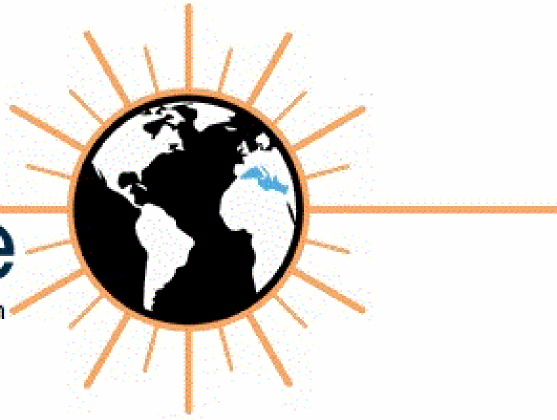


**Mission
Defense**
C o r p o r a t i o n



AS9120 Rev A Quality Systems Manual

**1519 N 23rd Street
Suite E219
Wilmington, NC 28405**

MISSION DEFENSE CORPORATION

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Introduction

Mission Defense Corporation developed and implemented a Quality Management System in order to document the company's best business practices, better satisfy the requirements and expectations of its customers and improve the overall management of the company.

The Quality Management System of Mission Defense Corporation meets the requirements of international standard AS9120 Rev A. This system addresses the distribution services associated with the procurement of parts, materials and assemblies that are stored, sold and distributed to aviation, space and defense customers. The services include the distribution of parts, components and assemblies that are split into smaller quantities.

The manual is divided into eight sections that correlate to the Quality Management System sections of the ISO 9001 format and AS9120A. Each section begins with a policy statement expressing Mission Defense Corporation's obligation to implement the basic requirements of the referenced Quality Management System section. Each policy statement is followed by specific information pertaining to the procedures that describe the methods used to implement the necessary requirements.

This manual describes the Quality Management System, delineates authorities, inter relationships and responsibilities of the personnel responsible for performing within the system. The manual also provides procedures or references for all activities comprising the Quality Management System to ensure compliance to the necessary requirements of the standard.

This manual is used internally to guide the company's employees through the various requirements of the AS9120A standard that must be met and maintained in order to ensure customer satisfaction, continuous improvement and provide the necessary instructions that create an empowered work force.

This manual is used externally to introduce our Quality Management System to our customers and other external organizations or individuals. The manual is used to familiarize them with the controls that have been implemented and to assure them that the integrity of the Quality Management System is maintained and focused on customer satisfaction and continuous improvement.

President: _____ "Bo" Stuart A. McCall _____

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Section 1: General

Quality Manual Distribution

The Quality Manual is distributed to all company personnel.

Quality Management Organization

Owner – “Bo” Stuart McCall

Accounting (AP, AR, Payroll) – Leah Noel

QA Managers – “Bo” Stuart McCall, Randy Shackelford (Chief Quality Manager)

Section 1: Scope

1.1 General

The purpose of the Quality Management System is to conform to all applicable standards of AS9120A / AC 00-56B (FAA Advisory Circular 00-56B). This scope shall include, but is not limited to the supply of aircraft parts, purchasing, outsourced repair, storage and resale activities.

1.2 Application

Mission Defense Corporation has determined that the following requirements are not applicable to the operations at this site and are documented as exclusions:

- Design and development (section 7.3) and manufacturing are outside the scope of operations of Mission Defense Corporation and shall be excluded from the Quality Management System

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Section 2: Normative Reference

2.0 Quality Management System References

The following documents were used as reference during the preparation of the QMS:

- SAE AS9120 Revision A Quality Management Systems – Requirements for Aviation, Space and Defense Distributors
- ISO 9000 Quality management systems – Fundamentals and vocabulary
- ISO 10007 Quality management systems – Guidelines for configuration management
- ISO 19011 Guidelines for quality and/or environmental management systems auditing

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Section 3: Definitions

3.0 Quality Management System Definitions

This section is for definitions unique to Mission Defense Corporation.

Airworthiness Certificate - A document issued by the cognizant civil aviation authority (e.g., EASA Form 1, FAA Form 8130-3) that certifies that the part conforms to the applicable regulatory requirements.

Certificate of Conformity - A document that certifies product conformity to process, design and/or specification requirements; also referred to as a 'Certificate of Conformance'.

Counterfeit Part - A product produced or altered to imitate or resemble a product without authority or right to do so, with the intent to mislead or defraud by passing the imitation as original or genuine.

Distributor - Organization carrying out the purchase, storage, splitting or sale of products without affecting product conformity.

The term organization in the context of this standard means a distributor.

Risk – An undesirable situation or circumstance that has both a likelihood of occurring and a potentially negative consequence.

Splitting - The division of product either physically or by batch quantity, without affecting the product characteristics.

Suspected Unapproved Part - A product that might not have been or is suspected of not having been produced in accordance with applicable laws and regulations.

Test Report - Objective evidence provided by either the manufacturer or a certified testing facility that the product conforms with specific design requirements or properties.

Product – The end item result of meeting all contract terms and conditions. (eg: distribution services, manufactured goods, merchandise, etc.)

Key Characteristics - The features of a material, process, or part whose variation has a significant influence on product fit, performance, service life, or manufacturability.

Customer owned property - Any type of material, instrumentation, accessories, manuals, or shipping containers that belong to a customer.

Section 4

Quality Management System

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4.1 General requirements

Mission Defense Corporation has established, documented and implemented a Quality Management System (QMS) in accordance with the requirements of AS9120A. The system is maintained and continually improved through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive action and management review.

Mission Defense Corporation obtains and maintains QMS approvals and other required approvals, certificates, ratings, licenses and permits required. The QMS at Mission Defense Corporation has been designed to address customer, statutory and authority QMS requirements.

To design and implement the QMS Mission Defense Corporation has:

- Identified the processes needed for the QMS and their application throughout the organization and documented them on the Process Flow Diagram at the end of this section of the Quality Manual
- Determined the sequence and interaction of these processes, and illustrated them on the Process Flow Diagram
- Determined criteria and methods needed to ensure that the operation and control of the processes are effective
- Ensured the continuing availability of resources and information necessary to achieve planned results and continual improvement of these processes
- Established systems to monitor, measure and analyze these processes, and
- Established processes to identify and implement actions necessary to achieve planned results and continual improvement of these processes.

4.2 Documentation Requirements

4.2.1 General

The QMS documentation includes:

- Documented statements for a Quality Policy and quality objectives
- This Quality Manual
- Documented Procedures
- Documents identified as needed for the effective planning, operation and control of our processes
- Quality Records
- Records required by regulatory authorities.

Mission Defense Corporation ensures that personnel have access to quality management system documentation and are aware of relevant procedures. We also provide customer or regulatory authorities access to quality management system documentation.

The relationship between the AS9120A standard and documented procedure has been indicated by use of a numbering system that correlates to the AS9120A standard.

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4.2.2 Quality manual

This Quality Manual has been prepared to describe Mission Defense Corporation's QMS. The scope and permissible exclusions of the QMS are described in section one of this manual. Each section of the manual references documented QMS procedures relating to the requirements outlined in that section.

4.2.3 Control of documents

All of the QMS documents are controlled according to the Document Control Procedure (P-423). This procedure defines the process for:

- Approving documents for adequacy prior to issue
- Reviewing and updating as necessary and re-approving documents
- Ensuring that changes and current revision status of documents are identified
- Ensuring that relevant versions of applicable documents are available at points of use
- Ensuring that documents remain legible and readily identifiable
- Ensuring that documents of external origin are identified and their distribution controlled
- Preventing the unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose

4.2.4 Control of quality records

Quality records are maintained to provide evidence of conformity to requirements and of the effective operation of the QMS. The records, including those created by or maintained by suppliers, are maintained according to the Control of Quality Records Procedure (P-424).

The procedure requires that quality records remain legible, readily identifiable and retrievable. Records are available for review by customers and regulatory authorities in accordance with contract or regulatory requirements. The procedure defines the controls needed for identification, storage, protection, retrieval, retention time and disposition of quality records.

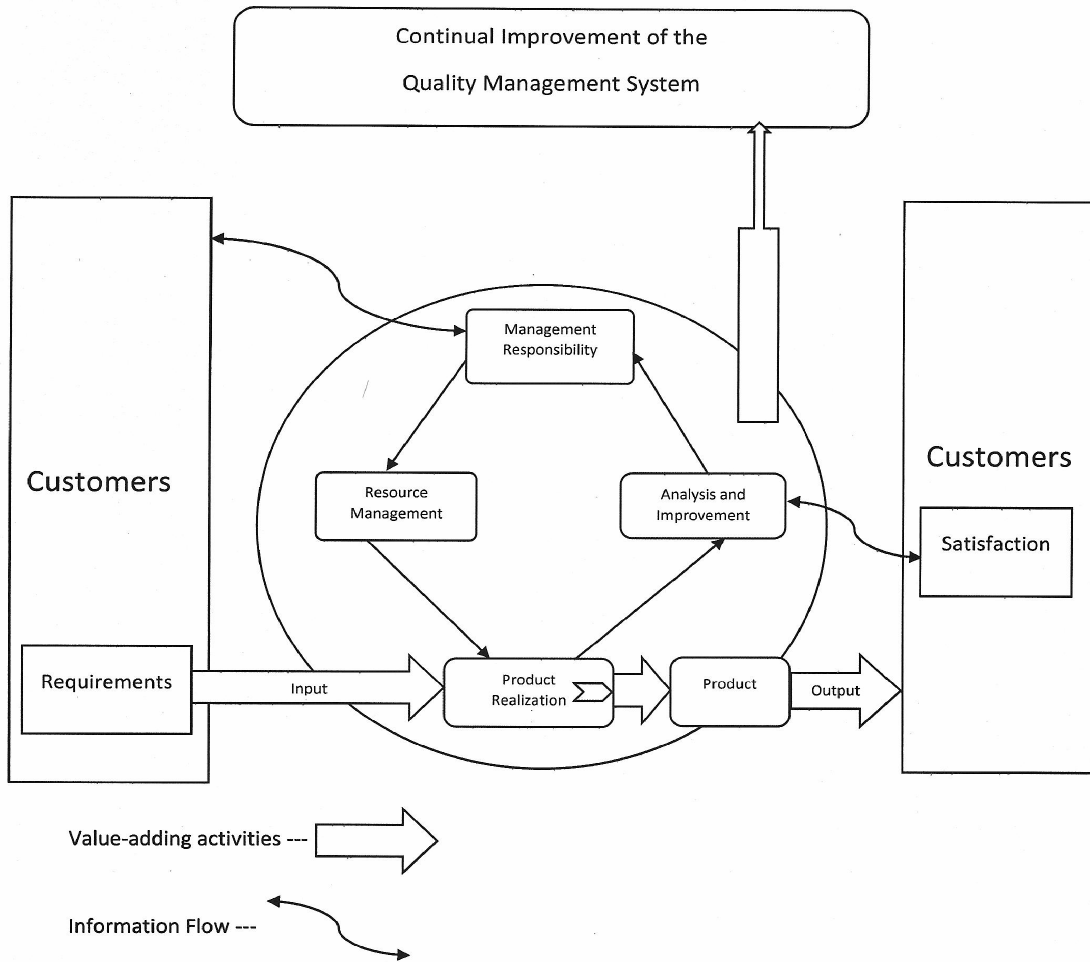
Records are maintained to demonstrate product origin, conformity and shipment according to customer, statutory and regulatory requirements. Back up methods are defined for records that are stored in electronic form and electronic records are secured and cannot be corrupted due to software or system changes.

Related Procedures

Document Control	P-423
Control of Quality Records	P-424

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Section 5

Management Responsibility

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5.1 Management commitment

Top management has been actively involved in implementing the quality management system (QMS). It has provided the vision and strategic direction for the growth of the QMS, and established quality objectives and the quality policy. To continue to provide leadership and show commitment to the improvement of the QMS, management will do the following.

- Communicate the importance of meeting customer, statutory, and regulatory requirements
- Establish quality objectives
- Establish the quality policy
- Conduct quarterly management reviews
- Ensure the availability of resources

The procedure for Management Responsibility (P-500) provides additional details in meeting this requirement of the AS9120A standard.

5.2 Customer focus

Mission Defense Corporation strives to identify current and future customer needs, to meet customer requirements and exceed customer expectations.

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

Top management ensures that customer requirements are understood and met, by requiring compliance with documented customer communication procedures. Customer requirements are determined, converted into internal requirements, and communicated to the appropriate people in our organization (P-720).

5.3 Quality policy

Top management ensures that the quality policy is communicated to all employees. It is included in new employee training and training on the QMS. It is posted in prominent places throughout the facility to maintain high standards within our organization.

Management reviews the quality policy at each management review meeting to determine the policy's continuing suitability for our organization. The Quality Policy is documented on A-500-001, Quality Policy.

5.4 Planning

5.4.1 Quality objectives

Quality objectives are established to support our organization's efforts in achieving our quality policy and reviewed annually for suitability. Quality objectives have been established for each department and process. Quality objectives are measurable, and reviewed against performance goals at each management review meeting.

The quality objectives have been documented in the Quality Policy document A-500-001.

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5.4.2 Quality management system planning

The quality system has been planned and implemented to meet our quality objectives and the requirements of 4.1 of the AS9120 Rev A standard. Quality planning takes place as changes that affect the quality system are planned and implemented.

5.5 Responsibility, authority and communication

5.5.1 Responsibility and authority

Assignment of Quality Management responsibilities has been established and indicated in section 1 of this manual to show the interrelation of personnel in the organization. Job descriptions and the organizational chart are reviewed and approved by top management for adequacy. These documents are available throughout the organization to help employees understand responsibilities and authorities.

5.5.2 Management representative

The Chief Quality Manager has been appointed by top management as management representative. The management representative has the following responsibility and authority:

- Ensure that processes needed for the quality management system are established and implemented
- Report to top management on the performance of the quality management system, and note needed improvements
- Promote awareness of customer requirements throughout the organization
- Act as a liaison with external parties such as customers or auditors on matters relating to the QMS
- Resolve matters pertaining to quality issues

The management representative has the organizational freedom and unrestricted access to top management to resolve quality management issues.

5.5.3 Internal communication

Processes are established for communication within the organization. Methods of communicating the effectiveness of the QMS include review reports shared between top management and the Chief Quality Manager. All QMS reviews and reports are shared or accessible by all company personnel. A quarterly company newsletter may be used to communicate QMS topics and reports.

5.6 Management review

5.6.1 General

Top management reviews the QMS quarterly at management review meetings. This review assesses the continuing QMS suitability, adequacy and effectiveness, identifying opportunities for improvement and needed changes. Records are maintained for each management review meeting.

5.6.2 Review input

Assessment of the QMS is based on a review of information inputs to management review. These inputs include the following:

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- Results of audits
- Customer feedback
- Process performance and product conformity
- Company level quality data
- Status of preventive and corrective actions
- Follow-up actions from previous management reviews
- Planned changes that could affect the quality management system
- Recommendations for improvement

5.6.3 Review output

During these review meetings, management will identify appropriate actions to be taken regarding the following issues:

- Improvement of the effectiveness of the quality management system and its processes
- Improvement of product related to customer requirements
- Resource needs

Responsibility for required actions is assigned to members of the management review team. Any decisions made during the meeting, assigned actions, and their due dates are recorded in the minutes of management review.

Related Procedures:

Management Responsibility	P-500
Customer Related Processes	P-720

Section 6

Resource Management

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6.1 Provision of resources

Mission Defense Corporation has implemented a Quality Management System that complies with the AS9120 standard. This implementation was achieved with management commitment and with sufficient resources for the implementation. To effectively maintain and continually improve the system, management determines and provides necessary resources.

6.2 Human resources

6.1 Provision of resources

Mission Defense Corporation provides resources needed to implement and maintain the QMS and continually improve its effectiveness and enhance customer satisfaction by meeting customer requirements.

6.2.1 Human Resources-General

To ensure competence of our personnel, job descriptions have been prepared identifying the qualifications required for each position that affects product quality. Qualifications include requirements for education, skills and experience. Appropriate qualifications, along with required training, provide the competence required for each position.

6.2.2 Competence, awareness and training

Qualifications are reviewed upon hire, when an employee changes positions or the requirements for a position change. Human resources maintain records of employee qualifications. If any differences between the employee's qualifications and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence for the job. The results are then evaluated to determine if they were effective according to the training procedure (P-622).

All employees are trained on the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.

6.3 Infrastructure

To meet quality objectives Mission Defense Corporation has determined the infrastructure needed with procedure (P-630). The infrastructure has been provided, and includes buildings, workspace, utilities, materials and supporting services.

As new infrastructure requirements arise, they will be documented in quality plans. Existing infrastructure is maintained to ensure product conformity.

6.4 Work Environment

A work environment suitable for achieving product conformance is maintained. Requirements are determined during quality planning and documented in the quality plan. The work environment is managed for continuing suitability. Data from the quality system is evaluated to determine if the work environment is sufficient for achieving product conformance, or if preventive or corrective action related to the work environment is required.

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Related Documents

Competence, Awareness and Training	P-622
Infrastructure	P-630

Section 7

Product Realization

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7.1 Planning of product realization

Quality planning is required before new products or distribution processes are implemented. The quality planning may take place as a design project, or according to the Planning of Service Realization procedure (P-710). During this planning, management or assigned personnel identify:

- The quality objectives and requirements for the product
- Processes, documentation and resources required
- Verification, validation, monitoring, inspection and test requirements, and
- Records needed as evidence of processes and products meeting requirements
- Configuration management appropriate to the product.

The output of quality planning includes documented quality plans, processes, procedures and design outputs as appropriate.

7.1.1 Configuration Management

Configuration management is defined in procedure (P-713) for Configuration Management. The procedure defines the process for:

- Configuration management planning
- Configuration identification
- Change control
- Configuration status accounting
- Configuration audit

7.1.4 Control of Work Transfers

Temporary or permanent transfer of work is planned to control and verify the conformity of the work to requirements. Planning takes place according to the Planning of Realization Processes procedure (P-710).

7.2 Customer-related processes

7.2.1 Determination of requirements related to the product

Mission Defense Corporation determines customer requirements before acceptance of an order. Customer requirements include those:

- Requested by the customer
- Required for delivery and post-delivery activities
- Not stated by the customer but necessary for specified use or known and intended use
- Statutory and regulatory requirements related to the product
- Additional requirements determined by Mission Defense Corporation

Customer requirements are determined according to the Customer Related Processes Procedure (P-720).

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7.2.2 Review of requirements related to the product

Mission Defense Corporation has a process in place for the review of requirements related to the product (P-720). The review is conducted before the order is accepted. The process ensures that:

- Product requirements are defined
- Contract or order requirements differing from those previously expressed are resolved
- Mission Defense Corporation has the ability to meet the defined requirements, including special requirements.
- Risks (e.g., new technology, short delivery time scale) are identified and evaluated.
- Records are maintained showing the results of the review and any actions arising from the review
- Where a customer does not provide a documented statement of requirement, the customer requirements are confirmed before acceptance
- When product requirements are changed, Mission Defense Corporation communicates changes to relevant personnel and amends relevant documents

7.2.3 Customer communication

Mission Defense Corporation has implemented an effective procedure (P-720) for communicating with customers in relation to:

- Product Information
- Enquiries, contracts and order handling, including amendments
- Customer Feedback, including customer complaints

7.3 Design and Development

This section does not apply to the AS9120 QMS

7.4 Purchasing

7.4.1 Purchasing process

Mission Defense Corporation is responsible for the conformity of all products purchased from suppliers including products from sources defined by the customer.

A documented procedure (P-740) is followed to ensure that purchased product conforms to the specified purchase requirements. The procedure outlines the extent of control required for suppliers.

The Purchasing procedure describes the process used to verify that purchased product meets specified purchase requirements. Mission Defense Corporation evaluates and selects suppliers based on their ability to supply product that meets requirements.

This is done following our documented Purchasing procedure and includes:

- Maintaining a register of suppliers
- Reviewing supplier performance
- Defining and recording action to take when suppliers do not meet requirements
- Ensuring that our company and suppliers use customer-approved special process sources
- Defining responsibility, authority and the process for approval status decisions, changes of status, and conditions for controlled use of a supplier

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- Determining and managing the risk when selecting and using suppliers
- Taking appropriate measures to prevent the purchase of counterfeit and suspect unapproved parts

7.4.2 Purchasing information

Purchasing information describes the product to be purchased, including where appropriate:

- Requirements for approval of product, processes and equipment
- Requirements for qualification of personnel
- Quality management system requirements
- Identification and revision status of documentation and technical data
- Requirements for design, test, inspection, verification, use of statistical techniques for product acceptance and related instructions
- Requirements for test specimens, design approval, inspection/verification, investigation or auditing
- Requirements for the supplier to notify of nonconforming product, obtain approval for nonconforming product disposition, notify of changes in product or process, changes of suppliers, changes of manufacturing facility location, and flow down requirements to the supply chain
- Records retention
- Right of access to areas of the facilities and records
- Requirements for certificate of conformity, test reports or airworthiness certificates

7.4.3 Verification of purchased product

Purchased product is not used or processed until it has been verified as conforming to specified requirements unless it is released under positive recall procedure. If test reports are used to verify purchased product, the data must meet applicable specifications. Test reports for raw material are periodically validated.

When verification activities are delegated to the supplier the requirements are defined, and a register of delegations is maintained.

If Mission Defense Corporation or the customer will perform verification at the supplier's premises, the verification arrangements and method of product release are documented in the purchasing information. Where specified in the contract, the customer or the customer's representative is given the right to verify at the supplier's premises and organization's premises that product conforms to specified requirements.

The inventory of verified purchased material is controlled with procedure P-743.

7.5 Production and Service Provision

7.5.1 Control of distribution service provision

Mission Defense Corporation plans and carries out the distribution service operations under controlled conditions according to documented procedure (P-750).

Controlled conditions include, as applicable:

- The availability of information that describes the characteristics of the product

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- The availability of work instructions
- The use of suitable equipment
- The availability and use of monitoring and measuring equipment
- The implementation of monitoring and measurement
- The implementation of release, delivery and post-delivery activities
- Accountability for all product
- Evidence that all operations have been completed as planned, or as otherwise documented and authorized,
- Provision for the prevention, detection, and removal of foreign objects
- Monitoring and control of utilities and supplies such as water, compressed air, electricity and chemical products to the extent they affect product quality
- Criteria for workmanship, which shall be stipulated in the clearest practical manner (e.g., written standards, representative samples or illustrations)
- Using equipment, tools and materials recommended by the manufacturer or equivalent to them and acceptable by the customer or authority

7.5.2. Validation of Processes for Production and Service Provision

This section does not apply to the AS9120 QMS

7.5.3 Identification and traceability

Mission Defense Corporation identifies the product throughout product realization according to the Identification and Traceability procedure (P-753).

- Mission Defense Corporation maintains the identification of the configuration of the product in order to identify any differences between the actual configuration and the agreed configuration
- Product is identified with respect to monitoring and measurement requirements
- When acceptance authority media such as stamps, electronic signatures or passwords are used Mission Defense Corporation establishes and documents controls for the media
- Where traceability is a requirement unique identification of the product is maintained
- Mission Defense Corporation maintains product identification and traceability from receipt, during splitting, storage, packaging, preservation and delivery

Mission Defense Corporation controls and records the unique identification of the product whenever traceability is a specified requirement.

7.5.4 Customer property

Mission Defense Corporation exercises care with customer property while it is under the organization's control or being used. A procedure (P-754) outlines the Identification, verification, protection and safeguarding of customer property provided for use.

If any customer property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer and records maintained. NOTE: Customer property can include intellectual property, including customer furnished data used for design, production and/or inspection.

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7.5.5 Preservation of product

Mission Defense Corporation preserves the conformity of product during internal processing and delivery to the intended destination per procedure (P-755). This preservation includes identification, handling, packaging, storage and protection. Preservation also applies to the constituent parts of a product.

Preservation of product also includes, where applicable in accordance with product specifications and/or applicable regulations, provisions for:

- Cleaning
- Prevention, detection and removal of foreign objects
- Special handling for sensitive products
- Marking and labeling
- Shelf life control and stock rotation
- Special handling for hazardous materials
- Segregation of serviceable parts from unserviceable parts

The organization ensures that documents required by the contract or order to accompany the product are present at delivery and are protected against loss and deterioration.

7.6 Control of monitoring and measuring equipment

Mission Defense Corporation has determined the monitoring and measurement to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of product to determined requirements. A documented procedure (P-760) outlines the process used to ensure that monitoring and measurement to be carried out are carried out in a manner that is consistent with the monitoring and measurement requirements.

- Calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards
- Adjusted or re-adjusted as necessary
- Identified to enable the calibration status to be determined
- Safeguarded from adjustments that would invalidate the measurement result
- Protected from damage and deterioration during handling, maintenance and storage
- Be recalled according to the Procedure when requiring calibration

In addition, Quality Control assesses and records the validity of the previous measuring results when the equipment is found not to conform to requirements. Mission Defense Corporation takes appropriate action on the equipment and any product affected. Records of the results of calibration and verification are maintained.

Mission Defense Corporation maintains a register of monitoring and measuring equipment. The process used for their calibration is defined in procedures, work instructions and equipment manuals and includes details of equipment type, unique identification, location, frequency of checks, check method and acceptance criteria.

When used in the monitoring and measurement of specified requirements, the ability of computer software to satisfy the intended application is confirmed. This is undertaken prior to initial use and reconfirmed as necessary.

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Mission Defense Corporation ensures that environmental conditions are suitable for the calibrations, inspections, measurements and tests being carried out.

Related Documents

Planning of Service Realization Processes P-710
Configuration Management P-713
Customer Related Processes P-720
Purchasing P-740
Inventory control P-743
Control of Production and Service Provision P-750
Identification and Traceability P-753
Customer Property P-754
Preservation of Product P-755
Control of Monitoring and Measuring Equipment P-760

Section 8

Measurement, Analysis and Improvement

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8.1 General

Mission Defense Corporation plans and implements the monitoring, measurement, analysis and improvement processes as needed

- To demonstrate conformity of the product
- To ensure conformity of the quality management system, and
- To continually improve the effectiveness of the quality management system

These processes are identified in documented procedures and include determination of applicable methods, including statistical techniques, and the extent of their use.

8.2 Monitoring and Measurement

8.1 General

Mission Defense Corporation has implemented monitoring, measuring, analysis and improvement processes to demonstrate conformity to product requirements, ensure conformity of the QMS and continually improve its effectiveness.

The method for obtaining and using information is identified in the Monitoring, Measuring and Analysis of Customer Satisfaction (P-821) and the Management Responsibility procedure (P-500).

8.2.1 Customer Satisfaction

As one of the measurements of the performance of the quality management system, Mission Defense Corporation monitors information relating to customer perception as to whether the organization has fulfilled customer requirements, including on-time delivery performance.

The method for obtaining and using this information is identified in the Customer Related Processes (P-720).

8.2.2 Internal Audit

Mission Defense Corporation conducts internal audits at planned intervals to determine whether the quality management system:

- Conforms to the planned arrangements (see 7.1), to the requirements of this International Standard and to the quality management system requirements established by the organization
- Is effectively implemented and maintained.

An audit program has been designed and implemented and identifies an audit schedule based on the importance of the areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency, methods, responsibilities and requirements for planning and conducting audits, and for reporting and maintaining results, are defined and documented in the Internal Audit procedure (P-822). Auditors cannot audit their own work.

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

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Detailed tools and techniques such as checklists, process flowcharts, or any similar method to support audit of the quality management system requirements are developed, maintained and used according to the Internal Audit Procedure (P-822). The acceptability of the selected tools is measured against the effectiveness of the internal audit process and overall organization performance.

Internal audits meet contract and/or regulatory requirements.

8.2.3 Monitoring and measurement of processes

Mission Defense Corporation applies suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These methods demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action is taken, as appropriate, to ensure conformity of the product. In the event of process nonconformity, the organization:

- Takes appropriate action to correct the nonconforming process
- Evaluates whether the process nonconformity has resulted in product nonconformity
- Identifies and controls the nonconforming product in accordance with clause 8.3

The process for identifying and carrying out the required monitoring and measuring of processes is documented in the Monitoring, Measuring and Analysis of Distribution Realization Processes (P-824) and Management Responsibility procedures (P-500).

8.2.4 Monitoring and measurement of product

Mission Defense Corporation monitors and measures the characteristics of the product to verify that product requirements are fulfilled. Critical items are monitored and controlled. This is carried out at appropriate stages as identified in Monitoring, Measuring and Analysis of Distribution Realization Processes (P-824). Measurement requirements include:

- Criteria for acceptance or rejection
- Point at which testing is required
- Records
- Specific measurement equipment and instructions

When sampling inspection is used as a means of product acceptance, the plan is statistically valid and appropriate for use. The plan precludes the acceptance of lots whose samples have known nonconformities. When required, the plan is submitted for customer approval.

Records indicate the person authorizing release of product. Product release and service delivery does not proceed until all the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority, and where applicable by the customer. All required documents accompany the product.

8.2.5 Evidence of conformity

Evidence of conformity with the acceptance criteria is maintained and provided to customers when required. For product that is split, the quantity delivered, purchase order and both the customer and supplier names are annotated on copies of original documents. Certifying statements reference the applicable requirements and the traceability information, (of the original manufacturer), for documents that are retained by Mission Defense Corporation.

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8.3 Control of Nonconforming Product

Mission Defense Corporation 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 the Control of Nonconforming Product procedure (P-830).

The term "nonconforming product" includes nonconforming product returned from a customer, damaged or worn product, and counterfeit and/or suspected unapproved parts.

Responsibility for review and authority for the disposition of nonconforming product and the process for approving personnel making these decisions is defined in the procedure.

The organization does not use dispositions of use-as-is or repair, unless specifically authorized by the customer, if the product is produced to customer design, or the nonconformity results in a departure from the contract requirements.

Dispositions of use-as-is or repair can only be used after approval by an authorized design representative from the company. Use-as-is or repair dispositions cannot be used unless authorized by the customer if the nonconformity results in a departure from contract requirements.

Product dispositioned for scrap is conspicuously and permanently marked, or positively controlled, until physically rendered unusable.

In addition to any contract or regulatory authority reporting requirements, Mission Defense Corporation system provides for timely reporting of delivered nonconforming product that may affect reliability or safety. Notification includes a clear description of the nonconformity, which includes as necessary parts affected, customer and/or organization part numbers, quantity, and date(s) delivered.

NOTE: Parties requiring notification of nonconforming product may include suppliers, internal organizations, customers, distributors, and regulatory authorities.

8.4 Analysis of Data

Mission Defense Corporation determines, collects and analyzes appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the quality management system can be made.

The process for determining, collecting and analyzing this data is defined in the Management Responsibility procedure (P-500). Appropriate data includes data generated as a result of monitoring and measurement and from other relevant sources. Analysis is performed using Statistical Techniques (P-840)

The analysis of data provides information relating to:

- Customer satisfaction
- Conformance to product requirements
- Characteristics and trends of processes and products including opportunities for preventive action
- Suppliers

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8.5 Improvement

8.5.1 Continual improvement

Mission Defense Corporation 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.

8.5.2 Corrective action

Mission Defense Corporation takes action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered. A documented procedure (P-852) defines requirements for

- Reviewing nonconformities (including customer complaints)
- Determining the causes of nonconformities
- Evaluating the need for action to ensure that nonconformities do not recur
- Determining and implementing action needed
- Records of the results of action taken (see 4.2.4), and
- Reviewing the effectiveness of the corrective action taken
- Flow down of the corrective action requirement to a supplier, when it is determined that the supplier is responsible for the root cause, and specific actions where timely and/or effective corrective actions are not achieved
- Root cause is determined as needed (P-841)
- Determining if additional nonconforming product exists and taking further action

8.5.3 Preventive action

Mission Defense Corporation determines action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential problems.

A documented procedure (P-853) defines requirements for:

- Determining potential nonconformities and their causes
- Evaluating the need for action to prevent occurrence of nonconformities
- Determining and implementing action needed
- Records of results of action taken
- Reviewing the effectiveness of the preventive action taken
- Evaluating the need for action based on human factors to prevent reoccurrence

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Related Documents

Management Responsibility P-500
Customer Related Processes P-720
Monitoring, Measuring and Analysis of Customer Satisfaction P-821
Internal Audits P-822
Monitoring and Measuring of Distribution Realization Processes P-824
Control of Nonconforming Product P-830
Statistical Techniques P-840
Root Cause Analysis P-841
Corrective Action P-852
Preventive Action P-853

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QUALITY SYSTEM MANUAL REVISIONS

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A	All			Initial issue	11/04/2015	