

De - Comp Composites, Inc.

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Quality Management Systems Manual

ISO 9001:2008



De-Comp Composites, Inc.

Composite Materials and Supplies

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1. INTRODUCTION

1.1 General

This Quality Management System Manual is to identify the requirements of ISO 9001:2008 as applicable to De-Comp

1.2 Application

De-Comp Composites, Inc. (De-Comp) Quality Management System is established and defined herein to enhance customer satisfaction through the effective application of this system, continual process improvement and the assurance of conformity to the customer and applicable statutory and regulatory requirements.

De-Comp has identified section 7.3 Design and development as exclusion. This exclusion does not affect our ability, or responsibility to provide product that meets customer and statutory and regulatory requirements.

1.3 Sections of this Manual.

The sections of this manual to establish the Quality Management System are as follows:

Section 2 – Process Map

Section 3 – Process Details

Section 4 – Quality Management System

Section 5 – Management Responsibility

Section 6 – Resource Management

Section 7 – Product Realization

Section 8 -- Measurement, Analysis and Improvement

2 Normative references

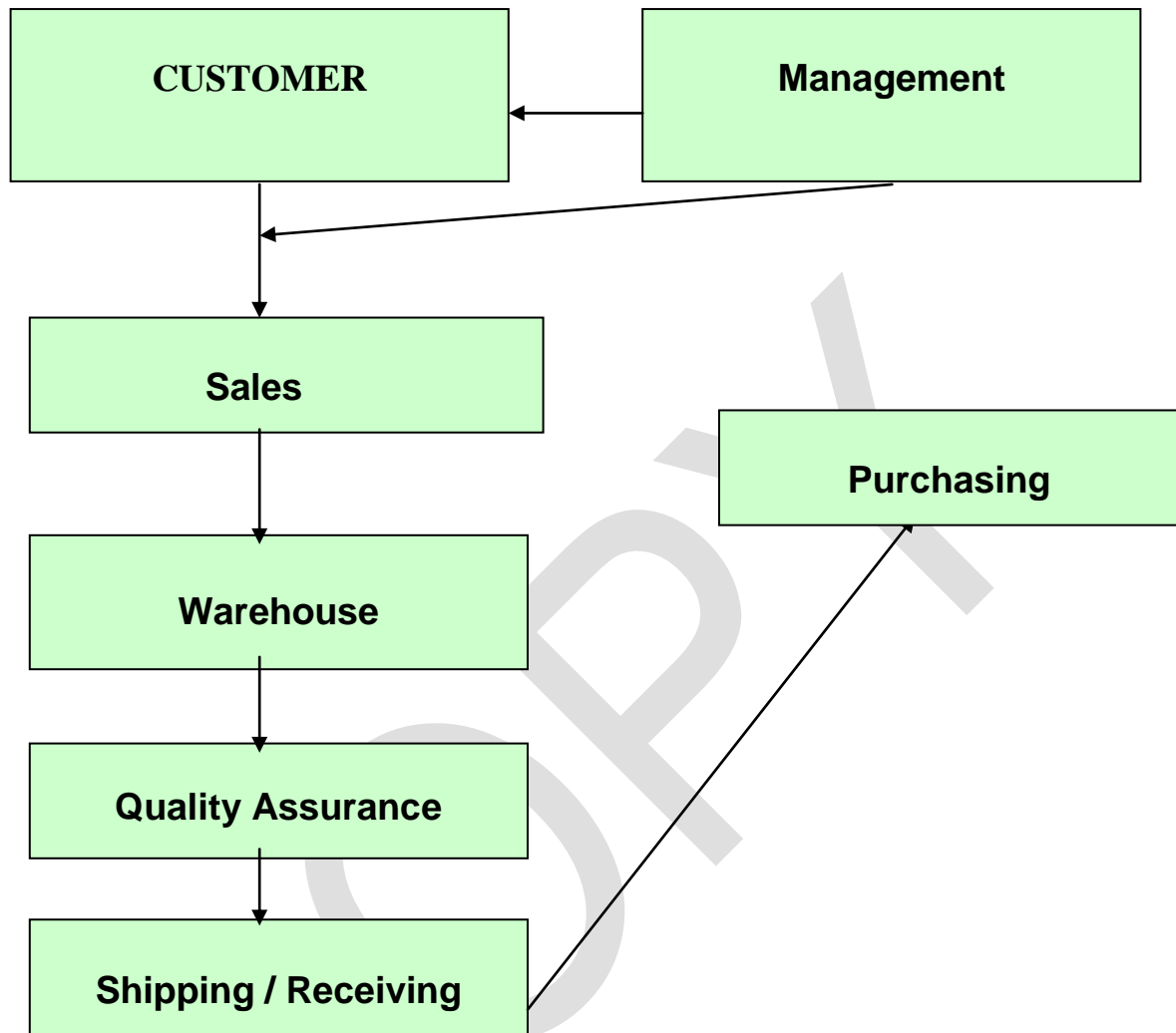
The following referenced document is indispensable for the application of this document.

ISO 9000:2005 Quality Management Systems--- Fundamentals and vocabulary

3 Terms and definitions

For the purpose of this document, the terms and definitions given in ISO 9000 apply.

2. QUALITY MANAGEMENT SYSTEM PROCESS MAP



Notes: Management provides inputs to all internal processes and Purchasing interacts with all processes.

3. QUALITY MANAGEMENT SYSTEM – PROCESS DETAIL

Process	Input	Output	Parameters for Success	Measured By
Sales	Request for a Quote Order	Quotes Sales Order	1)Accurate Information 2)Trained People	Customer Satisfaction Data
Warehouse	Purchase Order and Product Pick Ticket Packing Sheet	Parts Received Parts pulled from Stock Parts Packed for Shipment	1)Accurate Information 2)Trained People 3)Product Awareness	Returns to Supplier Discrepancy Reports Customer Complaints.
Quality Assurance	Parts Received for Shipment Paperwork	Parts Approved / Rejected Inspection Reports	1)Accurate Information 2)Trained People 3)Product Awareness	Customer Satisfaction Data Customer Complaints
Shipping/Receiving	Approved Parts Packing Sheet	Product Delivered Paperwork	1)Accurate Information 2)Product Awareness 3)Trained People	Customer Satisfaction Data On-Time Delivery
Purchasing	Reorder request Sales Order	Purchase Order Goods Received	1)Accurate Information 2)Trained People 3)Quality Suppliers	% of Defective Purchase Orders

4. QUALITY MANAGEMENT SYSTEM.

4.1 General Requirements.

De-Comp has established, documented, implemented and maintained a Quality Management System and continually improve its effectiveness in accordance with the requirements of ISO 9001:2008 Edition.

De-Comp is responsible to:

- a) Identify the processes needed for the management of the quality system and their application throughout De-Comp
- b) Determine the sequence and interaction of these processes.
- c) Determine criteria and methods needed to ensure that both the operation and control of these processes are effective.
- d) Ensure the availability of resources and information necessary to support the operation and monitoring of these processes.
- e) Monitor, measure where applicable and analyze these processes.
- f) Implement actions necessary to achieve planned results and continual improvement of these processes.

These processes are managed by De-Comp, in accordance with the requirements of ISO 9001:2008.

Where De-Comp chooses to outsource any process that affects product conformity to requirements, De-Comp shall ensure control over such processes. The type and extent of control to be applied to these outsourced processes shall be defined within the quality management system.

4.2 Documentation Requirements.

4.2.1 General.

De-Comp quality management system documentation includes:

- a) Documented statements of a quality policy and quality objectives.
- b) A Quality Manual
- c) Documented procedures and records required by ISO 9001:2008.
- d) Documents, including records, determined by De-Comp Composites, Inc to be necessary to ensure the effective planning, operation and control of its processes.

4.2.2 Quality Manual.

De-Comp has established and maintains a quality manual that includes:

- a) The scope of the Quality Management System, including details of and justification for any exclusion.
- b) The documented procedures established for the Quality Management System, or reference to them.
- c) A description of the interaction between the processes of the Quality Management system, (see Section 2).

4.2.3 Control of Documents.

Documents required by the Quality Management System shall be controlled. Records are a special type of document and have been controlled according to the requirements in 4.2.4.

The documented procedure, QP 4.2.3, has been established to define the controls needed to:

- a) Approve documents for adequacy prior to issue.
- b) Review and update as necessary and re-approve documents.
- c) Ensure that changes and the current revision status of documents are identified.
- d) Ensure that relevant versions of applicable documents are available at points of use.
- e) Ensure that documents remain legible and readily identifiable,
- f) Ensure that documents of external origin determined by De-Comp to be necessary for the planning and operation of the Quality Management System are identified and their distribution controlled.
- g) Prevent 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.

Records have been established to provide evidence of conformity to requirements and of the effective operation of the Quality Management System shall be controlled.

De-Comp shall establish a documented procedure (QP 4.2.4) to define the controls needed for the identification, storage, protection, retrieval, retention and disposition of records.

Records remain legible, readily identifiable and retrievable.

5. MANAGEMENT RESPONSIBILITY

5.1 Management Commitment.

De-Comp provides evidence of its commitment to the development and implementation of the quality management system and continually improving its effectiveness by:

- a) Communicating to De-Comp employees the importance of meeting customer as well as statutory and regulatory requirements.
- b) Establishing the quality policy.
- c) Ensuring that quality objectives are established.
- d) Conducting Management Reviews.
- e) Ensuring the availability of resources.

5.2 Customer Focus.

De-Comp ensures that customer requirements are determined and are met with the aim of enhancing customer satisfaction. (see 7.2.1 & 8.2.1)

5.3 Quality Policy.

De-Comp Composites, Inc.'s philosophy is to provide our customers with first class service and world class products at the most competitive price. As a "pass through" distributor, we are committed to providing our customers with composite, support materials and supplies that will meet or exceed their specifications and requirements. Quality is an integral part of each job function, and is therefore; a shared responsibility to create a culture for continued improvement.

5.4 Planning.

5.4.1 Quality Objectives.

De-Comp ensures that quality objectives, including those needed to meet requirements for the product, are established at relevant functions and levels within De-Comp The quality objectives are measurable and consistent with the quality policy.

5.4.2 Quality Management System Planning.

De-Comp ensures that:

- a) The planning of the quality management system is carried out in order to meet the requirements defined in 4.1, as well as the quality objectives.
- b) The integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority

De-Comp ensures that the responsibilities, authorities and their interrelation are defined and communicated within De-Comp and are detailed in the organizational structure and related position responsibilities. (2.0 Process Map & 3.0 Process Detail) See Org Chart (description on S drive)

5.5.2 Management Representative.

De-Comp has appointed a member of management who, irrespective of other responsibilities, has responsibility and authority that includes:

- a) Ensuring that processes needed for the quality management system are established, implemented and maintained.
- b) Reporting to the President on the performance of the quality management system and any need for improvement.
- c) Ensuring the promotion of awareness of customer requirements throughout De-Comp

The Quality Manager of De-Comp is the designated Management Representative.

5.5.3 Internal Communication.

De-Comp ensures that appropriate communication processes are established within De-Comp and that communication takes place regarding the effectiveness of the quality management system.

5.6 Management Review

5.6.1 General

De-Comp reviews its quality management system annually 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 from management reviews are maintained. (4.2.4)

5.6.2 Review Input.

The input to the management review includes information on:

- a) Results of audits.
- b) Customer feedback.
- c) Process performance and product conformity.

- d) Status of preventive and corrective actions.
- e) Follow-up actions from previous management reviews.
- f) Changes that could affect the quality management system.
- g) Recommendations for improvement.

5.6.3 Review Output.

The output from the management review includes any decisions and actions related to:

- a) Improvement of the effectiveness of the quality management system and its processes.
- b) Improvement of product related to customer requirements.
- c) Resource needs.

6 RESOURCE MANAGEMENT

6.1 Provision of Resources.

De-Comp determines and provides the resources needed to:

- a) Implement and maintain the quality management system and continually improve its effectiveness.
- b) Enhance customer satisfaction by meeting customer requirements.

6.2 Human Resources.

6.2.1 General.

Personnel performing work affecting conformity to product requirements are competent on the basis of appropriate education, training, skills and experience.

6.2.2 Competence, training and awareness

De-Comp:

- a) Determines the necessary competence for personnel performing work affecting conformity to product requirements
- b) Where applicable, provide training or take other actions to achieve the necessary competence.
- c) Evaluates the effectiveness of the actions taken

- d) Ensures that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.
- e) Maintains appropriate records of education, training, skills and experience. (4.2.4)

6.3 Infrastructure.

De-Comp determines, provides and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable:

- a) Buildings, workspaces and associated utilities.
- b) Process equipment, (both hardware and software).
 - a. Supporting services (such as transport, communication or information systems).

6.4 Work Environment.

De-Comp determines and manages the work environment needed to achieve conformity to product requirements.

7. PRODUCT REALIZATION

7.1 Planning of Product Realization.

De-Comp plans and develops the processes needed for product realization. Planning of product realization is consistent with the requirements of the other processes of the quality management system.

In planning product realization, De-Comp determines the following, as appropriate:

- a) Quality objectives and requirements for the product.
- b) The need to establish processes and documents, and provides resources specific to the product.
- c) Required verification, validation, monitoring, measurement, inspection and test activities specific to the product and the criteria for product acceptance.
- d) Records needed to provide evidence that the realization processes and resulting product meet requirements.

The output of this planning is the Picking Sheet.

7.2 Customer-related processes

7.2.1 Determination of requirements related to the product

De-Comp determines:

- a) Requirements specified by the customer, including the requirements for delivery and post-delivery activities.
- b) Requirements not stated by the customer but necessary for specified use or intended use, where known.
- c) Statutory and Regulatory requirements applicable to the product.
- d) Any additional requirements considered necessary by De-Comp

7.2.2 Review of Requirements Related to the Product.

De-Comp reviews the requirements related to the product. This review is conducted prior to De-Comp commitment to supply a product to the customer (e.g. submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders) and ensures that:

- a) Product requirements are defined.
- b) Contract or order requirements differing from those previously expressed are resolved.
- c) De-Comp has the ability to meet the defined requirements.

Records of the results of the review and actions arising from the review are maintained.

Where the customer provides no documented statement of requirement, the customer requirements are confirmed by De-Comp before acceptance.

Where product requirements are changed, De-Comp ensures that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

7.2.3 Customer Communication

De-Comp determines and implements effective arrangements for communicating with customers in relation to:

- a) Product information.
- b) Inquiries, contracts or order handling, including amendments.
- c) Customer feedback, including customer complaints.

7.3 Design and Development.

This element is not applicable to De-Comp and has been claimed as exclusion to the requirements of the Standard. Our customer is responsible for their design and development.

7.4 Purchasing.

7.4.1 Purchasing Process.

De-Comp ensures that purchased product conforms to specified purchase requirements. The type and extent of control applied to the supplier and the purchased product is dependent upon the effect of the purchased product on subsequent product realization or the final product. De-Comp only buys from approved vendors.

De-Comp evaluates and selects suppliers based on their ability to supply product in accordance with De-Comp's requirements.

Criteria for selection, evaluation and re-evaluation have been established. Records of the results of evaluations and any necessary actions arising from the evaluation are maintained.

7.4.2 Purchasing Information.

Purchase orders are generated for all goods and services purchased and adequately describe the product to be purchased, including, where appropriate

- a) Requirements for approval of product, procedures, processes, and equipment.
- b) Requirements for qualification of personnel
- c) Quality management system requirements

De-Comp ensures the adequacy of specified purchase requirements prior to their communication to the supplier.

7.4.3 Verification of purchased product.

De-Comp has established and implements the receiving inspection or other activities necessary for ensuring that purchased product meets specified purchase requirements.

Where De-Comp, or its customer intends to perform verification at the supplier's premises; De-Comp shall state the intended verification arrangements and method of product release in the purchase order.

7.5 Production and Service Provision.

7.5.1 Control of Production and Service Provision

De-Comp plans and carries out production and service provisions under controlled conditions. Controlled conditions, as applicable, include:

- a) The availability of information that describes the characteristics of the product. This includes but not limited to, the Picking Sheet and associated product specifications.
- b) The availability of work instructions, as necessary
- c) The use of suitable equipment.
- d) The availability and use of monitoring and measuring equipment.
- e) The implementation of monitoring and measurement.
- f) Implementation of product release, delivery and post-delivery activities.

7.5.2 Validation of Processes for Production and Service Provision.

This system element is not applicable to De-Comp and has been claimed as exclusion to the requirements of ISO 9001:2000 Edition.

7.5.3 Identification and Traceability.

Where appropriate, De-Comp identifies the product by suitable means throughout product realization. The product status identification with respect to monitoring and measurement requirements is shown on the Picking Sheet. Where traceability is required, De-Comp, controls and records the unique description of the product and maintains records.

7.5.4 Customer Property.

De-Comp exercises care with customer property while it is under the control of De-Comp identifies, verifies, protects and safeguard customer property provided for use or incorporation into a product. If any customer property is lost, damaged or otherwise found to be unsuitable for use, the condition or status is reported to the customer and records are maintained.

7.5.5 Preservation of Product

De-Comp preserves the product during internal processing and delivery to the intended destination in order to maintain conformity to requirements. As applicable, preservation includes identification, handling, packaging, storage and protection. Preservation also applies to the constituent parts of a product.

7.6 Control of monitoring and measuring equipment

De-Comp 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.

De-Comp establishes processes that ensures monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements.

Where necessary to ensure valid results, measuring equipment is:

- a) Calibrated or verified at specified intervals, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification is recorded.
- b) Be adjusted or re-adjusted as necessary.
- c) Identified to enable the calibration status to be determined.
- d) Safeguarded from adjustments that would invalidate the measurement result.
- e) Protected from damage and deterioration during handling, maintenance and storage.

De-Comp assesses and records the validity of the previous measuring results when the equipment is found not to conform to requirements.

De-Comp ensures appropriate action is taken on the equipment and any product affected. Records of the results of calibration are maintained.

De-Comp does not calibrate its own equipment; these activities are conducted by an approved supplier.

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

8. MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 General.

De-Comp plans and implements the monitoring, measurement, analysis and improvement processes needed to:

- a) Demonstrate conformity of the product requirements,
- b) Ensure conformity of the quality management system,
- c) Continually improve the effectiveness of the quality management system. This includes 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, De-Comp, monitors information relating to customer perception as to whether the De-Comp has met customer requirements. The methods for obtaining and using this information are determined.

Note: Monitoring customer perception can include obtaining input from sources such as customer satisfaction surveys, customer data on delivered product quality, user opinion surveys, lost business analysis; compliments warranty claims and dealer reports.

8.2.2 Internal Audit.

De-Comp conducts internal audits at planned intervals, to determine whether the quality management system:

- a) Conforms to the planned arrangements, to the requirements of the International Standard and to the quality management system requirements established by De-Comp
- b) Is effectively implemented and maintained.

The audit program takes into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency and methods have been defined. Selection of auditors and conduct of audits ensures objectivity and impartiality of the audit process. Auditors will not audit their own work.

The responsibilities and requirements for planning and conducting audits, reporting results and maintaining records are established in a documented procedure, QP 8.2.2.

The management responsible for the area being audited ensures that any necessary corrections and corrective 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.

De-Comp 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.

8.2.4 Monitoring and measurement of Product.

De-Comp monitors and measures the characteristics of the product to verify that product requirements are met. This is carried out at appropriate stages of the product realization process in accordance with the planned arrangements. Evidence of conformity with the acceptance criteria is maintained, as identified on the Picking Sheet and on the associated specification.

Quality records indicate the person authorizing release of product for delivery to the customer.

Product release and delivery of service to the customer 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.

8.3 Control of Nonconforming Product.

De-Comp ensures that product, which do 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 products are established in a documented procedure QP 8.3

De-Comp deals with nonconforming products by one or more of the following ways:

- a) Taking action to eliminate the detected nonconformity;
- b) Authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer,
- c) Taking action to preclude its original intended use or application,
- d) Take action appropriate to the effects, or potential effects, of the nonconformity when nonconforming product is detected after delivery or use has started

When a nonconforming product is corrected it will be subjected to re-verification to demonstrate conformity to the requirements.

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, are maintained.

8.4 Analysis of Data.

De-Comp 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. This includes data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data provides information relating to:

- a) Customer satisfaction.
- b) Conformance to product requirements.
- c) Characteristics and trends of processes and products, including opportunities for preventive action.
- d) Suppliers.

8.5 Improvement.

8.5.1 Continual Improvement.

De-Comp 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.

De-Comp 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, QP 8.5.2, has been established to define requirements for:

- a) Reviewing nonconformities (including customer complaints).
- b) Determining the causes of nonconformities.
- c) Evaluating the need for action to ensure that nonconformities do not recur.
- d) Determining and implementing action needed.
- e) Records of the results of action taken.
- f) Reviewing effectiveness of the corrective action taken.

8.5.3 Preventive Action.

De-Comp 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, QP 8.5.3, has been established for:

- a) Determining potential nonconformities and their causes.
- b) Evaluating the need for action to prevent occurrence of nonconformities.
- c) Determining and implementing action needed.
- d) Records of results of action taken.
- e) Reviewing effectiveness of the preventive action taken.