

WESTFIELD ELECTROPLATING CO., INC.
QUALITY CONTROL MANUAL

REVISION: G

DATED: January 31, 2009

Westfield Electroplating Company has approved this manual as being fully descriptive of the procedures followed when controlling the quality of its products.

No changes that are significant and may affect the quality level of the processed articles may be made to this manual without the written approval of the quality control manager and the prior knowledge and approval of the customer.

KEVEN W. KUDELKA
DIRECTOR OF QUALITY

SCOTT SERRE
QUALITY CONTROL MANAGER

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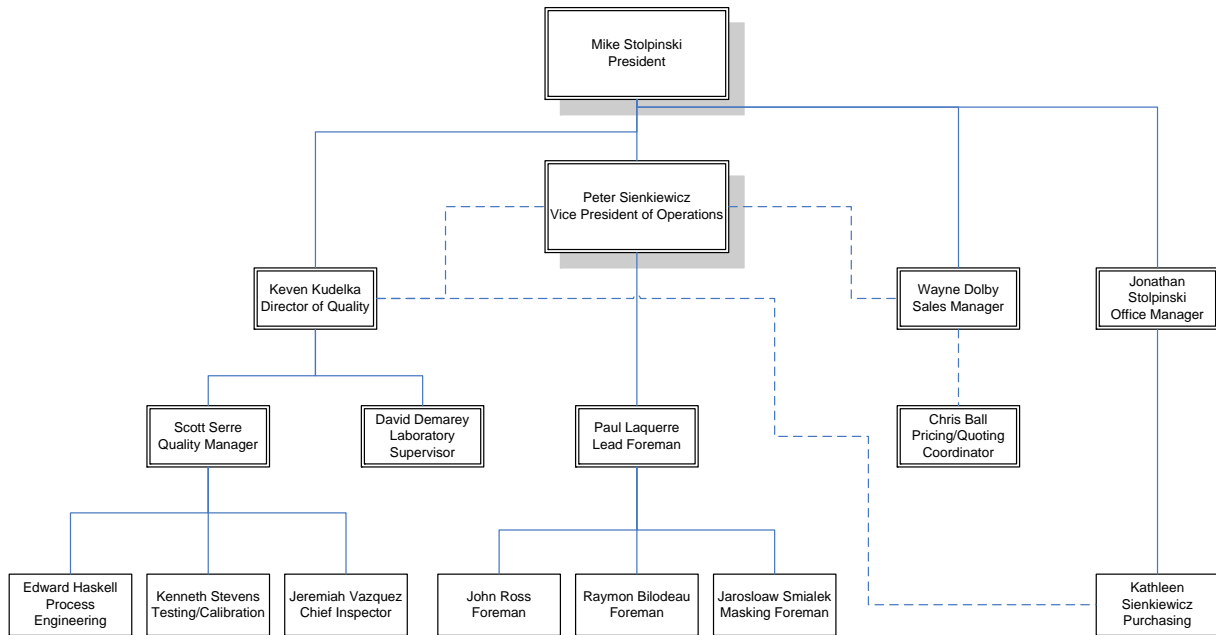
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QUALITY POLICY

***WE SHALL MEET OR EXCEED OUR CUSTOMERS REQUIREMENTS
WHILE CONTINUALLY LOOKING TO IMPROVE THE QUALITY AND
ECONOMY OF OUR SERVICES.***

ORGANIZATIONAL CHART

Westfield Electroplating Co., Inc. Organizational Chart



Rev. Jan 2009

**AS9000 REPRESENTATIVE:
REPORTS TO PRESIDENT**

KEVEN KUDELKA

INTRODUCTION

Westfield Electroplating Company was founded by four experienced platers in June of 1946. Over the years, the company quadrupled in size to over 65,000 square feet. New facilities, such as the analytical and physical testing laboratory and the paint shop, were constructed to increase the company's manufacturing process capabilities.

Westfield Electroplating Company complies with government specifications, and through the use of SPC, Quality Groups, Training Programs, and a constant commitment to quality, the company is prepared to meet the future needs of the customers.

MANAGEMENT RESPONSIBILITIES

QUALITY POLICY

A quality policy approved by the president clearly stating the objectives and commitment of the company shall be available. All management personnel shall assure that the policy is understood, implemented, and maintained at all levels of the company.

ORGANIZATION

RESPONSIBILITY AND AUTHORITY

The authority and interrelationship of personnel managing, performing, and verifying work affecting quality shall be defined by the following organizational chart:

Every individual identified in the organizational chart has the responsibility and authority to:

1. Initiate action to prevent the occurrence of any nonconformities relating to the product, process, and quality systems.
2. Initiate, recommend, or provide solutions through designated channels.

The quality control manager and director of quality are directly responsible for and authorized to:

1. Identify and record any problems relating to the product, process and quality system.
2. Verify the implementation of solutions.
3. Control further processing, delivery or installation of nonconforming product until the deficiency or unsatisfactory condition has been corrected.

RESOURCES

The organizational chart shall identify the key positions to be maintained. The positions shall be filled by qualified and trained individuals. The organizational chart shall include a position of internal auditing to be filled by a member of company management.

MANAGEMENT REPRESENTATIVE

The president of the company shall appoint a member of company management to the position of AS9000 Representative. This AS9000 Representative, irrespective of other responsibilities, shall have the authority and responsibility to:

1. Ensure that the quality system is established, implemented, and maintained in accordance with applicable sections of AS9000.
2. Report on the performance of the quality system to the supplier's management for review and as a basis for improvement of the quality system.

PROCESS OWNERS

All personnel performing quality functions, either as their primary function or part of their primary function, shall be given procedures that define the specific tasks and responsibilities that are authorized and the corresponding requirements and training necessary to perform those tasks.

MANAGEMENT REVIEW

The director of quality shall review the quality system annually to ensure it continues to be suitable and effective in meeting the quality policy and objectives. Internal audits shall be a part of the review. The review shall be conducted and documented in accordance with GP059. The review and audits will be used to seek out areas in need of improvement and to correct any nonconformance in the system.

QUALITY SYSTEM

GENERAL

We shall maintain a documented quality system to assure that all products conform to the applicable requirements as specified by the end customer. The quality system shall be outlined in this Quality Manual. The quality manual shall provide reference to all other quality systems and procedures that make up the quality system.

The basic quality system is made up of the following programs and procedure classes:

LabPro:	Laboratory and Solution Control Program
TestPro:	Testing Control Program
CalPro:	Calibration Control Program
JobPro:	Job Control Program
TrainPro:	Training Program
GP:	General Procedures
LP:	Laboratory Procedures
IP:	Inspection Procedures
QP:	Quality Procedures
OP:	Operations, Cleaning, and Plating
PS:	Processing Specifications
CP:	Coating Procedures
FC:	Flow Codes/Process Maps
TRAVELER:	Material Traveler accompanying jobs

QUALITY PROCEDURES

1. We shall maintain procedures for each unique part of the quality system written in accordance with GP000
2. We shall implement procedures to all affected areas as indicated by the departments which approve the procedure.
3. We shall implement and distribute the procedures in accordance with GP003

QUALITY PLANNING

We shall define and document all quality requirements for the processing of jobs on a TRAVELER. The TRAVELER shall accompany the job through all processing and inspection.

As the TRAVELER is being created, the following shall be considered as appropriate in order to meet the specification requirements of the customer's purchase order:

1. The preparation of the plan.
2. The identification and acquisition of needed resources (People, Equipment, Skills...).
3. The design, manufacture, and use of tooling to provide for variable measurements.
4. The compatibility of procedures and processes with applicable documentation.
5. The updating of quality control, inspection, and testing techniques to meet applicable requirements.
6. The timely identification of any requirement that exceeds state of the art so that the needed capability can be developed.
7. The identification of suitable inspection points during the processing.
8. The identification of in process verification of characteristics that can not be inspected on the end product.
9. The clarification of ambiguous or interpretive acceptance criteria.
10. The identification and preparation of quality records.
11. The identification and selection of subcontractors capable of meeting quality requirements.
12. The creation of appropriate process controls and development of control plans if key characteristics have been identified by the customer.

CONTRACT REVIEW

GENERAL

Contract review shall be accomplished and coordinated in accordance with GP024 or GP033. GP024 shall be used to review documentation before submitting a quotation and GP033 shall be used before acceptance of a job.

REVIEW

The review shall be conducted prior to submission of a quote or acceptance of a purchase order. At a minimum, the review shall address the following:

1. That the requirements are adequately defined and documented (No verbal requirements shall be accepted).
2. That discrepancy between the quote and purchase order request are resolved.
3. That we have the capability to meet the specified requirements.

AMENDMENT TO A CONTRACT

If a change is received from the customer or the production floor affecting our ability to meet the specified requirements, then the affected documents shall be amended in accordance with GP057.

RECORDS

Records of the review shall be maintained per GP024 and GP033

DESIGN CONTROL

Design control is not applicable to Westfield Electroplating Co., Inc. due to the fact that we do not have any design authority.

DOCUMENT AND DATA CONTROL

GENERAL

We shall control internal procedures in accordance with GP000. Customer and government procedures shall be controlled in accordance with GP002.

DOCUMENT AND DATA APPROVAL ISSUE

All procedures shall be reviewed and approved prior to issuing. The approval shall be conducted in accordance with GP000. A master list of quality documents identifying the current revision shall be maintained in accordance with GP003 to assure that invalid or obsolete documents are not used. The procedures shall assure that:

1. The latest revision of a document is available at the point of use.
2. Invalid or obsolete documents are promptly removed from all areas to prevent unintended use.
3. Obsolete documents are suitably marked.

DOCUMENT AND DATA CHANGE

When a document undergoes a revision, it must be reviewed and approved by all affected departments. The review and revision history shall be controlled in accordance with GP003.

DOCUMENT CHANGE INCORPORATION

We shall review, distribute, implement, and maintain all authorized and released drawings, standards, specifications and plans in accordance with GP003. We shall audit the effectiveness of the documents during periodic internal audits. We shall coordinate the implementation of the changes with the customer as applicable.

PURCHASING

GENERAL

We shall assure that purchased goods conform to specified requirements by selecting vendors in accordance with GP028 and inspecting the goods and services received in accordance with GP029.

EVALUATION OF SUBCONTRACTORS

1. We shall select vendors based on their ability to meet requirements including the quality system and any quality assurance requirement in accordance with GP028.
2. We shall control our suppliers by performing receiving inspections on the product or service received in accordance with GP029.
3. We shall maintain a list of approved suppliers in accordance with GP030.
4. We shall, when applicable, use customer approved special processing sources in accordance with GP028.

PURCHASING DATA

Purchase orders shall be created in accordance with GP055 to clearly describe the product or service required. The order will include where applicable:

1. The type, class, grade, or other precise identification.
2. The title or other positive identification, and applicable issue of specifications, drawings, process requirements, inspection instructions and other relevant technical data, including requirements for approval or qualification of product, process, equipment and personnel.
3. The title, number, and issue of the quality system standard to be applied.

The purchase order shall be reviewed for accuracy of the requirements prior to release.

VERIFICATION OF PURCHASED PRODUCT

VERIFIED PRIOR TO USE

Purchased products used in the processing, inspection or testing of our product shall be verified before use by conducting a receiving inspection and documenting results in accordance with GP029. Product can only be released prior to verification if a positive recall of the product can be maintained.

OBJECTIVE EVIDENCE

During the receiving inspection the purchased product shall be verified to meet the purchase order requirements by reviewing data provided by the supplier including test reports, certifications, and other compliance data. If sufficient data is not available then product testing may be required.

CUSTOMER VERIFICATION OF SUBCONTRACT PRODUCT

When requested we shall arrange for an inspection of subcontracted services at our facility or at the supplier's facility. We will allow the customer or a customer representative to perform the inspection. In no way shall this inspection be used to replace our own inspection requirements.

RIGHT OF ENTRY

Applicable purchase orders shall contain a provision allowing us, our customer, or any regulatory agency the right to enter the supplier's facility to verify the quality of contracted work, records, and material in accordance with GP055.

REQUIREMENTS FLOWDOWN

We shall flow down quality system requirements to our supplier to the extent necessary to ensure that characteristics which we cannot verify upon receipt are adequately controlled. Any key characteristic requirements shall be flowed down to our supplier as required by our customer.

NONCONFORMING PRODUCT

Applicable purchase orders shall contain provisions for the supplier to notify Westfield Plating of any nonconforming product prior to shipment.

CONTROL OF CUSTOMER SUPPLIED PRODUCT

We shall examine upon receipt or before processing or use all government and customer furnished parts, equipment, or material for the following:

1. We shall conduct a receiving inspection in accordance with GP019 to assure the product conforms to requirements.
2. We shall periodically inspect all products in storage in accordance with GP020 to detect and/or correct any deterioration or damage.
3. We shall functionally test any piece of equipment before implementation into normal manufacturing, testing, or inspection service in accordance with GP021 to assure correct operation.
4. We shall identify the material to prevent mix-ups in accordance with GP022.

DAMAGED GOVERNMENT AND CUSTOMER FURNISHED MATERIAL

We shall report to the government or customer any damage or malfunction we discover upon receipt. We shall report any damage to parts, equipment, and material that occurs during our possession. We shall document the cause of the damage as well as any required corrective action or repair in accordance with GP014.

PRODUCT IDENTIFICATION AND TRACEABILITY

We shall identify all parts received for processing from the point of receipt through processing and inspection to delivery in accordance with GP033. The parts shall be identified by a tag and traveler system. Unique information specific to the parts, such as serial number or lot number, shall be included on the traveler to prevent mix-ups with other lots of similar parts. Each lot of parts received into the facility shall be accompanied by a uniquely numbered traveler. If two lots of the same parts are received into the facility, they shall carry a different traveler number. Whenever serial numbers are provided they shall be recorded onto the traveler to provide traceability of process history.

CONTROL OF SPLIT LOTS

If a lot of parts is required to be split, a separate traveler shall be made for each lot. The lots shall carry the same traveler number followed by a dash number to indicate the sub lot number. The travelers shall be issued and controlled in accordance with GP033. Processes completed in their entirety such as a pre bake shall be replicated and signed off on all subsequent partial travelers. The data should be duplicated/copied to the extent that the partial traveler completely represents all processing performed as a stand alone document without the original traveler.

TEST PANEL CONTROL

All test panels used for process conformance testing and lot testing shall be traceable to the purchased source. Each test panel shall be uniquely identified so as to assure that mixing of material does not occur. Test panels shall be controlled in accordance with GP016.

LABORATORY CHEMICALS

All laboratory chemicals used for titrations shall be reagent grade or better. Chemicals used for the standardization of other reagents shall be certified. A log of all certificates shall be maintained in Labpro to provide traceability of all titrating solutions to a known standard. The log shall indicate the date that the solution was made as well as the date that the solution was last used. Traceability to actual titrations shall be maintained by this date information in accordance with LP001.

PROCESS CONTROLS

We shall identify and plan all production functions which directly affect quality and shall assure that these processes are carried out under controlled conditions. Controlled conditions shall include the following:

1. Documented procedures in accordance with GP000.
2. Identification of appropriate equipment on the traveler per GP033.
3. Identification of methods used to verify compliance on the traveler per GP033.
4. The identification and monitoring of suitable processing parameters and product characteristics in LabPro and TestPro per LP000 and GP042.
5. The monitoring and control of key characteristics when specified by purchase order or contract per GP006.
6. The approval of processes and equipment as appropriate per GP038.
7. Criteria for workmanship clearly stated on the traveler per GP033.
8. Suitable maintenance to ensure continuing process capability per GP017.

Due to the nature of the processes we perform each process shall be performed by an approved operator who has been properly trained and qualified to perform the specific special process. Each solution used in a special process shall be continually monitored to established parameters.

PROCESS SPECIFICATION REQUIREMENTS

When required by the drawing, specification, or purchase order we shall submit our procedure for approval before processing. If we are required to subcontract, only approved sources shall be used.

TOOLING

All tooling, specifically masking and fixturing, shall be controlled by GP001 and GP018.

SOFTWARE QUALITY ASSURANCE

We do not use software in the automated design, inspection, test, or manufacture of our product, so no process control is required. General software is used in the facility and the following controls are used to assure its quality:

SOFTWARE CONTROL

The computer system and related data base information shall be controlled to the extent necessary to prevent unauthorized changes to the programs, loss of historical data, loss of job traceability, and unauthorized system access.

The computer system consists of a local area network from Novell. A backup file server is available in the event that the file server malfunctions.

A tape backup system is utilized daily to copy all data from the files in the event of a system crash.

Program source code is maintained on a separate workstation. This data can only be accessed from one terminal. The source code data is also backed up whenever changes are made.

A Security system requiring name and password to enter the system is used to prevent unauthorized entry. An allowable login time is used to prevent after hour tampering with the system.

Program distribution is controlled by storing all programs under one unique sub directory. All programs are multi user and can be updated while the system is running.

The quality control department shall approve all changes to the computer system before the functions are implemented.

INSPECTION AND TESTING

GENERAL

Inspection and testing activities shall be documented in WEPCO Inspection and General Procedures (IP's GP's). These procedures shall be referenced in quality plans and work instructions.

RECEIVING INSPECTION AND TESTING

GENERAL

Incoming products to be used in the processing or testing of a product shall be inspected before use in accordance with GP029.

RECEIVING INSPECTION

The inspection criteria shall depend upon the amount of control exercised by the supplier and the classification of the supplier by purchasing as controlled by GP029.

PRODUCT RELEASE

If material is released to production prior to full inspection, the material shall be identified and controlled to allow recall of the product if it is found to be nonconforming in accordance with GP029.

USE OF CERTIFIED TEST REPORTS

When a product or service is accepted by the supplier's certification, the product shall be subjected to validation testing as specified in GP029.

INSPECTION AND TESTING

We shall conduct all final inspection and testing in accordance with the material traveler and related WEPCO procedures. This inspection shall complete the evidence of conformance to verify that all processing and testing function have been performed as outlined in the quality plan created in accordance with GP033. The inspection shall be conducted in accordance with IP000.

The final inspection shall require all receiving, in-process testing, and inspections to be complete and compliant before the job is deemed compliant.

Upon completion of the final inspection the traveler shall be documented with the results of the inspection, and if required, a certification is made. The certification will not be created until the inspection is complete.

INSPECTION AND TEST RECORDS

We shall maintain records of inspection to provide evidence that the product has been inspected and/or tested. These records shall clearly show whether the product has passed or failed the inspection and/or test according to the defined criteria. When a test or inspection fails the nonconformance shall be controlled per GP023.

The traveler shall be clearly marked with the inspector responsible for releasing the job.

CONTROL OF INSPECTION, MEASURING AND TEST EQUIPMENT

GENERAL

We shall maintain procedures to control, calibrate, and maintain inspection and test equipment. The inspection, measuring, and test equipment shall be used in a manner which ensures that the measuring and test measurement uncertainty is known and is consistent with required measurement capability.

When test software or comparative references, such as test hardware, are used for inspection, they shall be checked to prove that they are capable of verifying the acceptance of the product. The test software and comparative references shall be rechecked at a prescribed frequency in accordance with QP000.

CONTROL PROCEDURE

SELECTION OF M&TE

We shall determine the measurement to be made and the accuracy required, and select the appropriate inspection, measuring, and test equipment that is capable of the necessary accuracy and precision in accordance with QP000.

GENERAL CALIBRATION REQUIREMENTS

We shall identify all inspection, measuring, and test equipment that can affect product quality, and calibrate and adjust them at a prescribed frequency, or prior to use, against an internationally or nationally recognized standard. If no standard exists then the equipment shall be calibrated to the manufacturers procedure. This calibration shall be controlled by QP000.

CALIBRATION PROCESS

We shall calibrate inspection, measuring, and test equipment in accordance with WEPCO QP'S. The QP's shall include information about the equipment type, unique identification, location, frequency of checks, check method, acceptance criteria, and action to be taken when results are unsatisfactory.

RECALL

CalPro shall be used to recall inspection, measuring, and test equipment for calibration in accordance with QP000.

IDENTIFICATION OF CALIBRATION STATUS OF M&TE

We shall utilize stickers, tags, and other positive means to identify the inspection, measuring, and test equipment calibration status. The identification shall be controlled by QP000.

CALIBRATION RECORD

Calibration records shall be maintained in accordance with QP000.

OUT OF CALIBRATION CONDITION

We shall access and document the validity of previous inspection and test results when inspection or test equipment is received for inspection in an out of calibration condition per QP000.

ENVIRONMENTAL CONDITIONS

We shall control environmental conditions to the extent necessary to perform calibration and inspection functions per QP000.

HANDLING OF M&TE

We shall control the handling, preservation, and storage of inspection, measuring, and test equipment in accordance with QP000 to assure that accuracy and fitness are maintained.

ADJUSTMENTS

We shall safeguard inspection, measuring, and test equipment from adjustments which would invalidate the calibration setting in accordance with QP000.

INSPECTION AND TEST STATUS

The inspection and test status of a job shall be identified on the traveler. The individual tests and inspections shall be clearly identified as passing or failing. The traveler shall accompany the product throughout the facility to assure that only a product that has been inspected moves on to the next step.

We shall maintain a traveler with every lot of parts processed which clearly indicates the inspection status of the job.

The traveler shall have a space for the sign off of receiving, in-process, and final inspection as well as any other critical operation in-between.

The initials of the operator shall be used to indicate completion of a given operation or inspection operation.

A unique stamp shall be used by each inspector to indicate completion of any inspection or testing function.

ACCEPTANCE AUTHORITY MEDIA

Inspection stamps shall be used to indicate Q.C. inspection of a process or characteristic.

We shall issue and maintain inspection stamps in accordance with GP031.

We shall maintain a listing of all authorized signatures used for the purpose of indicating inspection, test or compliance in accordance with GP032.

CONTROL OF NONCONFORMING PRODUCT

GENERAL

We shall control any discrepant material to the extent necessary to prevent its shipment to the government or customer as an acceptable product.

We shall identify, document, evaluate, segregate (when practical), disposition, and notify the customer in accordance with GP023 to prevent the product from being used or mixed with other lots.

REVIEW AND DISPOSITION OF NONCONFORMING PRODUCT

The Quality Control Manager shall be responsible for conducting the review and issuing a disposition for nonconforming products. The authority for the disposition is solely given to the Quality Control Manager.

We shall identify any reworked part to the greatest extent possible based on the uniqueness of the part identification. Serial and lot numbers shall be used whenever possible.

Nonconforming material shall be reviewed in accordance with GP023. The review shall result in one of the following actions:

1. Rework of the parts to meet specified requirements.
2. Accept with or without repair by customer concession.
3. Return to customer for disposition.

At no time shall a product regrade be considered as an option for the disposition of nonconforming product.

As needed, we shall complete an "ICAN" (Internal Corrective Action Notice) form detailing the discrepancy as well as any corrective action measures required to fix the discrepancy. A "WRID" (WEPCO Request for Information and Disposition) shall be issued and submitted to the customer for rework or repair. Issuance and completion of the cause and corrective action forms shall be in accordance with GP014.

We shall rework, repair, or disposition the parts as instructed by the government or customer. All rework or repair shall be in accordance with an approved procedure created by the customer or our own quality engineers as required.

We shall re-inspect all parts at 100% after reprocessing.

NOTIFICATION

The Quality Control Manager or person assigned by the manager shall notify our customers of any situation that arises that would make a previously acceptable part questionable or rejection-able in as timely a manner as possible in accordance with GP043.

CORRECTIVE ACTION

GENERAL

The implementation of corrective and preventative action shall be in accordance with GP014. The corrective and preventative action taken shall be to the extent necessary to eliminate the actual or potential nonconformance based on the risk potential of the nonconformance. We shall update travelers and procedures as required by ICAN (Internal Corrective Action Notice) in accordance with GP014.

CORRECTIVE ACTION

The following shall be addressed by the corrective action system in accordance with GP014:

1. Review of nonconformities discovered by internal and external audits as well as customer complaints.
2. Determination of the cause of the nonconformities
3. Evaluating the need for action to prevent a recurrence
4. Determination and implementation of the corrective action
5. Documentation of the corrective actions taken
6. Reviewing corrective actions taken
7. Flow down of corrective action to subcontractors and suppliers as required.
8. Actions to be taken when corrective action is not effective or timely.
9. Determination of actions to be taken to prevent recurrence in other areas of the facility.

PREVENTIVE ACTION

The following shall be addressed by the preventative action system in accordance with GP014:

1. Review of all appropriate sources of information including operation sheets, audits, customer feedback, and operator input.
2. Formulation of a plan to address potential problems.
3. Implementation of preventative action and application of controls to ensure effectiveness.
4. Review all relevant information by management.

HANDLING, STORAGE, PACKAGING, PRESERVATION, AND DELIVERY

GENERAL

The handling, storage, packaging, preservation, and delivery of products shall be in accordance with GP050.

HANDLING

Parts shall be handled in such a fashion to prevent damage or deterioration.

PACKAGING

We shall package and mark parts in a fashion equal to or exceeding the condition as received or as instructed by the customer.

The packaging of goods during transportation from one department to another within the facility or transportation of parts from our facility to another shall be such to prevent finished or in process material from being damaged.

Special packaging instructions called out by the customer shall be documented on the material traveler and inspected to confirm compliance. In all other cases, the best commercial types of packaging methods and materials shall be utilized. Metal to metal contact shall not be allowed unless approved by our customer.

PRESERVATION

We shall utilize appropriate preservation methods to assure that parts do not become damaged while in our facility. The parts shall be appropriately segregated from other similar parts.

DELIVERY

We shall protect the quality of our product after final inspection and testing by properly packaging the parts before shipment to the customer. The packaging shall be documented on the traveler.

CONTROL OF QUALITY RECORDS

The identification, collection, indexing, filing, storage, maintenance, and disposition of quality records shall be in accordance with GP041.

Documentation of all inspection and testing shall be recorded on the material traveler, titration worksheets, or other quality records.

The documentation shall include the quantity of parts inspected or tested, the type of inspection or test, the number of parts accepted, the quantity rejected and the nature of the discrepancy, as well as any corrective action taken.

The material traveler shall have a record retention period of not less than 40 years, and all other testing and quality data shall have a record retention period of not less than 10 years.

A procedure shall exist for each inspection and testing function required. The procedures shall be created and approved per GP000. The inspection and testing procedures shall be identified by the prefix "IP" and "QP". Lab procedures shall be identified by the prefix "LP".

The inspection procedures shall be available for receiving, in-process, and final inspection functions.

The procedures shall indicate acceptance and rejection criteria as well as "the how to" for each test or inspection.

We shall maintain a system of revision control for all internal specifications in accordance with GP003. This system shall assure that the latest procedures and operations are available to all applicable personnel.

We shall maintain a system in accordance with GP002 to assure we use the current customer furnished specifications and drawings.

RECORD AVAILABILITY

Records shall be readily available for customer or regulatory review.

INTERNAL QUALITY ASSESSMENT

We shall plan and implement internal quality audits to verify whether quality activities and related data are compliant with procedures and to determine the overall effectiveness of the quality system.

The audits shall touch upon all aspects of the company including, but not limited, to calibration system, order entry, production, purchasing, testing, and inspection. The audits shall be conducted on these systems based on their importance. Priority shall be given to any area of the facility that is experiencing problems.

The audit shall be conducted by personnel independent of those having direct responsibility in accordance with GP027.

The results of the audit shall be reviewed, acted upon, and checked for effectiveness during the next internal audit.

Internal audits shall be scheduled on a part of the quality system monthly. Formal internal audit activity shall be completed at a frequency not to exceed 6 months.

TRAINING

TRAINING, QUALIFICATION AND EVALUATION OF PROCESSING, INSPECTION, AND TESTING PERSONNEL

Each person responsible for a critical aspect of production, inspection, or testing shall be trained and evaluated to assure proficiency in the assigned tasks. Periodic retraining shall be conducted to assure personnel maintain proficiency. In the event that a person does not maintain proficiency, their approval status and related stamps shall be revoked until they can successfully pass an evaluation. All training and evaluations shall be conducted by the area manager or by a person assigned by the area manager. Records of all training shall be maintained in the quality control department. All training shall be documented in accordance with GP038. The documentation shall indicate the type of training and evaluating as well as any re-training/re-evaluating schedule. The purpose of the training and evaluations are to assure that the personnel are aware of the relevance and importance of the activities that they perform in relationship to the overall objectives and goals of the company at large.

Specific training shall be available for the following job classifications:

TESTING/INSPECTION PERSONNEL

LABORATORY TECHNICIANS

PROCESS ENGINEERING/ORDER ENTRY PERSONNEL

SPECIAL PROCESS OPERATORS

CHEMICAL HANDLERS

WASTE TREATMENT OPERATORS

DATA REVIEW PERSONNEL

SERVICING

Servicing is not applicable to a special process house such as ourselves.

STATISTICAL TECHNIQUES

IDENTIFICATION OF NEED

We shall support the management policy that follows by utilizing statistical techniques as applicable to improve, control, and verify our process capability.

PROCEDURE

Statistical process control shall be conducted in accordance with GP006.

SAMPLING INSPECTION

We shall use sampling inspection to determine quality conformance of our product only when allowed by government and customer specifications or contracts.

We shall use only sampling plans recognized by the government or customer such as, but not limited to, ANSI/ASQ Z1.4 or MIL-STD-1916. Inspection shall be controlled per IP000.

MANAGEMENT POLICY

I believe that we should seek out all opportunities to improve our processes and minimize rework and scrap. That no single person in the company knows the whole story. Each and every individual in the company can help identify opportunities for improvement. Problem areas must be identified and quantified as to cost severity and reoccurrence. I am committed to improving communication and encourage a team approach to problem resolution. We all must strive to continuously improve so that we can maintain strength and security in our highly competitive industry.

Michael P. Stolpinski
President

MANAGEMENT / EMPLOYEE COMMUNICATION

QUALITY MEETING

A DAILY MEETING BETWEEN TOP MANAGEMENT, MANUFACTURING, MARKETING, AND QUALITY SHALL TAKE PLACE SO THAT ALL ASPECTS OF THE BUSINESS CAN BE DISCUSSED. TOPICS TO BE COVERED INCLUDE AT A MINIMUM: JOBS ON HOLD FOR MISSING INFORMATION, QUALITY RATINGS FROM CUSTOMERS, PROCEDURAL OR POLICY IMPLEMENTATION, CHANGES, PREVENTATIVE MAINTENANCE, REVIEW OR FINAL INSPECTION DISCREPANCIES, EMPLOYEE SUGGESTIONS, AND GENERAL BUSINESS PLANNING.

PRODUCTION MEETING

A MEETING BETWEEN PRODUCTION SUPERVISION AND DEPARTMENT HEADS SHALL TAKE PLACE DAILY. THE MEETING SHALL OUTLINE THE CURRENT DAYS' ACTIVITIES AS WELL AS COMMUNICATE ANY CHANGES IN POLICY OR PROCEDURE TO SHOP PERSONNEL. THE DEPARTMENT HEADS SHALL HAVE THE OPPORTUNITY TO VOICE ANY CONCERNS OR SUGGESTIONS THEY MIGHT HAVE ON ANY ASPECT OF THE COMPANY.

EMPLOYEE SUGGESTIONS

EMPLOYEES MAY SUBMIT ANY SUGGESTIONS IN ACCORDANCE WITH GP005.

QUALIFIED PRODUCT

IN THE EVENT THAT A PRODUCT OR SERVICE WE OFFER IS ADDED TO A GOVERNMENT OR CUSTOMER QUALIFIED PRODUCT LISTING, WE SHALL CONTINUE TO INSPECT AND TEST OUR PRODUCT OR SERVICE AT THE SAME LEVEL THAT WAS USED TO OBTAIN THE APPROVAL.

WE SHALL CONTINUE TO MANUFACTURE THE PRODUCT OR OFFER THE SERVICE IN ACCORDANCE WITH THE PROCEDURES USED WHEN THE APPROVAL WAS OBTAINED.

WE SHALL CONSIDER ANY PROCESS OF THIS TYPE TO BE FROZEN AND SHALL NOT CHANGE THE PROCESS WITHOUT GOVERNMENT OR CUSTOMER APPROVAL.

INSPECTION PROVISIONS

IF THE NEED ARISES FOR US TO USE ALTERNATIVE TESTING OR INSPECTION METHODS, WE SHALL SUBMIT OUR PROPOSED METHOD, IN WRITING, TO THE GOVERNMENT OR CUSTOMER.

WE SHALL ONLY USE OUR PROPOSED ALTERNATIVE METHOD AFTER THE GOVERNMENT OR CUSTOMER HAS APPROVED THE METHOD.

WE SHALL DOCUMENT THE ALTERNATIVE METHOD ON OUR "TRAVELER" FOR THE APPLICABLE GOVERNMENT OR CUSTOMER SPECIFICATION.

WE SHALL DEMONSTRATE AS REQUIRED THE ACCURACY OF OUR PROPOSED ALTERNATIVE METHOD TO THE GOVERNMENT OR CUSTOMER BY COMPARISON TESTING TO THE STANDARD METHOD CALLED OUT BY THE APPLICABLE SPECIFICATION OR CONTRACT.

IN THE EVENT OF A DISPUTE BETWEEN OUR ALTERNATIVE METHOD AND THE STANDARD METHOD, THE STANDARD METHOD SHALL BE USED TO ACCEPT OR REJECT THE PRODUCT.

GOVERNMENT AND CUSTOMER INSPECTION AT SUBCONTRACTOR OR VENDOR FACILITIES

WE SHALL ALLOW THE GOVERNMENT OR CUSTOMER TO INSPECT AT SOURCE PRODUCT OR SERVICES THAT ARE NOT PERFORMED IN OUR FACILITY.

WE SHALL NOT CONSIDER THE GOVERNMENT OR CUSTOMERS ACCEPTANCE OF PRODUCTS AS OUR INCOMING INSPECTION. WE SHALL INSPECT, IN ACCORDANCE WITH THE APPLICABLE "IP", ALL PRODUCTS ACCEPTED BY THE GOVERNMENT OR CUSTOMER AS IF THE GOVERNMENT OR CUSTOMER HAD NOT PERFORMED ANY INSPECTION.

WE SHALL INFORM THE SUBCONTRACTOR OF THE NEED FOR GOVERNMENT OR CUSTOMER INSPECTION PRIOR TO OBTAINING THEIR SERVICES.

GOVERNMENT INSPECTION REQUIREMENTS

WHEN GOVERNMENT INSPECTION IS REQUIRED AT ONE OF OUR SUBCONTRACTORS WE SHALL INCLUDE THE FOLLOWING ON THE PURCHASE ORDER:

"GOVERNMENT INSPECTION IS REQUIRED PRIOR TO SHIPMENT FROM YOUR PLANT. UPON RECEIPT OF THIS ORDER, PROMPTLY NOTIFY THE GOVERNMENT REPRESENTATIVE WHO NORMALLY SERVICES YOUR PLANT SO THAT APPROPRIATE PLANNING FOR GOVERNMENT INSPECTION CAN BE ACCOMPLISHED."

PURCHASING DOCUMENTS

WE SHALL, WHEN AUTHORIZED BY THE GOVERNMENT, HAVE OUR SUBCONTRACTOR SUPPLY COPIES OF THE PURCHASE ORDER OR CONTRACT DIRECTLY TO THE GOVERNMENT REPRESENTATIVE. WHEN THIS IS REQUIRED WE SHALL ADD THE FOLLOWING STATEMENT TO THE PURCHASE ORDER:

"ON RECEIPT OF THIS ORDER, PROMPTLY FURNISH A COPY TO THE GOVERNMENT REPRESENTATIVE WHO NORMALLY SERVICES YOUR PLANT OR, IF NONE, TO THE NEAREST ARMY, NAVY, AIR FORCE, OR DEFENSE SUPPLY AGENCY INSPECTION OFFICE. IN THE EVENT THE REPRESENTATIVE OR OFFICE CANNOT BE LOCATED, OUR PURCHASING AGENT SHOULD BE NOTIFIED IMMEDIATELY."

REFERENCED DATA

WE SHALL PROVIDE TO THE GOVERNMENT REPRESENTATIVE ALL DOCUMENTATION AND DATA REQUIRED TO DETERMINE COMPLIANCE WITH THE GOVERNMENT CONTRACT OR PURCHASE ORDER.

WE SHALL PROVIDE COPIES OF THE PURCHASING DOCUMENTS TO THE GOVERNMENT REPRESENTATIVE IN ACCORDANCE WITH THE INSTRUCTIONS OF THE GOVERNMENT REPRESENTATIVE.

RECEIVING INSPECTION

WE SHALL PERFORM A RECEIVING INSPECTION ON ALL SUBCONTRACTED WORK OR PROCURED SUPPLIES TO CONFIRM COMPLIANCE WITH REQUIREMENTS OF THE PURCHASING DOCUMENT.

THE INSPECTIONS SHALL BE CONDUCTED IN ACCORDANCE WITH THE APPLICABLE "IP".

WE SHALL NOTIFY OUR GOVERNMENT REPRESENTATIVE OF ANY DISCREPANCY FOUND ON GOVERNMENT SOURCED PRODUCTS.

WE SHALL NOTIFY OUR VENDOR OF THE NON-CONFORMANCE AND REQUIRE THEM TO COORDINATE CORRECTIVE ACTION WITH THEIR GOVERNMENT REPRESENTATIVE.

GOVERNMENT AND CUSTOMER EVALUATION

WE SHALL ALLOW THE GOVERNMENT OR OUR CUSTOMER TO AUDIT OUR QUALITY SYSTEM TO CONFIRM OUR CAPABILITIES AND COMPLIANCE TO REQUIRED SPECIFICATIONS.

WE SHALL ALLOW THE GOVERNMENT OR OUR CUSTOMER TO INSPECT OUR PRODUCT FOR COMPLIANCE TO REQUIREMENTS.

CERTIFICATIONS

UPON REQUEST, WE SHALL ISSUE A CERTIFICATION OF COMPLIANCE TO CERTIFY THAT THE PRODUCT LISTED ON THE CERTIFICATION MEETS THE APPLICABLE SPECIFICATION REFERENCED ON THE CERTIFICATION.

CERTIFICATIONS SHALL BE ISSUED AND CONTROLLED IN ACCORDANCE WITH GP026.

PREVENTATIVE MAINTENANCE

PREVENTATIVE MAINTENANCE SHALL BE CONDUCTED ON EQUIPMENT BASED ON PERIODIC AUDITS BY THE GROUP LEADER AND CALIBRATION AUDITS CONDUCTED BY THE QUALITY CONTROL DEPARTMENT. PREVENTATIVE MAINTENANCE SHALL BE CONDUCTED TO MINIMIZE THE POSSIBILITY OF UNSCHEDULED DOWN TIME DUE TO EQUIPMENT FAILURE.

MICROMETERS, TEMPERATURE CONTROL DEVICES, AND RELATED PROCESSING EQUIPMENT UNDER CALIBRATION CONTROL SHALL BE REPAIRED OR REPLACED IF HISTORICAL DATA INDICATES A TENDENCY FOR THE EQUIPMENT TO DRIFT SIGNIFICANTLY.

GENERAL SHOP EQUIPMENT SHALL BE PERIODICALLY MAINTAINED IN ACCORDANCE WITH GP017.

POLICY ON SAFETY AND HEALTH

WESTFIELD ELECTROPLATING SHALL CONTINUALLY UPGRADE ITS SYSTEMS AND PROCEDURES TO MEET THE LATEST ENVIRONMENTAL, SAFETY, AND HEALTH REQUIREMENTS STIPULATED BY THE FEDERAL, STATE, AND LOCAL GOVERNMENTS, AS WELL AS ANY UNIQUE REQUIREMENTS IMPOSED BY OUR CUSTOMERS.

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Page 16

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Page 2 – Organizational Chart
Page 5 – FC: Added Flow Codes, TrainPro: Training Program
Page 9 – Verification before use, Objective evidence, Nonconforming Product
Page 17 – Updated corrective action list elements
Page 20 – Formal internal audit set at months
Page 21 – Added purpose of training statement

REVISED JUN 7, 2007
Page 11 – Defined requirement for documenting data on partials
Page 17 – removed reference to GP058 and replaced with GP014
Page 19 – changed 30 years to 40 years

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- Page b – Renamed heading to match AS7004D
- Page 2 – Update Org Chart
- Page 6 – Replaced GP034 with GP033
- Page 12 – Updated network information to Microsoft
- Page 11 – Replaced GP036 with LP001
- Page 17 – Change page title to match AS7004D
- Page 19 – Changed record Retention to 40 years from 30
- Page 20 – Changed page title to match AS7004D
- Page 21 – Added Process Engineering to Order Entry Personnel
- Page 23 – Changed ANSI/ASQC 21.4 (or MIL-STD-105) to ANSI/ASQ Z1.4 or MIL-STD-1916

