ServTronics™
Your High Performance Hardware Partner

ISO 9001:2008
AS9120
Quality Systems Manual

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All copies received by Non ServTronics, Inc. employees:

Note there will be NO updates sent on our Quality Manual unless requested.

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Introduction

ServTronics 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 ServTronics meets the requirements of the international standard SAE AS9120A. 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 AS9120A standard. Each section begins with a policy statement expressing ServTronics 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 ISO 9001:2008 and AS9120 Rev A 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: _____<u>Dale Spears</u>_____

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Company History

ServTronics, Inc. began June 1984, with experienced, motivated, business-minded people, who knew the keys to success would be to provide Quality Products and Exceptional Customer Service. Through the years the Industry has become very competitive, and ServTronics' focus has remained the same. There are several attributes that have allowed us to remain steadfast. ServTronics is committed to hiring the best possible candidates, and to educate and allow them to use their expertise. Employees are important to the success of this company. We set high standards and strive to reach our goals. Technology has changed a great deal through the years; by continuous improvement in equipment and software, ServTronics has stayed on the leading edge. All these factors play an important role in the success of this company. Looking to the future requires a vision, a constant commitment to high standards and customer satisfaction.

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SERVTRONICS QUALITY POLICY

ServTronics is committed to comply with applicable requirements and continually improve the effectiveness of our Quality Management System. It is our goal to provide our customers with qualified on time products, matched with service that exceeds expectations. This is achieved by a dedicated team of professionals whose sole purpose is "Customer Satisfaction."

ServTronics is the company that puts *SERVICE* back into Distribution.

Quality Manual Distribution

The Quality Manual shall be made available to all employees via the ServTronics, Inc intranet under the public drive of the network server. This is a "read only" file as to prohibit any unauthorized changes. All, if any, hard copies of this manual shall be considered and marked UNCONTROLLED unless annotated otherwise.

An electronic Copy of the Quality Manual will be made available to Customer, Vendors, and Regulatory Agencies via the company internet website address:

http://www.servtronics.com/

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Amendment Record

This Quality Manual (QM) contains only the pages issued by this facility. The Management Representative (MR) is responsible for processing all authorized changes, and for inserting amendment pages into official copies. The MR has authority to remove and dispose of obsolete pages to prevent their unintentional usage. This QM is a controlled copy document and shall be used as the final authority regarding the latest revision level and amendment status for the QM. The MR maintains the master copy of this QM.

SECTION	DATE	REVISION	DESCRIPTION	APPROVAL
MANUAL	05/02/12	NEW	FROM ISO 9001 TO AS9120	RER
MANUAL	09/07/12	A	UPDATING OF & CHANGES TO QUALITY MANUAL	SMS
MANUAL	07/31/13	B	UPDATING OF & CHANGES TO QUALITY MANUAL: 1. P. 21 PROCESS PERFORMANCE CHART TRAINING – EDITED METRICS & TARGETS 2. P. 26 QUALITY OBJECTIVES ADDED FOR OA 3. P. 26 MODIFIED MEET CUSTOMER TARGETS TO MEED CUSTOMER SPECIFIED TARGETS 4. P. 32 ADDED TOP MANAGEMENT QUALIFICATIONS/SKILLS & RESPONSIBILITIES 5. P. 27 CHANGED QUALITY MANAGER TO OA/MR 6. P. 33 ADDED "COMPLETING CALL REPORTS AS NEEDED" TO ACCOUNT MANAGER/SALES JOB RESPONSIBILITIES	SMS
MANUAL	1/10/14	C	P. 21 PROCESS PERFORMANCE CHART TRAINING PM6.2.2 REMOVED "& receipt of Certificate of Completion" FROM TARGETS	SMS

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Organizational Chart

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                        Dale R.
                        Spears
                       PRESIDENT
                           |
   ┌───────────┬───────────┼───────────┬───────────┐
 SALES      QUALITY                                COMPUTER
 MANAGER    ASSURANCE    ADMINISTRATOR  PURCHASING  SYSTEM
            WAREHOUSE                               MANAGER
            MANAGER
   |            |                          |
 SALES    ┌─────┴─────┐                    |
          QUALITY   WAREHOUSE  ACCOUNTING  EXPEDITOR
          ASSURANCE
          DEPARTMENT
```
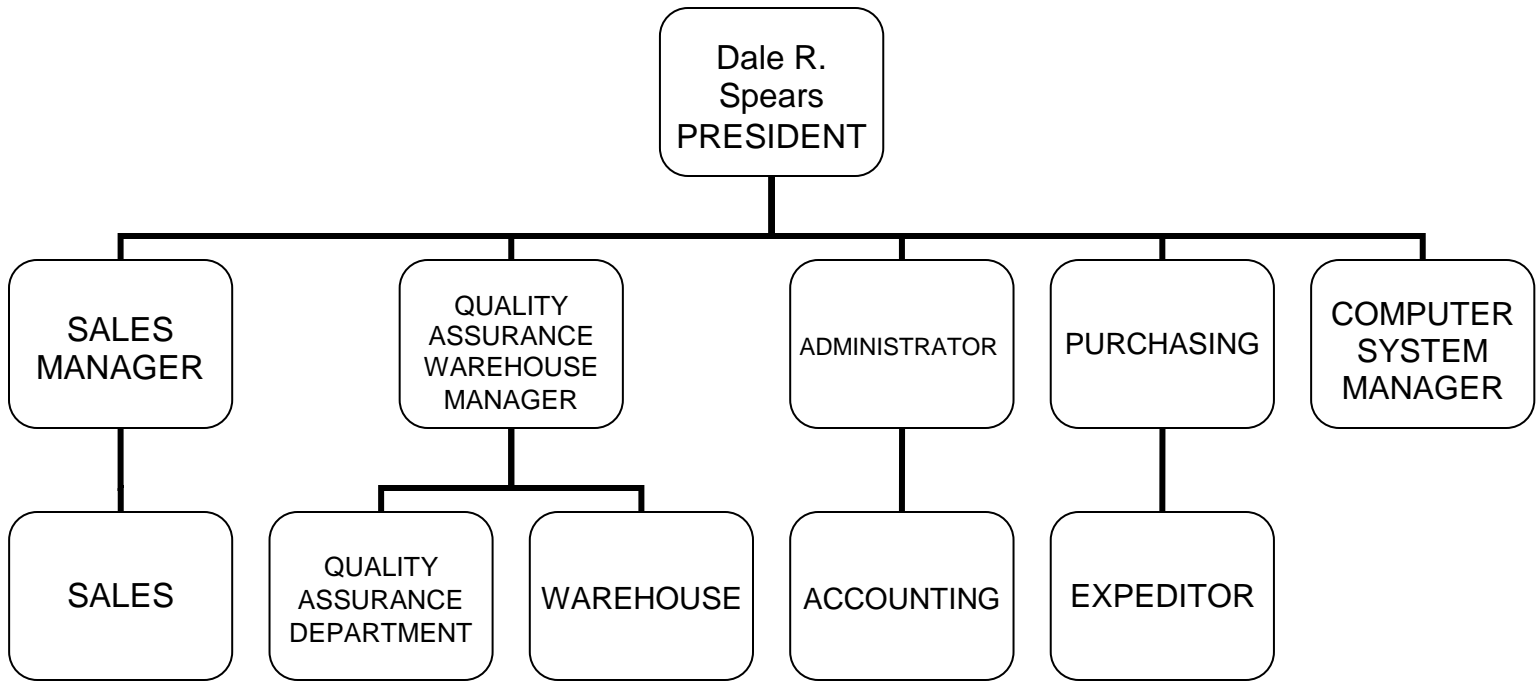
Position	Overview of Responsibilities
President	Responsible for shaping the overall goals and direction of the company, for overseeing general company operations and for developing and implementing processes that continually improve the QMS.
Sales Manager	Responsible for overseeing sales department including primary long term contract review and customer relations including managing key accounts and for those activities dealing with the generation of customer bids, quotes, sales contracts and contract amendments and/or revisions.
Quality Assurance Warehouse Manager	Responsible for directing all operations that affect the quality of our products and services for our customers, and for directing the activities of warehouse employees, the quality department, and any other functions necessary for the proper functioning of the company's warehouse.
Administrator	Responsible for customer credit authorization, accounts payable/receivable and daily office administration and operations.
Purchasing	Responsible for generating purchase orders for re-sellable materials to maintain appropriate stock levels. Responsible for monitoring inventory records and cost to ensure accuracy.
Computer System Manager	Responsible for the maintenance and operation of all computer systems in use and the procurement of new equipment, software and supplies to support everyday operations.

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Section 1: Scope

1.1 General

The quality manual outlines the policies, procedures and requirements of the Quality Management System. The system is structured to comply with the conditions set forth in the International Standard ISO 9001:2008 and SAE AS9120 Rev A.

1.2 Registration

The purpose of registration is the warehousing and distribution of fasteners and electro-mechanical hardware, primarily to commercial aerospace and medical equipment industries.

1.3 Interaction of Process

Interaction of process defines and explains the contracting, subcontracting, warehousing and managing of the fasteners and electro-mechanical hardware distribution process.

1.4 Application

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

Clause	Exclusion	Justification
7.3	Design and Development	This section does not apply to the AS9120 QMS, documented exemption.
7.5.2	Validation of Process for Production and Service Provision	This section does not apply to the AS9120 QMS.

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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 Quality Management System:

- ISO 9000-2005, Quality Management Systems - Vocabulary
- ISO 9001-2008, Quality Management Systems – Requirements
- ISO 9004-2005, Quality Management Systems – Guidelines for performance Improvements
- SAE AS 9100 Rev C (2009) - Quality Management Systems – Requirements
- SAE AS9120A (2009) - Quality Management Systems – Requirements

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Section 3: Terms and Definitions

3.0 Quality Management System Terms and Definitions
This section is for terms used by ServTronics.

C&PA – Corrective and Preventive Action

DMR – Defective Material Report

HSPP&D - Handling, Storage, Packaging, Preservation and Delivery

IQA - Internal Quality Audits

ISA – Inventory Storage Area

ISHA – Inventory Storage Holding Area

M&MD – Monitoring and Measuring Devices

MC - Master Copy

MR - Management Representative

OA – Office Administrator

OPSA – Order Process Staging Area

PO – Purchase Order

QM – Quality Manual

QPs – Quality Procedures

R&A - Responsibility and Authority

RFQ – Request for Quote

RMA – Return Material Authorization

Definitions:

Certificate of Conformity – A document that certifies product conformity to process, design and/or specification requirements; commonly referred to as a 'Certificate of Conformity'

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 product conforms to specific design requirements or properties.

Section 4

Quality Management System

4.1 General Requirements

ServTronics has established, documented, implemented and managed a Quality Management System (QMS) in accordance with the requirements of AS9120 Rev A. 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.

The QMS at ServTronics has been designed to address customer, statutory and authority QMS requirements.

To design and implement the QMS ServTronics has:

- Identified the processes needed for the QMS and their application throughout the organization, determined the sequence and interaction of these processes, and documented them as a comprehensive management system.
- Determined the sequence and interaction of these processes.
- 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, established processes to identify and implement actions necessary to achieve planned results and continual improvement of these processes.
- Implemented actions necessary to achieve planned results and continual improvement of these processes.
- Written procedures to control and support the daily functions and requirements of the QMS.
- We have no process and procedure to identify and trace an outsourced process to be performed by an external party for aerospace customers.

4.2 Documentation Requirements

4.2.1 General

The QMS documentation includes:

- A documented Quality Policy
- This Quality Manual
- Documented Procedures and records required by the AS9120 standard
- Documents identified as needed for the effective planning, operation and control of our processes

ServTronics ensures that personnel have access to quality management system documentation and are aware of relevant procedures. When required, we also provide customer or regulatory authority's access to quality management system documentation.

4.2.2 Quality Manual

This Quality Manual has been established and is maintained for the purpose of accomplishing ServTronics' Quality Objectives and Quality Policy. The QMS is documented in the Quality Manual and is supported by the Procedure Manual. The QMS documents are made available to all employees through the Document Master List.

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.

The relationship between the AS9120A standard and documented procedure has been indicated by use of a numbering system that correlates to the AS9120 Rev A standard. The diagram at the end of section 4 provides an example of Process Flow Diagram for Distributor Operations.

4.2.3 Control of Documents

All of the QMS documents are controlled according to the Controlled Documents Procedure (PM4.2.3). This procedure defines the processes 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 and controlled to provide evidence of conformity to requirements and of the effective operation of the QMS. The records are maintained according to the Control of Quality Records Procedure (PM4.2.4). The procedure ensures that quality records remain legible, readily identifiable and retrievable. The procedure defines the controls needed for identification, storage, protection, retrieval, retention time and disposition of quality records. ServTronics records include the following where applicable:

- ▪ Manufacturer and distributor test and inspection reports
- ▪ Certificates of conformity
- ▪ Lot or batch traceability records
- ▪ Environmental or shelf life condition records
- ▪ Lot inspection traceability systems (stored electronically in the EPDS Operating System)
- ▪ Corrective Preventive Action Request
- ▪ Corrective Action Log
- ▪ Internal Audit Log

Records are maintained to demonstrate product origin, conformity and shipment according to customer, statutory and regulatory requirements. When required, records are available for review by

customers and regulatory authorities in accordance with contract or regulatory requirements. Reference the master list of quality records for retention periods.

Where records are stored in electronic form procedures have been implemented to protect and backup records daily. This procedure is appropriately validated through regular challenges to the system, this also includes archived data. Records are stored in an electronic form and the electronic records are safeguarded against corruption due to software or system changes and are stored daily offsite.

Related Procedures

Controlled Documents	PM4.2.3
Control of Quality Records	PM4.2.4
Corrective Action	PM8.5.2
Preventive Action	PM8.5.3
Process Flow Diagram	
Process Performance Chart	
Master List of Quality Records	

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Customer	Request for Quotation → Purchase Order → Receiving Accept? If Yes, no further action required → No
ServTronics	Sales Contract Review PM7.2.0 PM7.1.0 · In Process Inspection PM7.4.3 Accept? · Yes · No · Receiving Inspection Accept? PM7.4.3 · Yes · Inventory PM7.5.5 · Pulling Packing Labeling PM7.5.5 · Purchasing PM7.4.0 · Control of Nonconforming Product PM8.3.0 · Receiving PM7.4.3 PM7.5.3 · Final Inspection PM8.2.4 · Shipping PM8.2.4
Supplier	Purchase Orders Ship Parts

Support Processes								
Management Responsibility PM5.0.0	Management Review Meetings PM5.6.0	Continual Improvement PM8.5.1	Training PM6.2.2	Internal Audits PM8.2.2	Corrective & Preventive Action PM8.5.2 PM8.5.3	Control of Documents PM4.2.4	Control of Records PM4.2.4	Material Review Board PM8.3.0

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Process Performance Chart

Process	Metrics	Targets
Management Responsibility PM5.0.0	Customer Report Cards Internal Quality Audits RMA History Report MRM-Form	Meeting customer requirements. Adherence to audit schedule. 25 or less Company fault per quarter. Adherence to MRM schedule.
Management Review Meetings PM5.6.0	MRM-Form	Adherence to MRM schedule.
Continual Improvement PM8.5.1	PDCA Action Log	Completed per timing requirements.
Training PM6.2.2	ServTronics Training Session Attendance Form. Quizzes following training.	Employees attend training sessions that pertain to their department or the company as a whole. Successful completion of quizzes.
Internal Audits PM8.2.2	Internal Quality Audits	Adherence to audit schedule.
Corrective & Preventive Action PM8.5.2 PM8.5.3	Corrective Action Log Preventive Action Log	Completed per timing requirements.
Control of Documents PM4.2.3	Document Master List	Monitored, maintained and reviewed annually.
Control of Records PM4.2.4	Master List of Quality Records	Monitored, maintained and reviewed annually.
Material Review Board PM8.3.0	Defective Material Report	Disposition nonconforming products.
Sales Contract Review PM7.2.0 PM7.2.1	RMA History Report	15 or less Sales fault per quarter.
Purchasing PM7.4.0	RMA History Report	12 or less Purchasing fault per quarter.
Receiving PM7.4.3	RMA History Report	12 or less QC/Warehouse fault per quarter.
Receiving Inspection PM7.4.3	RMA History Report	12 or less QC/Warehouse fault per quarter.
Control of Nonconforming Product PM8.3.0	RMA History Report	12 or less QC/Warehouse fault per quarter.
In Process Inspection	RMA History Report	12 or less QC/Warehouse fault per

PM7.4.3		quarter.
Inventory PM7.5.5	Cycle Counts	Completed semi-monthly.
Pulling Packing Labeling PM7.5.5	RMA History Report	12 or less QC/Warehouse fault per quarter.
Final Inspection PM8.2.4	RMA History Report	12 or less QC/Warehouse fault per quarter.
Shipping PM8.2.4	Customer On-Time Delivery	98% on time delivery.

Section 5

Management Responsibility

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. The procedure (PM5.0.0) Management Responsibility is established and outlines additional details relative to the responsibility and authority at ServTronics.

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 Review Meetings (PM5.6.0)
- Ensure the availability of resources

5.2 Customer Focus

ServTronics strives to identify current and future customer needs to meet customer requirements and exceed customer expectations. The success of our business is based on the partnerships with our customers and our suppliers.

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 (PM5.0.0 and PM7.2.0).

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

5.3 Quality Policy

Top management ensures that the quality policy appropriate to ServTronics is communicated and understood by all employees. It is included in new employee training and training in the QMS. All employees are required to be familiar with the Quality Policy and it is made available via the intranet and 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 page 7 of the QMS.

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 quarterly during Management Review Meetings for suitability. Metrics are reviewed at each Management Review Meeting.

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Department	Quality Objectives	Metrics	Targets
Top Management	To effectively manage ServTronics through review and analysis of data and continual improvement.	Customer Report Cards Call Reports RMA History Report	Meet customer specified targets. Submitted on time. Timely resolution of issues. 25 or less Company fault per quarter.
Purchasing	To ensure purchased materials conform to all customer requirements and are delivered on time.	Vendor Performance Report RMA History Report	97% correct & 90% on time. 12 or less Purchasing fault per quarter.
Sales	To provide competitive and profitable quotes to win bids and to ensure orders are entered correctly, accurately, and in a timely manner.	Customer Report Cards Customer On-Time Delivery RMA History Report Call Reports	Meet customer specified targets. 98% on time delivery to customer. 15 or less Sales fault per quarter. Submitted on time. Timely resolution of issues.
Warehouse QC	To ensure received products meet requirements. To ensure products are conforming and delivered on time and according to customer requirements.	Customer On-Time Delivery RMA History Report Customer Report Cards	98% on time delivery to customer. 12 or less QC or Warehouse fault per quarter. Meet customer specified targets.
Office Administrator	To ensure compliance to AS9120 Standard. To conduct Internal Quality Audits, Management Review Meetings, and employee Training.	Internal Audit Checklist MRM-Forms ServTronics Training Session Attendance Forms	Adherence to Audit schedule. Completion & maintenance of Internal Audit Checklist. Adherence to MRM schedule. Completion & maintenance of MRM-Forms. AS9120 Training Meetings held monthly. Adherence to training schedule, completion & maintenance of ServTronics Training Session Attendance Forms.

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 ISO 9001/ AS9120 Rev A standard. Management ensures the integrity of the QMS is maintained when changes to the QMS are planned and implemented. Major changes that may affect the performance, quality or reliability of the processes will be identified, reviewed and approved prior to updating the QMS documentation. Top management is responsible for the overall development and control of quality plans.

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority

An organizational chart has been established to show the interrelation of personnel in the organization. Job descriptions and the organizational chart are reviewed and approved by top management for adequacy. An organizational chart and Overview of Responsibilities are located on page 10 of the QMS.

5.5.2 Management Representative

The OA/MR has been appointed by top management as management representative. The management representative has the organizational freedom and unrestricted access to top management for resolution of quality management issues.

As management representative, they have 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.
- Ensuring the promotion of awareness to 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.

5.5.3 Internal Communication

Top Management, the OA/MR and Department Managers are responsible for raising employee awareness of the QMS through effective communication and training. This includes Management Review Meetings, department meetings, and other routine internal business communications. As part of the awareness effort, employees shall be made aware of changes made to customer imposed requirements that could affect customer satisfaction regarding the quality level of product, on-time delivery, or customer service.

5.6 Management Review

5.6.1 General

Quarterly review QMS to ensure continuing suitability, adequacy and effectiveness. Assess opportunities for improvement and the need for changes to the QMS including Quality Policy and Quality Objectives. Top management reviews the quality management system at planned intervals to ensure its continuing suitability, adequacy and effectiveness. This review includes assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives. Records of management reviews are maintained by the OA/MR.

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:

- Results of audits
- Customer feedback
- Process performance and product conformity
- Status of preventive and corrective actions
- Follow-up actions from previous management reviews

- Changes that could affect the QMS
- Recommendations for improvement

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 and action items are discussed in the next meeting to ensure completion.

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

Related Procedures:

Customer Related Processes	PM7.2.0
Quality System	PM4.0.0
Management Responsibility	PM5.0.0
Management Review Meetings	PM5.6.0
MRM-Form	
Quality Policy	
Organization Chart	

<u>Section 6</u>

Resource Management

6.1 Provision of Resources

ServTronics has implemented a Quality Management System that complies with the ISO 9001 and AS9120A standard. This implementation was achieved with management commitment and with sufficient resources for the implementation.

ServTronics' goal is to provide all of its customers with the highest quality goods and services. Sufficient human, material, and financial resources shall be provided by Top Management in order to effectively implement, maintain, and improve upon the company's QMS. Through planned and efficient use of resources, customer participation, vendor participation, and quality management techniques, ServTronics shall enhance customer satisfaction by ensuring that all customer needs/requirements are met.

6.2 Human Resources

6.2.1 Human Resources-General

Management shall be responsible for ensuring that all staff are adequately qualified and experienced in their relevant functions, in order to perform the duties of their position in a satisfactory manner. It is the responsibility of the OA/MR that all employees attend, or receive relevant information on all company-wide meetings. It is the responsibility of department managers to ensure that each employee in their department satisfactorily completes all applicable training, and attends or receives relevant information on all department specific meetings.

6.2.2 Competence, Awareness and Training

Included in Competence, Awareness and Training are the qualifications and skills necessary for each employee to perform the responsibilities specific to their position. Employees are informed of the qualifications, skills, and responsibilities based on their position, and their performance is reviewed to measure their effectiveness. An Employee Performance Rating is completed after an employee's initial 90 days, and annually from their date of hire to identify areas of strengths and weaknesses, and any additional training that may be required in order to support compliance to the QMS, Quality

Objectives, Quality Policy, and AS9120. AS9120 Training meetings are held monthly and are conducted by the OA/MR.

Position	Qualifications/Skills	Responsibilities
Top Management	Strong leadership skills. Strong teamwork skills. Strong organizational skills. Ability to support all departments and resolve issues. Ability to communicate via phone and e-mail in a positive and professional manner with vendors, customers and employees. Must have experience in a customer centric organization where customer requirements have the highest priority, or equivalent education. Legally authorized to work in the United States.	Overseeing all departments within ServTronics. Providing support and resolution to all departments as needed. Ensuring that customer requirements are met. Ensuring that each department is meeting their Quality Objectives. Ensuring that the Quality Policy is understood, implemented, and reviewed. Ability to support compliance to AS9120.
Sales Manager	Strong leadership skills. Strong teamwork skills. Strong organizational skills. Ability to support Account Managers and resolve issues. Ability to establish priorities, multi-task, work independently, and proceed with objectives. Ability to communicate via phone and e-mail in a positive and professional manner with vendors, customers and co-workers. Must have experience in a customer centric organization where customer requirements have the highest priority, or equivalent education. Ability to develop relationships with key customers. Legally authorized to work in the United States.	Overseeing sales department including primary long term contract review and customer relations including managing key accounts and for those activities dealing with the generation of customer bids, quotes, sales contracts and contract amendments and/or revisions. Providing support and resolution to Account Managers as needed. Ensuring that customer requirements are met and that the Sales Department is aware of customer satisfaction. Ensuring that the Sales Department is meeting their Quality Objectives. Performing tasks as required to support the Quality Objectives and as directed by Top Management. Ability to support compliance to AS9120.

Account Managers / Sales	Strong teamwork skills. Strong organizational skills. Ability to establish priorities, multi-task, work independently, and proceed with objectives. Ability to communicate via phone and e-mail in a positive and professional manner with vendors, customers and co-workers. Must have experience in a customer centric organization where customer requirements have the highest priority, or equivalent education. Ability to develop relationships with key customers. Legally authorized to work in the United States.	To maintain and manage customer accounts as assigned. Providing a proactive interface with customers via phone and e-mail. Providing quotes and ensuring on-time delivery to support customer requirements. Completing call reports as needed. Performing tasks as required to support the Quality Objectives and as directed by Sales Manager. Ability to support compliance to AS9120.
Outside Sales	Strong teamwork skills. Strong organizational skills. Ability to establish priorities, multi-task, work independently, and proceed with objectives. Ability to communicate via phone and e-mail in a positive and professional manner with customers and co-workers. Must have experience in a customer centric organization where customer requirements have the highest priority. Experience in generating leads, prospects, and sales, or equivalent education. Ability to develop relationships with key customers. Legally authorized to work in the United States.	Providing a proactive interface with customers in person, via phone and e-mail. To maintain and manage customer accounts in a designated area per Top Management. Complete weekly Call Reports. Performing tasks as required to support the Quality Objectives and as directed by Top Management. Ability to support compliance to AS9120.
Quality Assurance Warehouse Manager	Strong leadership skills. Strong teamwork skills. Strong organizational skills. Strong math skills. Detail oriented.	Directing all operations that affect the quality of our products and services for our customers, and for directing the activities of warehouse employees, the quality department, and any other

	Ability to read measurements and prints. Ability to support Quality Assurance and Warehouse and resolve issues. Ability to establish priorities, multi-task, work independently, and proceed with objectives. Ability to communicate via phone and e-mail in a positive and professional manner with vendors, customers and co-workers. Must have experience in a customer centric organization where customer requirements have the highest priority, or equivalent education. Legally authorized to work in the United States.	functions necessary for the proper functioning of the company's warehouse. Ensuring that customer requirements are met and made aware throughout the Warehouse Department. Ensuring that Quality Assurance and Warehouse are meeting their Quality Objectives. Performing tasks as required to support the Quality Objectives and as directed by Top Management. Ensuring that the Quality Policy is understood, implemented, and maintained. Ability to support compliance to AS9120.
Quality Assurance	Strong teamwork skills. Strong organizational skills. Strong math skills. Ability to read measurements and prints. Ability to establish priorities, multi-task, work independently, and proceed with objectives. Ability to communicate via phone and e-mail in a positive and professional manner with vendors, customers and co-workers. Legally authorized to work in the United States.	Using measurement equipment as needed to perform inspection. Performing tasks as required to support the Quality Objectives and as directed by Quality Assurance Warehouse Manager. Ability to support compliance to AS9120.
Warehouse	Strong teamwork skills. Strong organizational skills. Ability to lift and move 70 pounds. Ability to stand and walk for the duration of operating hours. Ability to establish priorities, multi-task, work independently, and proceed with objectives. Legally authorized to work in the United States.	Performing tasks as required to support the Quality Objectives and as directed by Quality Assurance Warehouse manager. Ability to support compliance to AS9120.

Purchasing Supervisor	Strong leadership skills. Strong teamwork skills. Strong organizational skills. Ability to establish priorities, multi-task, work independently, and proceed with objectives. Ability to communicate via phone and e-mail in a positive and professional manner with vendors, customers and co-workers. Legally authorized to work in the United States.	Generating purchase orders for re-sellable materials to maintain appropriate stock levels. Monitoring inventory records and cost to ensure accuracy. Ensuring that the Purchasing Department is meeting their Quality Objectives. Performing tasks as required to support the Quality Objectives and as directed by Top Management. Ability to support compliance to AS9120.
Expeditor	Strong teamwork skills. Strong organizational skills. Ability to establish priorities, multi-task, work independently, and proceed with objectives. Ability to communicate via phone and e-mail in a positive and professional manner with vendors, customers and co-workers. Legally authorized to work in the United States.	Performing tasks as required to support the Quality Objectives and as directed by Purchasing Supervisor. Ability to support compliance to AS9120.
Administrator	Strong leadership skills. Strong teamwork skills. Strong organizational skills. Ability to establish priorities, multi-task, work independently, and proceed with objectives. Must have experience in a customer centric organization where customer requirements have the highest priority, or equivalent education. Ability to communicate via phone and e-mail in a positive and professional manner with vendors, customers and co-workers. Legally authorized to work in the United States.	Ensuring that all of the procedures of the AS9120 are covered at least once per year. Preparing each MRM agenda in order to ensure that the objective is met. Complete, maintain and distribute MRM-Form. Ensuring that the Quality Policy is understood, implemented, and maintained. Performing tasks as required to support the Quality Objectives and as directed by Top Management. Ability to support compliance to AS9120.
Accounts Payable	Strong teamwork skills. Strong organizational skills.	Ability to support compliance to AS9120.

	Ability to establish priorities, multi-task, work independently, and proceed with objectives. Ability to communicate via phone and e-mail in a positive and professional manner with vendors, customers and co-workers. Legally authorized to work in the United States.	
Computer System Manager	Strong teamwork skills. Strong organizational skills. Ability to establish priorities, multi-task, work independently, and proceed with objectives. Ability to communicate via phone and e-mail in a positive and professional manner. Legally authorized to work in the United States.	The maintenance and operation of all computer systems in use and the procurement of new equipment, software and supplies to support everyday operations. Ability to support compliance to AS9120.

Qualifications are reviewed upon hire, when an employee changes positions or the requirements for a position change. The OA/MR is responsible for maintaining records of employee education, training, skills and experience. 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. All training and evaluation is performed in accordance to the training procedure.

To ensure that the competence of personnel affecting the quality of the distribution services is determined and appropriate training planned and provided, the procedure (PM6.2.2) is established and outlines additional details applicable to ServTronics. These procedures shall be used to identify training needs and provide personnel with the appropriate training so they can effectively perform their duties.

The identification of training needs shall apply to all functions that require acquired skills which, by omission, could adversely affect job performance and product quality. During the course of training, employees may be given the opportunity to observe other areas

within the company so that they can obtain a better understanding of the entire QMS and the interaction of jobs within it.

Training shall be conducted using in-house resources whenever possible. All employees are trained on the relevance and importance of their activities and how they contribute to the achievement of the quality objectives. Records of employee training shall be maintained by the OA/MR.

6.3 Infrastructure

To meet quality objectives and product requirements ServTronics has determined the infrastructure needed (PM6.3.0). The infrastructure has been provided, and includes buildings, workspace, utilities, process equipment, and supporting services.

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

- Preventive maintenance plans
- Building maintenance plans

6.4 Work Environment

A work environment suitable for achieving product conformance is maintained. All aspects, human and physical, in the work environment that effect conformity of the product have been identified and are managed. To control and minimize the possibility of product degradation the product processing and storage areas are climate controlled. Factors that may affect the conformity and integrity of a product such as proper lighting and overall cleanliness are also controlled.

Related Documents

Competence, Awareness and Training	PM6.2.2
Infrastructure	PM6.3.0
Employee Performance Rating	

Section 7

Product Realization

7.1 Planning of Product Realization

The processes needed for product realization are planned and developed, and are consistent with the requirements of the other processes of the quality management system. The quality planning may take place as an operations project, or according to the Planning of Product Realization procedure (PM7.1.0). In planning product realization, the following has been determined, as appropriate:

- Quality objectives and requirements for the product
- Processes, documentation and resources required
- Verification, validation, monitoring, inspection and test requirements
- 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 other outputs suitable to ServTronics methods of operation.

Through the establishment of well-defined procedures and work instructions relating, but not limited to customer contract review, risk assessment, material inspection, equipment calibration, purchasing and order processing, ServTronics shall ensure that all applicable requirements for material and contract conformance are consistently met. As appropriate, internal processes will evaluate risks that could potentially impact ServTronics' ability to achieve its ultimate goal of ensuring quality and on-time delivery for its customers.

While the products supplied by ServTronics are not considered as serviceable and do not require maintenance or configuration, ServTronics shall make appropriate resources available to its customers for the purpose of verifying product conformance and/or with questions relating to specifications.

ServTronics operates solely as a distributor of new products. As such, it does not perform any manufacturing, rework, repair, or configuration operations nor does it engage in the transfer of any materials.

7.1.1 Configuration Management

ServTronics has established, implemented and maintains this process in which it is appropriate to the products we supply. Configuration Management is defined in PM7.1.1

- Configuration management planning

- Configuration identification

- Change control

- Configuration status accounting

- Configuration audit

7.1.2 Control of Work Transfers

ServTronics does not transfer work temporarily or permanently and as a result does not have a plan or a need for the control of the temporary or permanent transfer of work.

7.2 Customer-Related Processes

7.2.1 Determination of Requirements Related to the Product

ServTronics 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 ServTronics

Customer requirements are determined according to the Customer Related Processes Procedure. (PM7.2.0)

7.2.2 Review of Requirements Related to the Product

ServTronics has a process in place for the review of requirements related to the product (PM7.2.0). 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
- ServTronics has the ability to meet the defined requirements
- Risks (associated with new technology, short delivery time scale) are identified
- 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, ServTronics communicates changes to relevant personnel and amends relevant documents

7.2.3 Customer Communication

ServTronics has implemented an effective procedure (PM7.2.0) for communicating with customers in relation to:

- Product Information
- Inquiries, 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, documented exemption.

7.4 Purchasing

7.4.1 Purchasing Process

A documented procedure (PM7.4.0) is followed to ensure that purchased product conforms to the specified purchase requirements. The procedure outlines the extent of control required for approval of suppliers. The Purchasing procedure describes the process used to verify that purchased product meets specified purchase requirements. ServTronics evaluates and selects suppliers based on their ability to supply product that meets requirements. Records of evaluations and actions resulting from evaluations are maintained.

This is done following our documented Purchasing procedure and includes:

- Maintaining a register of suppliers
- Reviewing supplier performance
- Defining 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
- Determining and managing the risk when selecting and using suppliers
- Controlling and preventing the purchase of counterfeit and suspect unapproved parts.

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

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 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 per customers requirements
- Right of access by ServTronics, customers to areas of the facilities and records
- Requirements for certificate of conformity, test reports or airworthiness certificates.

The adequacy of specified purchasing requirements prior to their communication to suppliers is ensured.

7.4.3 Verification of Purchased Product

ServTronics ensures that purchased product meets purchase requirements. 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.

ServTronics product verification activities include:

- Receiving per documented procedure (PM7.4.3) or available resources to obtain objective evidence of the quality of products for vendors to verify the authenticity of the accompanying documentation. Required documentation is determined by customer requirements at time of contract review.
- Proper documentation at receipt.
- Confirm and inspect products upon receipt.

If ServTronics 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.

7.5 Production and Service Provision

7.5.1 Control of Production and Service Provision

ServTronics plans and carries out production and service provision under controlled conditions according to documented procedure (PM7.5.1).

Controlled conditions include, as applicable:

- The availability of information that describes the characteristics of the product
- 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 provided in the clearest possible way

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

ServTronics identifies the product throughout product realization according to the Identification and Traceability procedure (PM7.5.3).

- ▪ ServTronics 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.
- ▪ Where traceability is a requirement unique identification of the product is maintained
- ▪ ServTronics maintains product identification and traceability from receipt and during splitting, storage, packaging, preservation and delivery

ServTronics controls and records the unique identification of the product where ever traceability is a specified requirement.

7.5.4 Customer Property

ServTronics maintains no customer property at the present time. A procedure (PM7.5.4) outlines the identification, verification, protection and safeguarding of customer property should customer property arrive at ServTronics in the future.

7.5.5 Preservation of Product

ServTronics preserves the conformity of product during internal processing and delivery to the intended destination per procedure (PM7.5.5). 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 when applicable
- Marking and labeling including safety warnings
- Shelf life control and stock rotation

7.6 Control of Monitoring and Measuring Equipment

ServTronics 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 (PM7.6.0) 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
- Uniquely 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, distribution operations and storage
- Be recalled according to the Procedure when requiring calibration

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

All calibrations are performed by an outside source. ServTronics ensures that environmental conditions are suitable for the inspections, measurements and tests being carried out.

Related Documents

Planning of Product Realization Procedure	PM7.1.0
Customer Related Process	PM7.2.0
Configuration Management	PM7.1.1
Purchasing	PM7.4.0
Control of Production and Service Provision	PM7.5.1
Identification and Traceability	PM7.5.3
Customer Property	PM7.5.4
Preservation of Product	PM7.5.5
Control of Monitoring and Measuring Devices	PM7.6.0
Receiving and In-Process Inspection and Testing	PM7.4.3

Section 8

Measurement, Analysis and Improvement

8.1 General

ServTronics plans and implements the monitoring, measurement, analysis and improvement processes as needed to:

- ▪ To demonstrate conformity of the product
- ▪ To ensure conformity of the quality management system
- ▪ 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

8.2.1 Customer Satisfaction

As one of the measurements of the performance of the quality management system, ServTronics monitors information relating to customer perception as to whether the organization has fulfilled customer requirements.

Customer satisfaction information includes the monitoring and evaluation of information relative to product conformity and on-time delivery performance, customer complaints, and corrective actions. Plans to address deficiencies identified by the evaluations are developed, implemented and the effectiveness of results assessed.

8.2.2 Internal Audit

ServTronics conducts internal audits at planned intervals to determine whether the quality management system

- ▪ Conforms to the planned arrangements, to the requirements of AS9120A Standard and to the quality management system requirements established by the organization. Planned arrangements (per 7.1) include customer contractual requirements.
- ▪ Is effectively implemented and maintained.

An audit program has been designed and implemented and identifies an audit schedule based on the status and 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 (PM8.2.2). To ensure objectivity and impartiality of the audit process, 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.

8.2.3 Monitoring and Measurement of Processes

ServTronics 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

8.2.4 Monitoring and Measurement of Product

ServTronics monitors and measures the characteristics of the product to verify that product requirements are fulfilled. This is carried out at appropriate stages of the product realization process identified in Monitoring, Measuring and Analysis of Product Realization Processes (PM7.1.0).

Measurement requirements include:

- Criteria for acceptance or rejection
- Sequence where measuring and testing operations are required
- Records
- Specific measurement equipment/instrument and instructions

When sampling inspection is used as a means of product acceptance, the plan is statistically valid and appropriate for use. The plan is matched to the critically of the product and to the capability of the operation.

Records indicate the person authorizing release of product. When required to demonstrate product qualification, the records provide the evidence that the product meets the defined requirements.

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 at delivery.

8.2.5 Evidence of Conformity

ServTronics maintains evidence of conformity with the acceptance criteria and is 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 ServTronics.

8.3 Control of Nonconforming Product

ServTronics 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 (PM8.3.0).

The term "nonconforming product" can include nonconforming product returned by a customer or material supplied by vendor.

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.

Nonconforming product controls include:

- Actions to eliminate the nonconformity
- Use, release, or accept by customer concession
- Actions to preclude its intended use or application

- Actions on the effects of the nonconforming product when detected after delivery or use, (including timely reporting)

As a distributor, ServTronics has no authority to rework or repair product and dispositions for nonconforming product is limited to scrap, rejection for return to the supplier, and submittal from customer and/or design authority for USE AS IS disposition.

Corrected nonconforming product by the manufacturer is subjected to re-verification. Product disposition for scrap is conspicuously and permanently marked, or positively controlled, until physically rendered unusable.

In addition to any contract or regulatory authority reporting requirements, ServTronics system provides for timely reporting of delivered nonconforming product. 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.

Records of nonconforming product are maintained as Quality Records.

8.4 Analysis of Data

ServTronics determines, collects and analyses 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 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

8.5 Improvement

8.5.1 Continual Improvement

ServTronics 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. ServTronics monitors the implementation of improvement actions and evaluates the effectiveness of the results.

8.5.2 Corrective Action

ServTronics 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 (PM8.5.2) 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)
- 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
- Specific actions where timely and/or effective corrective actions are not achieved
- Determining if additional nonconforming product exists and taking further action

8.5.3 Preventive action

ServTronics 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 (PM8.5.3) 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

Related Documents

Internal Quality Audits	PM8.2.2
Product Realization	PM7.1.0
Control of Nonconforming Product	PM8.3.0
Corrective Action	PM8.5.2
Preventive Action	PM8.5.3