
- Initiate and track corrective actions
- Member of Cross Functional team in absence of Manager of Quality
- Performs inspections
- In-process sheet preparation and review

Quality Technician

- Prepares PPAPs & Other Customer Specific Approvals
- Performs Inspections
- Performs Audits

Quality Inspectors

The quality inspectors are responsible for receiving inspection and production inspection in accordance with approved procedures and work instructions.

Press Room Supervisors

The pressroom supervisors are responsible for all steps in the manufacturing process in accordance with approved procedures and work instructions.

Machine Operators/Production Supervisors/Toolmakers

All personnel involved in the manufacturing process are responsible for the quality of our products and all have the authority to shut down a process that is not conforming to all requirements.

All Non-Manufacturing Personnel

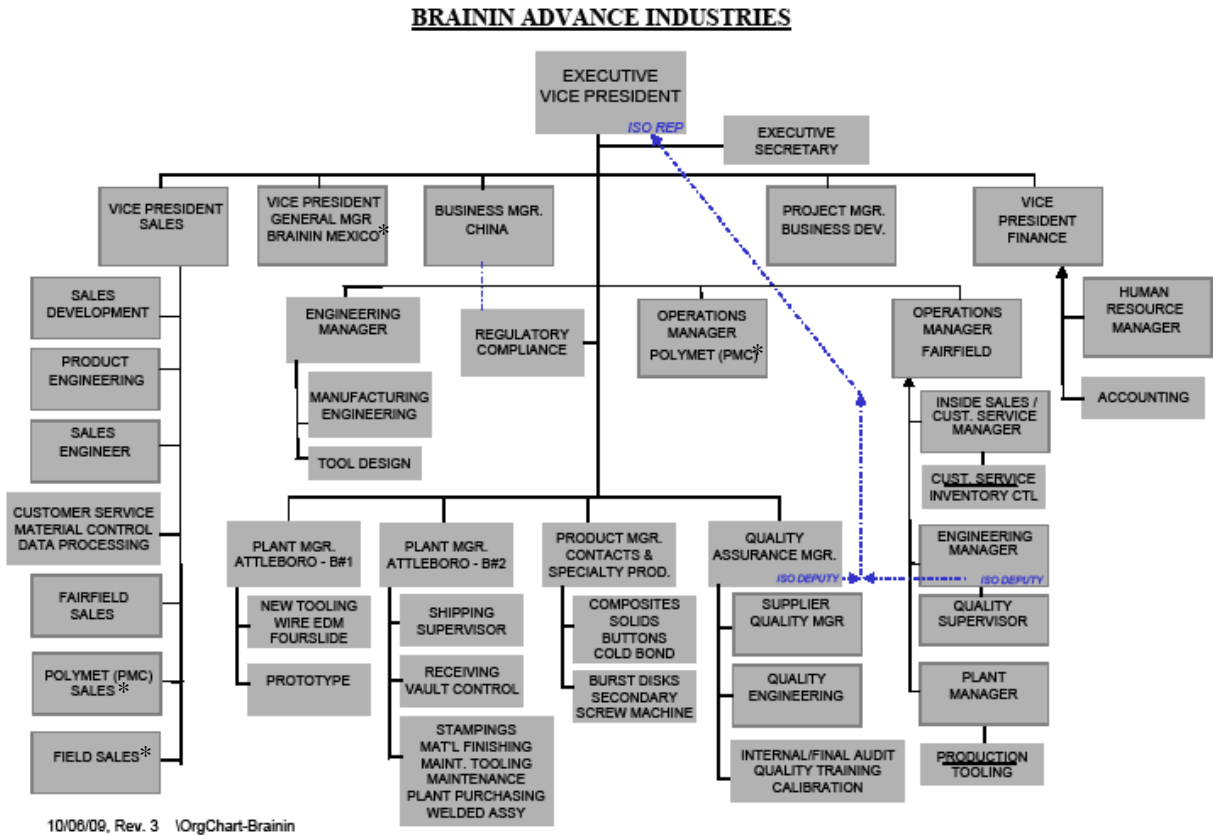
All personnel are responsible for the quality of the service they provide and are expected to alert their co-workers to any problems that they recognize as an obstacle to 100% conformance to customer requirements or general quality practices.

Customer Service Representative

- Buys material from approved suppliers
- Production scheduling
- Shipping scheduling
- Cross functional team member
- Quotation and sample products

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Organizational Structure



\*Not covered within scope of this manual

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## 6.0 General Requirements

### 6.1 Control of Records.

Records have been established and are maintained to provide evidence of conformity to requirements and of the effective operation of the quality management system. Records are legible, readily identifiable and retrievable. A documented procedure has been established to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition (*including disposal*) of records, including customer-specified records.

Quality Records
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<a href="#">Ref: QSD-16-001</a>
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### 6.2 Competence, awareness and training

Brainin has

- a. determined the necessary competence for personnel performing work affecting product quality through a combination of Training Assessment, New Employee Evaluations, On the Job Training and annual employee review by direct supervision.
- b. provided training or take other actions to satisfy these needs
- c. evaluated the effectiveness of the actions taken by reviewing inputs from the corrective action and preventive action processes as well as supervisory inputs.
- d. ensured that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives through indoctrination, annual review and audit compliance.
- e. maintains appropriate records of education, training, skills and experience.

Training
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<a href="#">Ref: QSD-18-001</a>
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Brainin does not perform product design. Brainin production is to customer specifications only.

*Brainin has established and maintains documented procedures for identifying training needs and achieving competence of all personnel performing activities affecting product quality. Personnel performing specific assigned tasks are qualified, as required, with particular attention to the satisfaction of customer requirements.*

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*Brainin provides on the job training for personnel in any new or modified job affecting product quality, including contract or agency personnel. Personnel whose work can affect quality are informed about the consequences to the customer or nonconformity to quality requirements.*

*Brainin motivates employees to achieve quality objectives, to make continual improvements, and creates an environment to promote innovation. This process includes the promotion of quality and technological awareness throughout the organization. Brainin measures the extent to which its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.*

Training	<a href="#">Ref: QSD-18-001</a>
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### 6.3 Internal audit

Brainin conducts internal audits at planned intervals to evaluate the quality management system to assure compliance.

- a. conforms to the planned arrangements, to the requirements of the applicable specification and the quality management system requirements established
- b. is effectively implemented and maintained.

Brainin's audit program is planned, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency and methods are defined. Selection of auditors and effective audits ensure objectivity and impartiality of the audit process. Auditors do not audit their own work

The Manager of Quality has the responsibility and sets the requirements for planning and conducting audits, and for reporting results and maintaining records as defined in the following procedures:

Dock Audits	<a href="#">Ref: QSD-15-001</a>
Systems Audits	<a href="#">Ref: QSD-17-001</a>

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

Corrective Actions	<a href="#">Ref: QSD-14-001</a>
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#### **CONTROLLED DOCUMENT**

#### 6.4 Control of nonconforming product

Brainin ensures that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product are defined in documented procedures.

Nonconformities	<a href="#">Ref: QSD-13-001</a>
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Brainin deals with nonconforming product by one or more of the following ways:

- a. by taking action to eliminate the detected nonconformity;
- b. by authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer
- c. by taking action to preclude its original intended use or application

MRB	<a href="#">Ref: QSD-13-001</a>
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Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, are maintained

Document Control	<a href="#">Ref: QSD-16-001 Records</a>
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When nonconforming product is corrected it is subject to re-verification to demonstrate conformity to the requirements

When nonconforming product is detected after delivery or use has started, Brainin takes action appropriate to the effects, or potential effects, of the nonconformity

Recall	<a href="#">Ref: QSD-15-001</a> <a href="#">Ref: QSD-11-001</a>
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#### 6.5 Corrective Action

Brainin takes action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions shall be appropriate to the extent necessary as nonconformities are encountered.

A documented procedure includes the requirements for

- a. reviewing nonconformities (including customer complaints),
- b. determining the causes of nonconformities
- c. evaluating to ensure that nonconformities do not recur
- d. determining and implementing action needed
- e. records of the results of action taken, and
- f. reviewing corrective actions taken, including verification and validation that the actions were effective.

Corrective Actions	<a href="#">Ref: QSD-14-001</a>
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**CONTROLLED DOCUMENT**

## 6.6 Preventive action

Brainin determines actions required to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential problems.

Preventative Actions	<a href="#">Ref: QSD-14-002</a>
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A documented procedure has been established to define requirements for

- a. determining potential nonconformities and their causes
- b. evaluating the need for action to prevent occurrence of nonconformities
- c. determining and implementing action needed
- d. records of results of action taken, and
- e. reviewing preventive action taken

## 6.7 Customer Specific Requirements

Brainin has established documented procedures to assure compliance to all Customer Specific Requirements throughout its quality system. These requirements are understood, addressed and communicated to all personnel as applicable to their participation.

Customer Specific Requirements	<a href="#">Ref: QSD-21-001</a>
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### **CONTROLLED DOCUMENT**

**APPENDIX 1**

## QSD INDEX

Master Document List  
Quality System Documents (Tier II)

Title	Doc. No.
Management Review	QSD-01-001
Management Review Process Objectives	QSD-01-002
Customer Satisfaction	QSD-01-003
Quality System Documentation	QSD-02-001
Quality Planning	QSD-02-002
Contract Review	QSD-03-001
Document Control	QSD-05-001
Drawing and Customer Referenced Specifications Control	QSD-05-002
Drawing Control Rivet & Buttons	QSD-05-003
Drawing Control Tooling Components	QSD-05-004
Supplier Qualification	QSD-06-001
Purchasing Data	QSD-06-002
Customer Supplied Material	QSD-07-001
Identification and Traceability	QSD-08-001
Process Control	QSD-09-001
Receiving Inspection	QSD-10-001
Inspection and Testing	QSD-10-002
Calibration	QSD-11-001
Nonconformities	QSD-13-001
Corrective Action	QSD-14-001
Preventive Action	QSD-14-002
Material Handling and Shipping	QSD-15-001
Records	QSD-16-001
Internal Audits	QSD-17-001
Training	QSD-18-001
Statistical Techniques	QSD-20-001
TS16949 Customer Specific R'q'm'ts	QSD-21-001

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