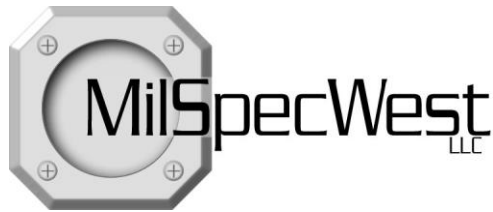


MILSPECWEST San Juan Capistrano, CA		Quality Manual
	QUALITY MANUAL	Revision: 0
Document ID# QM-1		



MILSPECWEST,LLC

QUALITY MANUAL

MILSPECWEST San Juan Capistrano, CA		Quality Manual
	QUALITY MANUAL	Revision: 0
Document ID# QM-1		

Table of Contents

Introduction (4.1).....	3
Company Profile.....	4
Scope of Quality Management System (4.2.2).....	4
MILSPECWEST,LLC. Organization (5.5, 6.2).....	5
• Organization Chart	
• Description of Responsibilities	
• Competence and Training	
Management Responsibility (4.2.1, 5.1, 5.3, 5.4, 8.1, 5.6, 6.1).....	8
• Quality Policy	
• Quality Objectives	
• Management Review	
MILSPECWEST,LLC. Process Models (4.2.2, 8.2.3).....	11
• Quality Management System Process Model	
• Business Process Model	
• Key Process Information and Measures	
Product Realization Planning (7.1.1, 7.1.2, 7.1.3, 7.1.).....	14
• Project Management	
• Risk Management	
• Configuration Management	
• Control of Work Transfers	
Customer Related Processes (5.2, 7.1, 7.2, 7.4.1, 7.4.2, 8.2.1, 8.4).....	15
• Sales/Customer Quoting	
• Contract/Order Review	
• Customer Communication	
• Customer Satisfaction	
• Purchasing Process	
• Supplier Evaluation	
Production Area Processes (7.4.3, 7.5, 7.6, 8.2.4, 8.3, 8.4, 6.3, 6.4).....	17
• Receiving and Handling	• Prevention of Malpractice and Fraud & Falsification
• Production Processing	• Packaging and Shipping
• Production Process Validation	• Maintenance and Calibration
• Control of Non-Conforming Product	• Work Environment Management
Document and Record Control (4.2).....	21
• Control of Documents	
• Control of Records	
• Electronic Data Management	
Internal Auditing (8.2.2).....	21
Improvement (8.5).....	22
• Corrective and Preventive Action	
• Continual Improvement	

MILSPECWEST San Juan Capistrano, CA		Quality Manual
	QUALITY MANUAL	Revision: 0
Document ID# QM-1		

Introduction

MILSPECWEST,LLC. has established, documented, and implemented a Quality Management System to demonstrate its ability to provide products that consistently meet customer satisfaction and to continually improve process effectiveness.

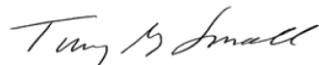
As part of this system, MILSPECWEST,LLC. has:

- Identified the processes needed for the Quality Management System and their application
- Determined the sequence and interaction of the processes,
- Determined criteria and methods needed to ensure effectiveness
- Ensured the availability of resources and information needed to support the processes,
- Established monitoring, measuring, and analyses for the processes, and
- Implemented actions necessary to achieve the planned results and continual improvement

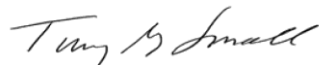
This system is modeled and managed according to the requirements of the ISO 9001 Standard, customer, and applicable statutory and regulatory requirements.

The purpose of this manual is to define and describe the quality system, to define authorities and responsibilities of the management personnel involved in the operation of the system, and to provide general procedures for all activities comprising the quality system.

Another purpose of this manual is to present the quality system to our customers and other external interested parties, and to inform them what specific controls are implemented to assure quality.



MILSPECWEST,,LLC. Quality Control Manager



MILSPECWES,LLC. President

MILSPECWEST San Juan Capistrano, CA		Quality Manual
	QUALITY MANUAL	Revision: 0
Document ID# QM-1		

Company Profile

MILSPECWEST, LLC. is a small business that manufactures commercial electromechanical products to industrial companies throughout the world. With a focus on customer service, quick turn around and high quality, the MILSPECWEST team has over 50 years of experience in the electronics industry, ensuring extensive product knowledge.

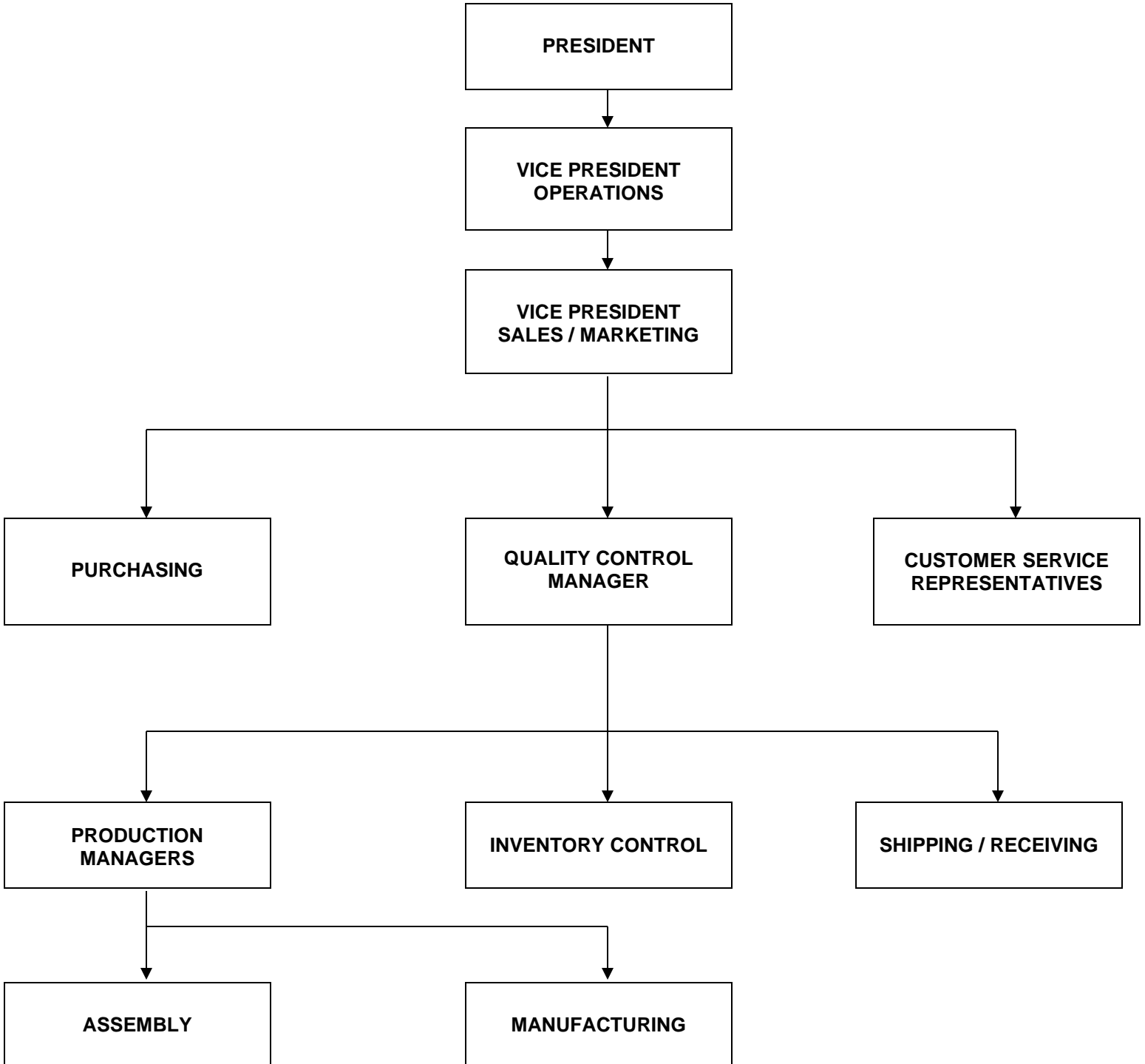
Scope of the Quality Management System

The manufacture, assembly, stock, and distribution of COMMERCIAL electromechanical connectors and accessories to industry.

MILSPECWEST San Juan Capistrano, CA		Quality Manual
	QUALITY MANUAL	Revision: 0
Document ID# QM-1		

MILSPECWEST,LLC. Organization

Organization Chart



MILSPECWEST San Juan Capistrano, CA		Quality Manual
	QUALITY MANUAL	Revision: 0
Document ID# QM-1		

Description of Responsibilities

President – Responsible for guiding general health of the company. In charge of human resources. Makes decisions on payment schedules that directly affects cash flow. Establishes company policies, strategic goals, and keeps employees updated on upcoming events and changes in company policies. Issues invoices to customers, enters and pays vendor invoices, and receives payments from customers. Trains and oversees Accounts Receivable/ Payables.

Vice President of Operations – Carries out company decisions made by the President. Oversees day-to-day activities. Trains and oversees Assembly of product. Provides input on direction of sales efforts and purchasing advice. Reports to the President.

Vice President of Sales / Marketing – Helps with daily decisions regarding sales, purchasing, shipping and receiving. Oversees inside sales and outside sales. Makes sure all employees have the tools needed to complete their tasks. Generates comprehensive reports that reflect the company's health – to be reviewed in top management meetings. Trains for Inside Sales, Purchasing, along with Assembly. Reports to the Vice President of Operations.

Quality Control Manager – Oversees daily inspections of product receiving, assembly, inspection, and shipping. Processes both Customer and Vendor RMAs. Serves as the ISO 9001 management representative, ensuring that the processes needed for the Quality Management System are established, implemented and maintained. Trains and oversees Shipping/ Receiving, Inventory Control, along with the Quality System. Reports to the Vice President of Sales / Marketing.

Customer Service Representatives – Directly interacts with customers and aids with quoting, order processing, and supplier purchase orders. Handles customer complaints and evaluations. Reports to the Vice President of Sales / Marketing.

Purchasing – Issues Vendor Request For Quotes. Issues Purchase Orders. Verifies that items to be purchased are properly allocated to Customer Orders at an acceptable price and lead-time. Notifies Customer Service Representatives regarding Purchase Order discrepancies and other Vendor related occurrences. Enters and issues invoices for both customers and vendors. Reports to the Vice President of Sales / Marketing.

Production Manager – Ensures that all areas of assembly and manufacturing are running properly. Continuously checks production paperwork (BOMs, Routers, Shop Order Picking Tickets) for accuracy and necessity. Ensures that all drawings are up to date. Responsible for the setup and maintenance of tools/machinery needed for assembly and manufacturing. Reports to the Quality Control Manager.

MILSPECWEST San Juan Capistrano, CA		Quality Manual
	QUALITY MANUAL	Revision: 0
Document ID# QM-1		

Shipping / Receiving – Handles incoming and outgoing product. Analyzes product to determine the manufacturer, date/lot code, correctness, and overall quality. Determines whether the product is due to ship to a customer. Packages and ships product while adhering to order specifications. Reports to the Quality Control Manager.

Assembly – Provides primary labor for internal shop orders. Reports to the Production Manager.

Manufacturing – Uses controlled drawings and documents to provide primary labor for shop orders. .

Inventory Control - Makes sure that on-hand inventory is stored correctly and accurately using internal bin/lot codes so that it can easily be identified. Reports to the Quality Control Manager.

Competence and Training

All of the MILSPECWEST,LLC personnel performing work affecting product quality are competent on the basis of appropriate education, training, skills, and experience. Personnel training needs are identified with appropriate training carried out using job specific criteria that may include quality procedures, work instructions, demonstrations, or other relevant information. Training effectiveness is evaluated through observation and success is recorded with trainer or supervisor approval. Training records are evaluated on a quarterly basis.

- Related Documents:
- Production Training Record (Comp – 11)
 - Sales Training Record (Comp – 10)
 - Accounts Rec / Payable Training Record (Comp – 16)
 - Shipping / Receiving Training Record (Comp – 15)
 - Office / Management Training Record (Comp – 13)
 - Honeywell Self Release Training Record (Comp-86)

Employees are made aware of the relevance and importance of their activities and how they contribute to the achievement of quality objectives. MILSPECWEST,LLC ensures that employees have access to quality management system documentation and are aware of relevant procedures and changes as revisions are made.

Records of personal qualifications and training are maintained.

MILSPECWEST San Juan Capistrano, CA		Quality Manual
	QUALITY MANUAL	Revision: 0
Document ID# QM-1		

Management Responsibility

The President, Vice President of Operations, and Vice President of Sales / Marketing are the Top Managers for MILSPECWEST,LLC. The Quality Control Manager serves as the Management Representative of the Quality Management System. The President is committed to customer satisfaction and continual improvement of the quality system effectiveness and leads communication efforts recognizing the importance of meeting customer as well as regulatory and statutory requirements. The President also ensures that necessary resources are determined and provided as needed to implement and maintain the Quality Management System and to continually improve its effectiveness along with resources needed to enhance customer satisfaction by meeting requirements. Additionally, the President ensures that communication takes place regarding the effectiveness of the Quality Management Systems. Communication to the MILSPECWEST,LLC team is carried out primarily via the team email.

The President also relies on Top Management to help with decisions that guide the company's direction. This team effort is carried out in QMS meetings where ideas on company growth and improvement are openly heard and discussed.

Top Management ensures that product conformity and on-time delivery performance are measured and that appropriate action will be taken if the planned results are not or will not be achieved.

The Quality Control Manager has led the development and implementation of the MILSPECWEST,LLC quality policy and quality objectives. The Quality Control Manager also reports to top management on the performance of the Quality Management System along with ensuring the promotion of awareness of customer requirements throughout the organization. The Quality Control Manager has organizational freedom and unrestricted access to Top Management to resolve quality management issues.

Quality Policy Statement

MILSPECWEST,LLC. is committed to providing quality parts delivered on time. This is completed by using quality systems throughout all facets of our business that are continually improved to better serve our customers. MILSPECWEST,LLC strives to meet and exceed our customer's expectations while maintaining profitability, efficiency and a focus on our company's growth.

MILSPECWEST San Juan Capistrano, CA		Quality Manual
	QUALITY MANUAL	Revision: 0
Document ID# QM-1		

Quality Objectives

Monthly meetings are held to ensure that MILSPECWEST,LLC’s quality objectives are being met. These meetings shall include reports on on time shipping and receiving of product. Any rejected material (whether by customer or MILSPECWEST,LLC’s inspection) will be reviewed.

The customer’s on-time shipping report is comprised of the MILSPECWEST,LLC Company Performance Report. Customer shipments shall meet or exceed 85% on time using the ‘Ship Date’ section on the Company Performance Report. This report is run monthly by the Quality Control Manager. On time receiving statistics and rejections are also prepared monthly by the Quality Control Manager. Vendor receipts shall remain at or above 85% on time, while rejections, both vendor and customer, shall remain below 1% of all material received.

Additional objectives will be used at relevant functions and levels in order to assist in achieving these organizational objectives. MILSPECWEST,LLC. personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.

MILSPECWEST,LLC has planned and implemented the monitoring, measurement and analysis processes needed to demonstrate conformity of the product (i.e. inspection), to ensure conformity of the Quality Management System (i.e. internal audits) and to continually improve the effectiveness of the Quality Management System (i.e. process monitoring, corrective and preventive action). Applicable methods are determined including statistical techniques where appropriate.

Related Documents: Monthly Meeting Outline (Comp-42)

MILSPECWEST San Juan Capistrano, CA		Quality Manual
	QUALITY MANUAL	Revision: 0
Document ID# QM-1		

Management Review

Management reviews of the MILSPECWEST,LLC Quality Management System are conducted at least once a year typically in January. More frequent reviews are scheduled in periods when there are organizational changes, product changes, or when the Quality Control Manager deems necessary. These reviews include assessing opportunities for improvement, any necessary changes in the Quality Management System. The effectiveness of the quality policy and quality objectives is reviewed. Records that document management reviews shall be inclusive of required reports and minutes from management reviews shall be kept by the Quality Control Manager.

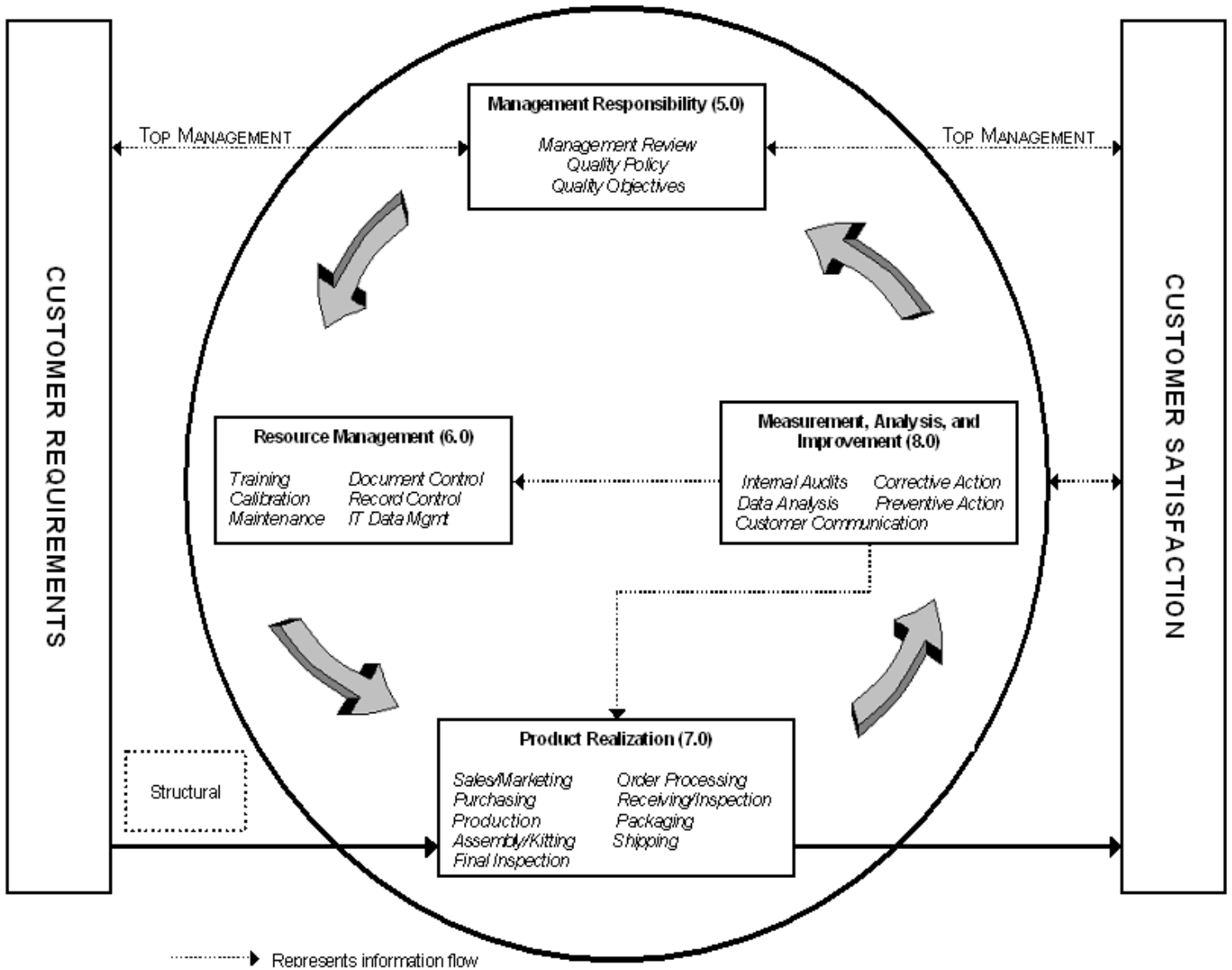
Input into the management reviews consists of information and data related to quality performance of MILSPECWEST,LLC. At a minimum, this includes:

- Results of audits
- Customer feedback and complaints
- Annual on time shipping statistics and customer return rate
- Process Performance and Product Conformity
- Documents Review
- Status of preventive and corrective actions
- Changes that could affect the quality system
- Follow-up actions from earlier management reviews
- Recommendations for improvement
- Review of the Quality Policy
- Review of Resources needed
- Review of Configuration Plans
- Review of Risk Register

Any decisions and actions related to improvement of the effectiveness of the QMS, improvement of product related to customer requirements, as well as resources needed to implement these actions will be documented in the Management Review meeting minutes.

MILSPECWEST San Juan Capistrano, CA		Quality Manual
	QUALITY MANUAL	Revision: 0
Document ID# QM-1		

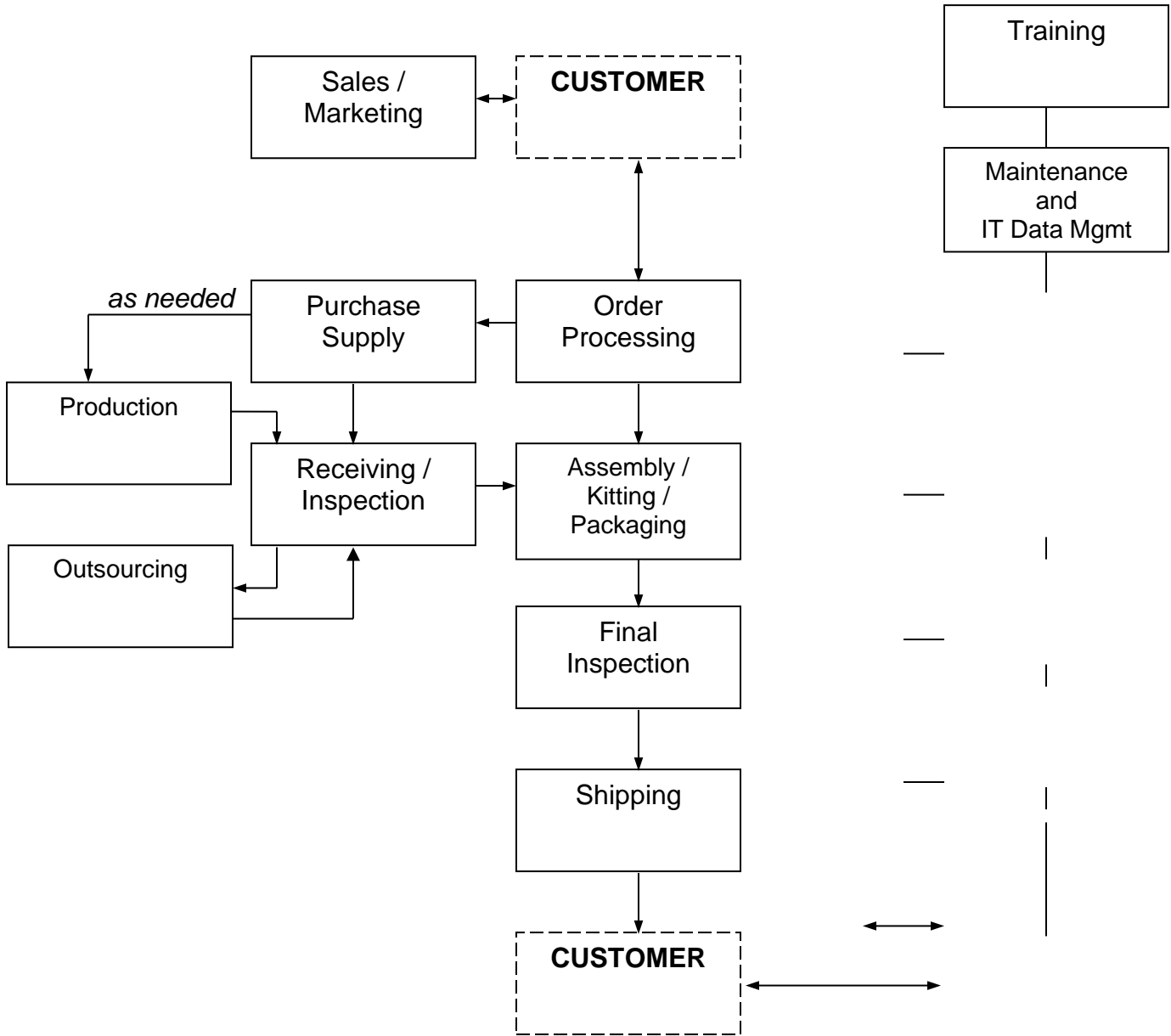
MILSPECWEST Quality Management System Process Model



MILSPECWEST, LLC. Business Process Model

THIS DOCUMENT BECOMES UNCONTROLLED WHEN PRINTED OR ELECTRONICALLY RELOCATED.
IT IS THE RESPONSIBILITY OF THE USER/ READER TO VERIFY THAT THIS DOCUMENT IS IN ITS LATEST REVISION.

MILSPECWEST San Juan Capistrano, CA		Quality Manual
	QUALITY MANUAL	Revision: 0
Document ID# QM-1		



MILSPECWEST San Juan Capistrano, CA		Quality Manual
	QUALITY MANUAL	Revision: 0
Document ID# QM-1		

Key Process Information and Measures

Process (Owners)	Inputs	Outputs	Measures
Sales / Marketing/ Order Processing (Vice President of Sales / Marketing/ Customer Service Representatives)	Inquiry RFQ / EAU Customer Order	Capabilities Quotes Samples Shop Order Sales Order Picking Ticket	Rolling 12 Month Revenue Rolling 12 Month GP\$ On Time Shipping Customer Complaints
Purchase Supply / Receiving / Inspection (Purchasing / Customer Service Representatives / Shipping Receiving Person /QC Manager)	New Suppliers Vendor Quote Customer Order (needs) Production Order (needs) PO Acknowledgement Purchased Materials Vendor Packing Slips Vendor C of C Purchase Order	PO to Vendor Allocated Material Inspection Ticket Stored Inventory Picking Ticket	On-Time Receiving Rate Customer Returns Vendor Returns
Production / Assembly / Kitting / Packing (Production Manager / Vice President of Operations / QC Manager)	Production Order Shop Order Picking Ticket Controlled Drawing	Finished Good Picking Ticket Finished Good Inspection Ticket Finished Goods Stored Inventory	Customer Returns Production Performance Report
Final Inspection/ Shipping (Quality Control Manager / Shipping Receiving Person)	Finished Goods Finished Goods Picking Ticket Finished Goods Inspection Ticket Customer Packing Slip C of C	Customer Packing Slip C of C Shipped Goods Finished Good Picking Ticket	Customer Returns On-Time Shipping Rate
Maintenance / IT Data Management (Vice President Operations)	Preventative Maintenance Schedule Data Back-up Schedule	Back-up Records	Successful Back-up Reports
Document and Record Control (Quality Control Manager)	Uncontrolled Documents Updated Documents Uncontrolled Records	Controlled Documents Controlled Records	Quarterly Revision and Record Checks
Corrective / Preventive Action Program/ Internal Audits (Quality Control Manager)	Non-Conformances Customer Complaints / RMA Potential Non-Conformances Audit Schedules	Corrective Action Preventive Action Corrective / Preventive Action Records Internal Audit Records	Recurring Problems
Management Review / Data Analysis (Management Team)	Collected Data (Internal / External)	Policy Changes / Action Items CARs Company Process Improvement Management Review Records	CAR effectiveness (follow-ups) Employee/Customer Satisfaction (Surveys)
Customer Communication (Customer Service Representatives)	Complaints / Comments Customer Ratings Survey Results	CARs Training / Personnel Changes Customer Responses	Survey Results Number of Complaints

MILSPECWEST San Juan Capistrano, CA		Quality Manual
	QUALITY MANUAL	Revision: 0
Document ID# QM-1		

Product Realization Planning

Quality planning is performed before new products or processes are implemented. Planning activities may include but are not limited to:

- Processes, documentation and resources required
- Verification, validation, monitoring, inspection and test requirements, and
- Criteria for product acceptance
- Configuration management appropriate to the product;
- Resources necessary to support operation and maintenance of the product

Project Management

MILSPECWEST,LLC will perform planning and manage product realization in a structured or controlled manner to meet requirements of acceptable risk, within resource and scheduled constraints that are appropriate to our organization and product.

Risk Management

MILSPECWEST,LLC has established, implemented, and maintained a process for managing risk to the achievement of the AS9100 applicable requirements along with those that are appropriate to the product. The Risk Management process used by MILSPECWEST. is defined in the Risk Management Procedure (Comp-110).

Related Documents: Risk Register (Comp-111)

Configuration Management

MILSPECWEST,LLC has established, implemented, and maintained a process for configuration management that includes the ISO 9001 applicable requirements along with those that are appropriate to the product. Configuration management plans are created, discussed, and revised during QMS meetings. Any decisions and actions made will be documented in QMS meeting minutes.

Control of Work Transfers

All work transfers between MILSPECWEST,LLC. and suppliers, whether temporary or permanent, are established, maintained, and implemented through Work Orders. The conformity of the work to the product requirements is maintained through incoming inspections and supplier evaluation.

MILSPECWEST San Juan Capistrano, CA		Quality Manual
	QUALITY MANUAL	Revision: 0
Document ID# QM-1		

Customer Related Processes

Sales/Customer Quoting

The MILSPECWEST,LLC Customer Service Representatives are responsible for engaging potential customers in order to determine their product needs. Customer requirements are determined using information from Request for Quotations (RFQ's). Requirements not stated by the customer but necessary and any identified statutory or regulatory requirements, and special requirements of the product are determined and recorded as needed on the Customer Quotation. Any risks have been identified and also recorded on the Customer Quotation. Customer Quotations are generated in both via email and the MILSPECWEST'LLC website.

MILSPECWEST,LLC ensures the systems used to develop customer quotations are accurate and consistent. Pricing and delivery methods are maintained through the use of the MILSPECWEST,LLC website and our internal accounting system. Resulting quotations are communicated by fax, email, or other method recognized by the customer. Any intellectual property obtained from the customer (drawings, price lists, proprietary information, etc.) is attached to the order. If a customer order calls out a specific document (i.e. customer drawing) the Customer Service Representatives ensure that the latest revision is available and attached to the order.

Contract/Order Review

All customer orders go through a review process by the Customer Service Representatives to verify order accuracy and feasibility. Customer Service Representative is then responsible for communicating any found discrepancies with the customer. The issuing of a Sales Order is evidence that order review and acceptance has been completed. All verbal orders are accompanied by a hard copy (Fax / Email / Paper) follow-up.

Customer Communication

The Customer Service Representatives are the primary contacts with all existing and potential customers. They handle communications concerning product information, inquiries concerning products, and questions about contracts or order handling including changes and customer feedback.

MILSPECWEST San Juan Capistrano, CA		Quality Manual
	QUALITY MANUAL	Revision: 0
Document ID# QM-1		

For customer feedback including complaints, a specific process has been defined in order to ensure prompt and complete response to MILSPECWEST,LLC customers. The EPDS system contains a Complaint section where these complaints are logged.

Customer Satisfaction

As one of the measurements of the performance of the Quality Management System, MILSPECWEST,LLC monitors information relating to customer perception as to whether customer requirements have been met. A Customer Survey (Comp-57) has been developed as a method to obtain this information. The Customer Survey results are collected and discussed in monthly meetings by Top Management to determine the suitability and effectiveness of the Quality Management System. The surveys are also used to evaluate the system for continual improvement.

Purchasing Process

Purchasing ensures that products purchased conform to the organization’s requirements. All purchase orders are completed using our software system. Purchasing information must include the description of product to be purchased, necessary requirements for approval of product, and related Quality Management System requirements. Purchase orders are reviewed for accuracy and feasibility prior to communication to the selected supplier. MILSPECWEST,LLC. is responsible for the conformity of all products purchased from suppliers, including product from sources identified by the customer.

Supplier Evaluation

MILSPECWEST,LLC has identified critical suppliers to control based upon the quality, delivery, and cost of the product supplied as defined in the Supplier Evaluation Procedure (Comp-18). Our software system provides a list of Active Suppliers who are controlled. Supplier evaluation records are maintained.

The supplier performance results are collected and analyzed to determine the suitability and effectiveness of the Quality Management System and also to evaluate system for continual improvement.

MILSPECWEST San Juan Capistrano, CA		Quality Manual
	QUALITY MANUAL	Revision: 0
Document ID# QM-1		

Production Area Processes

MILSPECWEST,LLCX Production activities are planned and carried out under controlled conditions. Production area processes include receiving product, material handling, production, assembly, processing, product inspection, packaging and shipping. Support processes to production include control of non-conforming product, maintenance, calibration, and work environment management.

Receiving and Material Handling

The Shipping/Receiving Department receives all purchased items for production and assembly activities into our software system. All received items are verified through quantity counts and appropriate inspections. Inspections are completed using Inspection Tickets generated through our software system as well as any additional inspections required by the manufacturer. Only qualified employees are to complete inspections on received product. Parts are released to packaging, assembly, kitting and/or issued a bin location only after appropriate inspections have been completed. Any discrepancies are communicated to the Quality Control Manager.

Related Documents: Inspection Stamp Assignment (Comp – 37)

Production Processing

MILSPECWEST,LLC production jobs are scheduled based on specific customer requirements or market needs. Once a requirement or need for production is ready to be assembled, kitted, and/or produced, our software system prints an Internal Shop Order Picking Ticket. The Internal Shop Order Picking Ticket includes a Bill of Materials listing every component needed for production as well as individual lot codes and, where applicable, bin locations for each component. Internal Shop Order Picking Tickets requiring separate documentation (such as Routers, Drawings, etc.) are completed by trained employees and kept with the Internal Shop Order Picking Ticket. Accountability for all products during all stages of production is maintained through our software system.

Current production processes that are outsourced include plating and dip brazing. Plating packing slips have an attached thickness report that is lot specific.

Production Process Validation

Any production process validation is completed per the manufacturer's requirements.

MILSPECWEST,LLC Marking Verification (Comp-92)

MILSPECWEST San Juan Capistrano, CA		Quality Manual
	QUALITY MANUAL	Revision: 0
Document ID# QM-1		

Control of Non-Conforming Processes and Product

MILSPECWEST,LLC. ensures that product or processes which do not conform to product or process requirements are identified and controlled to prevent their unintended use, delivery, or continuation. The methods of handling non-conforming product and processes are defined in the Control of Non-Conforming Product Procedure (Comp-8).

Prevention of Malpractice and Fraud & Falsification

MILSPECWEST,LLCX. is committed to the prevention of malpractice and fraud. It is the responsibility of each MILSPECWEST,LLC employee, our suppliers and sub-tier suppliers to be aware that Malpractice and Fraud & Falsification are grave and serious matters. Some examples of Malpractice and Fraud & Falsification are as follows:

- Issuing a procedure or instructions known to contain unauthorized deviations to contractual requirements
- Knowingly waiving or eliminating a contractual requirement without authority to do so
- Deliberately accepting unsatisfactory work
- Intentionally performing unacceptable work
- Failing to report problems or unsatisfactory conditions in one's own workmanship
- Verifying by signature that an action was taken, knowing in fact the action was not taken, or not performing the required checks or verifications to assure the action was taken
- Verifying performance based on hearsay, not personal observation
- Tampering with calibrated instruments to avoid rejection of work
- Falsifying dates on records to comply with frequency or deadline requirements
- Falsifying data to cover-up a procedure or drawing deviation
- Falsifying data to have work accepted, thereby avoiding further work or rework
- Concealing or not reporting information on malpractice, fraud, or falsification known to have been committed by others

Consequences of Malpractice and Fraud & Falsification could involve functional failure of product in operation on land, air or sea, causing loss of equipment and life. Consequences also include severe dollar loss to MILSPECWEST,LLC, our customer and the Government. Acts of malpractice or fraud and falsification will be subject to federal criminal prosecution for violation of law under Title 18 of the U.S. Code, Chapter 47, Section 1001.

MILSPECWEST San Juan Capistrano, CA		Quality Manual
	QUALITY MANUAL	Revision: 0
Document ID# QM-1		

It is the responsibility of all parties to avoid the slightest possibility or appearance of impropriety or malpractice and to report known or suspected occurrences anonymously or in person to MILSPECWEST,LLC Management or the proper authorities.

Packaging and Shipping

MILSPECWEST,LLCX. ensures that final product is packaged according to specified requirements and that product release and delivery does not proceed until all levels of inspection have been satisfied. Our software system prevents any Customer Packing Slip (paperwork required for shipments) from printing unless all stages of parts inspection have been completed and passed.

Maintenance and Calibration

MILSPECWEST,LLC maintains the infrastructure needed to achieve conformity to production product requirements. Currently all required calibrations are outsourced to Calibration Solutions, Inc. (www.calibrationsolution.com). Calibration of required equipment is completed annually. The certificate of calibration for each tool displays the found tolerances. Routers and/or inspection forms calling for the use of measuring tools are required to have the serial number and the expiration date of calibration entered. If the calibration tag on a tool is unreadable or missing, employees stop use and alert the Quality Control Manager. Calibration Solutions, Inc. maintains a level of quality that meets or exceeds the requirements set forth in the following documents: ANSI/NCSL Z540-1 1994, ISO 10012-1, and ISO 17025, 1999. All reference standards are traceable to NIST. Required maintenance records are posted on or near the equipment being maintained. If equipment is found to be out of tolerance then the use of that equipment is immediately stopped. The device is delivered to the QC Manager and a new calibration on the equipment is ordered. Top Management will then review the effect of the out of tolerance tool, alert the customers affected as necessary, and determine the course of action on a case by case basis. MILSPECWEST ensures that the environmental conditions within the work environment are suitable for the calibration, inspection, measurement, and testing being carried out.

Work Environment Management

Where appropriate, MILSPECWEST,LLC determines and manages the work environment needed to achieve conformity to product requirements. Currently there are no specific work environment requirements for current MILSPECWEST. product beyond the routine workplace organization to protect product from damage along with the safety program ensuring worker and associated product protection.

MILSPECWEST San Juan Capistrano, CA		Quality Manual
	QUALITY MANUAL	Revision: 0
Document ID# QM-1		

Document and Record Control

Control of Documents

Documents required by the MILSPECWEST,LLC. Quality Management System are controlled to ensure accuracy. The document controls used by MILSPECWEST,LLC. are defined in the Control of Documents Procedure (Comp-3). The Master List of Control Documents (Comp-6) identifies the current Quality Management System documents, their revision or current release date status, and the distribution of copies throughout MILSPECWEST. All employees are trained and aware of the single line, initial, and date approach to any changes made to documents by hand.

Control of Records

Records have been established and maintained to provide evidence of conformity to requirements and of the effective operation of the Quality Management System. The records, including those created by or maintained by suppliers, are maintained according to The Control of Records Procedure (Comp-4).The Control of Records Procedure (Comp-4) defines the controls used for the identification, storage, protection, retrieval, retention time, and disposition of records.

Electronic Data Management

The current electronic files for the Quality Management System documentation including the quality manual, quality procedures, and quality forms are maintained with the Quality Control Manager. These files are backed-up daily on a storage device.

Internal Auditing

MILSPECWEST,LLC. conducts internal audits at planned intervals to determine whether the Quality Management System conforms to the plans for production, to the requirements of ISO 9001, and to the Quality Management System requirements established by the organization. The audits also serve to determine whether the system is effectively implemented and maintained. An Internal Audit Schedule is maintained to show the current auditing plan.

The Internal Quality Audit Procedure (Comp-21) defines the responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records.

MILSPECWEST San Juan Capistrano, CA		Quality Manual
	QUALITY MANUAL	Revision: 0
Document ID# QM-1		

Improvement

Corrective and Preventive Action

MILSPECWEST,LLC. has established methods for taking action to eliminate the cause of non-conformities in order to prevent recurrence. Additionally, MILSPECWEST,LLC. has determined action to eliminate the causes of potential non-conformities in order to prevent their occurrence.

The Corrective and Preventive Action Procedure (Comp-2) defines the requirements for corrective and preventive action including reviewing non-conformities, determining causes and potential causes, evaluating the need for action, determining and implementing action needed, keeping records of the results, and reviewing action taken. The Corrective Action Request Form (Comp-1) is a key form used to guide this process.

Continual Improvement

MILSPECWEST,LLC. continually improves the effectiveness of the Quality Management System through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions, and management review. Associated data collection for these characteristics is ongoing and reviewed in quality system planning activities and more strategically in the planned management reviews.

Revision No.	Summary of Revision	Revised By	Revision Date	Section Revised
0	Original Issue	Quality Control Manager	03/01/17	
1	Change to LLC	Quality Control Manager	01/20/20	