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QUALITY MANAGEMENT SYSTEM

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Introduction:

MICOR Industries was built and has grown through the concept of providing quality products, innovative ideas, utilizing the leading edge of technology concepts and methods and the idea that our customers are the most important part of our business. MICOR Industries provides capabilities to both fabricate and machine parts with the highest quality to our customers' specifications. Available turnkey products include castings, forgings, and sub-assemblies.

All MICOR employees are responsible for operating in a way that eliminates mistakes, prevents defects, increases throughput yields, and provides for robust designs for products and processes. The use of advanced engineering, manufacturing, communication, and information technology is the engine driving us towards our quality goals. We thrive to continually improve our business and the way we serve our customers so as to meet our strategic objective.

MICOR Industries has incorporated the requirements of SAE AS 9100 Rev. B into its Quality Management System to address its service to the aerospace and defense industry. The method we have chosen to address this is to amend the MICOR Quality Manual to add the unique or specific requirements of AS9100 without eliminating any existing elements of the Quality Management System, to ensure the continued effectiveness of our QMS.

The Quality Manual and Procedures describe the policies and companywide control system of MICOR Industries' QMS. The QMS described in this manual meets the requirements of the latest revision of the SAE AS9100. References in this quality manual that apply specifically to the additional aerospace requirements identified in the aerospace standard (AS9100) will be shown in **blue, bold, italic text**.

Exclusions:

**Micor Industries does not provide any design or development for any products or customers. Therefore, all elements of Section 7.3 (Product design and development) are taken as exclusions.

**MICOR Industries does not service its product after the sale nor provides post delivery services. Therefore, notations of servicing as listed in AS9100B, element 7.5.1 (7.5.1f) do not apply.

SIC Classification

3451, 3498, 3544, 3562, 3599, 3769, 3724, 3728, 3761

NAICS Classification

332710	332721
332994	332995
336412	336413

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Cyrus Bearden
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MICOR’s Vision/Mission Statement:

MICOR Industries will be the premier provider of integrated customer solutions for the defense, oil/gas, and aerospace markets; surrounding our customer’s applications with exceptional service, superior quality, outstanding value, and complete systems integration. We will add value beyond being a supplier by acting as an integral team member with our customers.

MICOR’s leadership is conservative in its practices and bold in its initiatives. The leadership embodies concepts such as respect for the individual, teaming with customers and suppliers, honor exemplified by ethical and moral conduct, integrity in every action and always doing the right thing. Leadership is obligated to pass it forward with training, motivation, incentives and invitations for employees to take the lead. This leadership extends to our responsibility in society and we act upon it.

MICOR’S CORE VALUES:

- M** aximize Efficiencies
- I** ncrease Productivity
- C** ontinually Improve
- O** n Time Deliveries
- R** educe Waste



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1.0 SCOPE

Micor Industries is a Contract manufacturer of precision machined components, metal fabricated components, and assembly components. This quality manual defines the quality management system and its implementation for all products provided by MICOR. This system is structured to comply with AS9100B. Where other national standards or regulations require adherence, they too will be applied, but only to the appropriate technology or market segment.

2.0 NORMATIVE REFERENCE

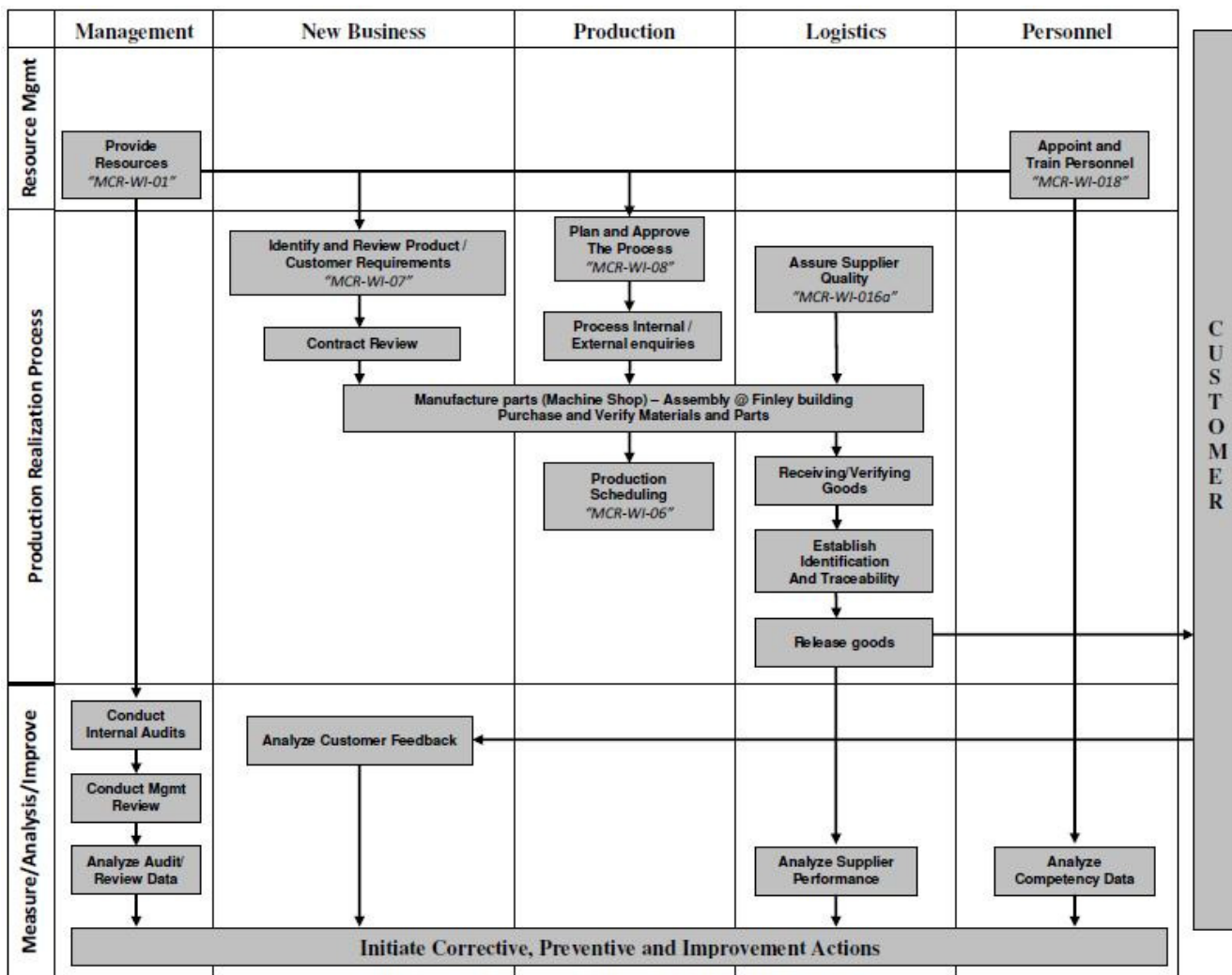
Documents related to this policy are the standards referenced in section 1.0

3.0 TERMS AND DEFINITIONS


Terms and Definitions are the same as the standards referenced in section 1.0

Interaction of Quality Management System Processes

A general model of the interaction of the Quality Management System processes at MICOR Industries:



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4.0 QUALITY MANAGEMENT SYSTEM

4.1 GENERAL REQUIREMENTS

Through this manual and associated documentation, MICOR documents and implements a quality management system conforming to the requirements of **SAE AS9100 Rev. B**, including advisory notices that may be issued. The system is designed to result in conforming products, while continually improving the effectiveness of the quality management system and focusing on customer requirements.

The Quality Manual identifies the processes needed for the quality management system and defines the interaction of these processes (See Interaction of Quality Management System Processes above.) Any processes that are outsourced that may affect product requirements will be controlled.

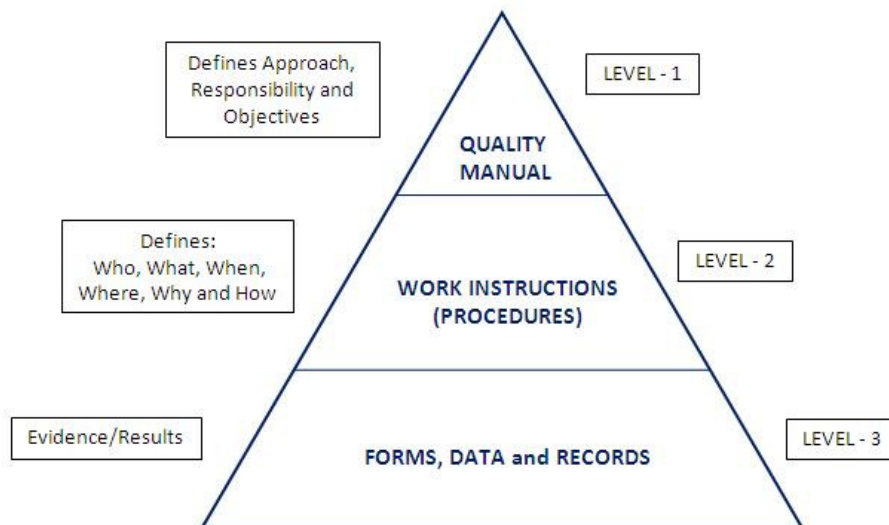
4.2 DOCUMENTATION REQUIREMENTS

4.2.1 General

MICOR's Quality Management System documentation includes; Quality Manual, Work Instructions (Procedures), Forms/Records, and Customer and Regulatory documents. Work Instructions are established and records maintained to assure the effective planning, operation and control of all processes.

MICOR will ensure that its personnel have access to quality management system documentation and are aware and trained to relevant procedures.

MICOR will ensure that its customers and/or regulatory representatives have access to quality management system documentation.



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4.2.2 Quality Manual

MICOR has established, documented and maintains a Quality Manual. The Quality Manual is the top-level document of the MICOR Quality Management System. It contains the Quality Policy, and/or references levels of documentation necessary to support the quality management system.

AS9100 Rev. B		ISO 9001:2008		MICOR PROCEDURES and FORMS	
0	Introduction	0	Introduction	MCR-QM-01	Quality Manual
0.1	General	0.1	General	MCR-QM-01	Quality Manual
0.2	Process Approach	0.2	Process Approach	MCR-QM-01	Quality Manual
1	Scope	1	Scope	MCR-QM-01	Quality Manual
1.1	General	1.1	General	MCR-QM-01	Quality Manual
1.2	Application	1.2	Application	MCR-QM-01	Quality Manual
2	Normative Reference	2	Normative reference	MCR-QM-01	Quality Manual
3	Terms and Definitions	3	Terms and definitions	MCR-QM-01	Quality Manual
4	Quality Management System	4	Quality Management System	MCR-QM-01	Quality Manual
4.1	General Requirements	4.1	General Requirements	MCR-QM-01	Quality Manual
4.2	Documentation Requirements	4.2	Documentation Requirements		
4.2.1	General	4.2.1	General		
4.2.2	Quality Manual	4.2.2	Quality Manual	MCR-QM-01	Quality Manual
4.2.3	Control of Documents	4.2.3	Control of Documents	MCR-WI-04	Control of Documents
4.2.4	Control of Records	4.2.4	Control of Records	MCR-WI-05	Control of Records
4.3	Configuration Management			MCR-WI-06	Configuration Management (PMR)
5	Management Responsibility	5	Management Responsibility	MCR-WI-01	Management Responsibility
5.1	Management Commitment	5.1	Management Commitment	MCR-WI-01	Management Responsibility
5.2	Customer Focus	5.2	Customer Focus	MCR-WI-07	Contract Review
5.3	Quality Policy	5.3	Quality Policy	MCR-QM-01	Quality Manual
5.4	Planning	5.4	Planning	MCR-QM-03	Quality Planning
5.4.1	Quality Objectives	5.4.1	Quality Objectives	MCR-QM-01	Quality Manual
5.4.2	Quality Management System Planning	5.4.2	Quality Management System Planning	MCR-QM-03	Quality Planning
5.5	Responsibility, Authority, and Communication	5.5	Responsibility, Authority, and Communication		
5.5.1	Responsibility and Authority	5.5.1	Responsibility and Authority	MCR-WI-01	Management Responsibility
5.5.2	Management Representative	5.5.2	Management Representative	MCR-WI-01	Management Responsibility

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5.5.3	Internal Communication	5.5.3	Internal Communication	MCR-QM-01	Quality Manual
5.6	Management Review	5.6	Management Review	MCR-WI-01	Management Responsibility
5.6.1	General	5.6.1	General	MCR-WI-01	Management Responsibility
5.6.2	Review Input	5.6.2	Review Input	MCR-WI-01	Management Responsibility
5.6.3	Review Output	5.6.3	Review Output	MCR-WI-01	Management Responsibility
6	Resource Management	6	Resource Management		
6.1	Provision of Resources	6.1	Provision of Resources	MCR-WI-01	Management Responsibility
				MCR-WI-018	Training
6.2	Human Resources	6.2	Human Resources		
6.2.1	General	6.2.1	General	MCR-WI-01	Management Responsibility
6.2.2	Competence, Awareness and Training	6.2.2	Competence, Awareness and Training	MCR-WI-018	Training
6.3	Infrastructure	6.3	Infrastructure	MCR-WI-01	Management Responsibility
6.4	Work Environment	6.4	Work Environment	MCR-WI-01	Management Responsibility
7	Product Realization	7	Product Realization		
7.1	Planning of Product Realization	7.1	Planning of Product Realization	MCR-WI-03	Quality Planning
7.2	Customer-Related Processes	7.2	Customer-Related Processes		
7.2.1	Determination of Requirements Related to the Product	7.2.1	Determination of Requirements Related to the Product	MCR-WI-07	Contract Review
7.2.2	Review of Requirements Related to the Product	7.2.2	Review of Requirements Related to the Product	MCR-WI-07	Contract Review
7.2.3	Customer Communication	7.2.3	Customer Communication	MCR-WI-07	Contract Review
				MCR-WI-022	Product Recall
7.3	Design and Development	7.3	Design and Development	N/A	N/A
7.3.1	Design and Development Planning	7.3.1	Design and Development Planning	N/A	N/A
7.3.2	Design and Development Inputs	7.3.2	Design and Development Inputs	N/A	N/A
7.3.3	Design and Development Outputs	7.3.3	Design and Development Outputs	N/A	N/A
7.3.4	Design and Development Review	7.3.4	Design and Development Review	N/A	N/A
7.3.5	Design and Development Verification	7.3.5	Design and Development Verification	N/A	N/A
7.3.6	Design and Development Validation	7.3.6	Design and Development Validation	N/A	N/A
7.3.6.1	Documentation of Design and/or Development Verification and Validation			N/A	N/A

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7.3.6.2	Design and/or Development Verification and Validation Testing			N/A	N/A
7.3.7	Control of Design and Development Changes	7.3.7	Control of Design and Development Changes	N/A	N/A
7.4	Purchasing	7.4	Purchasing	MCR-WI-010	Purchasing
7.4.1	Purchasing Process	7.4	Purchasing Process	MCR-WI-010	Purchasing
				MCR-WI-010a	Supplier Selection and Administration
7.4.2	Purchasing Information	7.4.2	Purchasing Information	MCR-WI-010	Purchasing
7.4.3	Verification of Purchased Product	7.4.3	Verification of Purchased Product	MCR-WI-016a	Incoming Inspection
7.5	Production and Service Provision	7.5	Production and Service Provision		
7.5.1	Control of Production and Service Provision	7.5.1	Control of Production and Service Provision	MCR-WI-03	Quality Planning
				MCR-WI-06	Configuration Management
				MCR-WI-013	Traveler Packet Formation
				MCR-WI-013a	Dimensional Verification Sheet Creation and Completion
				MCR-WI-017	Control of NonConforming Product
				MCR-WI-016	Inspection and Test Status
7.5.1.1	<i>Production Documentation</i>				
7.5.1.2	Control of Production Process Changes	7.5.1.2	Control of Production Process Changes	MCR-WI-013	Traveler Packet Formation
7.5.1.3	<i>Control of Production Equipment, Tools, and Numerical Control (NC) Machine Programs</i>			MCR-F-016 MCR-F-017	CNC Program Log CMM Program Log
7.5.1.4	<i>Control of Work Transferred, on a Temporary Basis, Outside the Organization's Facilities</i>			MCR-WI-010 MCR-F-028	Purchasing MICOR Terms and Conditions
7.5.1.5	<i>Control of Service Operations</i>	N/A	N/A	N/A	N/A (EXCLUDED)
7.5.2	Validation of Processes for Production and Service Provision	7.5.2	Validation of Processes for Production and Service Provision	MCR-WI-016a	Incoming Inspection
7.5.3	Identification and Traceability	7.5.3	Identification and Traceability	MCR-WI-014	Product Identification and Traceability
7.5.4	Customer Property	7.5.4	Customer Property	MCR-WI-011	Control of Customer Supplied Product

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7.5.5	Preservation of Product	7.5.5	Preservation of Product	MCR-WI-021	Handling, Storage, Packaging, Preservation and Delivery
7.6	Control of Monitoring and Measuring Devices	7.6	Control of Monitoring and Measuring Devices	MCR-WI-015	Inspection, Measuring & Test Equipment
8	Measurement, Analysis, and Improvement	8	Measurement, Analysis, and Improvement	8	Measurement, Analysis, and Improvement
8.1	General	8.1	General		
8.2	Monitoring and Measurement	8.2	Monitoring and Measurement	MCR-WI-016	Inspection and Test Status
8.2.1	Customer Satisfaction	8.2.1	Customer Satisfaction	MCR-WI-01 MCR-WI-020	Management Responsibility Corrective and Preventive Action
8.2.2	Internal Audit	8.2.2	Internal Audit	MCR-WI-019	Internal Audit
8.2.3	Monitoring and Measuring of Processes	8.2.3	Monitoring and Measuring of Processes	MCR-WI-020 MCR-WI-016a	Corrective and Preventive Action Incoming Inspection
8.2.4	Monitoring and Measuring of Product	8.2.4	Monitoring and Measuring of Product	MCR-WI-020 MCR-WI-016a	Corrective and Preventive Action Incoming Inspection
<i>8.2.4.1</i>	<i>Inspection Documentation</i>			MCR-WI-013a	Dimensional Verification Sheet Creation and Completion
<i>8.2.4.2</i>	<i>First Article Inspection</i>			MCR-WI-022	Final Verification and Product Release
8.3	Control of Nonconforming Product	8.3	Control of Nonconforming Product	MCR-WI-017	Control of NonConforming Product
8.4	Analysis of Data	8.4	Analysis of Data	MCR-WI-01	Management Responsibility
8.5	Improvement	8.5	Improvement		
8.5.1	Continual Improvement	8.5.1	Continual Improvement	MCR-WI-020 MCR-WI-01	Corrective and Preventive Action Management Responsibility
8.5.2	Corrective Action	8.5.2	Corrective Action	MCR-WI-020	Corrective and Preventive Action
8.5.3	Preventive Action	8.5.3	Preventive Action	MCR-WI-020	Corrective and Preventive Action

4.2.3 Control of Documents

MICOR's Document Control work instruction has been established and implemented. Controlled Documents can be in the form of any media, such as hard copy or electronic media. These documents include, but are not limited to:

- Quality Manual and Policies
- Work Instructions (Procedures) and Forms
- Facility engineering drawings and specifications
- External standards and specifications
- Customer drawings and specifications

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4.2.4 Control of Records

The document control system at MICOR provides for the identification, collection, indexing, access, filing, storage, protection, maintenance, retention time, and disposition of quality records.

Quality records are maintained to demonstrate conformance to specified requirements and the effective operation of the ISO9001 and AS9100 Quality System. The process has been documented in the Document Control Procedure.

4.3 CONFIGURATION MANAGEMENT

MICOR maintains the records of product configuration in compliance with industry and customer requirements.

5.0 MANAGEMENT RESPONSIBILITY

5.1 MANAGEMENT COMMITMENT

MICOR management is committed to providing the highest quality products possible. The products being provided by MICOR are precision machined components and assemblies for defense, oil/gas and aerospace markets. Maximizing product quality and resulting customer satisfaction is of paramount importance to the company. Minimizing waste and maximizing efficiency are vital to MICOR attaining the growth goals of the company and providing the quality products that our customers require.

MICOR management is committed to the development and implementation of the Quality Management System and in the continuous improvement of its effectiveness.

5.2 CUSTOMER FOCUS

MICOR's management team communicates customer requirements to all MICOR Employees and develops specific action plans to continually enhance customer satisfaction.

5.3 QUALITY POLICY

"MICOR INDUSTRIES will continuously improve our machining and fabricating processes to meet or exceed the customer's expectation for product quality, performance, and delivery, with a focused effort to be their preferred supplier...Our goal is to ensure quality in every activity and conformance to the Quality Management System while meeting all customer requirements."

5.4 PLANNING

5.4.1 Quality Objectives

MICOR's management ensures that measurable quality objectives are defined and established at relevant functions and levels within the company. MICOR's quality objectives are as follows:

- **Ensure 98% Customer Lot Acceptance (CLA)**
- **Ensure 98% Supplier Product Acceptance**
- **Ensure 98% on-time shipments**

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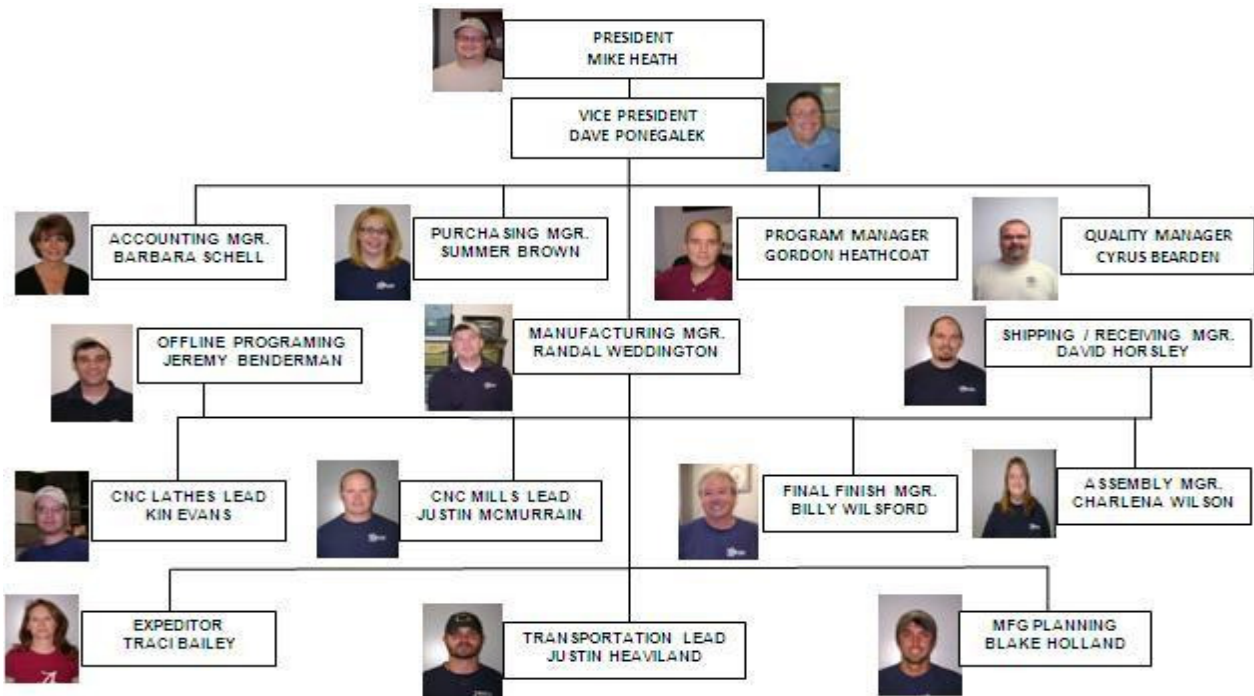
5.4.2 Quality Management System Planning

Planning of the Quality Management System is conducted to ensure that all goals and objectives are attained and any changes to the system will not adversely impact those goals and objectives.

5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION

5.5.1 Responsibility and Authority

MICOR's management is committed to communicating and delegating all responsibility and goals to functions and/or individual employees within their departments as appropriate.




5.5.2 Management Representative

The Quality Assurance Manager has been appointed as management representative who has defined authority for oversight of the Quality Management System. All MICOR Employees are actively involved and responsible for the Quality Management System

The Management Representative is given the authority and responsibility to:

- Maintain compliance to the requirements established in the quality management system
- Ensure quality management system performance is evaluated, and areas that need improvement are identified and reported at Management Review.
- Ensure awareness of regulatory and customer requirements
- **Ensure the organizational freedom to resolve matters pertaining to quality**

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5.5.3 *Internal Communication*

MICOR's management team ensures that appropriate communication processes are established within MICOR and that communication takes place regarding the effectiveness of the quality management system.

5.6. **MANAGEMENT REVIEW**

5.6.1 *General*

MICOR's management team shall review the quality system once a year as a minimum. The purpose of the review is to assess the effectiveness and continuing suitability of the Quality Management System to the Standards, MICOR's Quality Policy and Quality Objectives. Conclusions and recommendations of the reviews shall be recorded and maintained in MICOR's document control System.

5.6.2 *Review Input*

The review input will consist of evaluations of current performance and improvement opportunities related to findings from internal audits, customer audits, customer feedback, process performance and conformance, preventive and corrective actions, quality objectives, market strategies, follow-up from earlier management reviews, and recommendations for improvement.

5.6.3 *Review Output*

Minutes are kept in the system from each Management Review with all actions items assigned to improve the effectiveness of the system, improve product quality and accomplish all defined goals.

6.0 **RESOURCE MANAGEMENT**

6.1 **PROVISION OF RESOURCES**

MICOR's Management team provides the resources to implement and maintain the quality management system, continually improve its effectiveness, and enhance customer satisfaction.

6.2 **HUMAN RESOURCES**

6.2.1 *General*

MICOR's Management team shall identify and provide adequate resources to comply with all requirements of this document.

6.2.2 *Competence, Awareness and Training*

Training is managed at the department level; assessing and documenting the proficiency of all Employees. Through training, MICOR employees are made aware of the importance of their activities and how they contribute to the achievement of the quality objectives. All training, education, skills, and experience records are maintained in MICOR's E2 System and the employee's personnel file.

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6.3 INFRASTRUCTURE

Infrastructure is provided and maintained to achieve conformity to product requirements.

6.4 WORK ENVIRONMENT

MICOR does maintain the appropriate environmental conditions to achieve conformance to product requirements.

7.0 PRODUCT REALIZATION

7.1 PLANNING FOR PRODUCT REALIZATION

MICOR plans and develops the detailed processes needed for product realization. Planning of product realization is to be consistent with the requirements of the other processes of the quality management system.

Quality objectives for products are defined in drawings and specifications, contract documents, internal and external standards, product samples, workmanship standards, and applicable legal and regulatory requirements.

Quality Assurance is responsible for identifying product quality objectives and requirements. This may be integrated with the process of determining customer and product requirements.

Product realization plans include, as applicable:

- Plans for product verification and validation activities
- Manufacturing process development
- Evaluation of Risk
- Assurance of compatibility among design of product, process, measuring, inspection, and testing
- Manufacturing plans for verification, validation, monitoring, inspection and test activities
- Process equipment, testing equipment, and human resources ability
- Acceptance/rejection criteria for products/process characteristics
- Update of quality control techniques and pertinent testing equipment
- Creation of quality records to demonstrate conformity to requirements

Product realization plans are established by collaboration between Production, Engineering and Quality Assurance. The plans are defined in various types of documents, such as flow charts, production travelers, dimensional verification sheets, operator instructions, process instructions, etc.


MICOR will identify the necessary resources to support operation and maintenance of the product.

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7.2 CUSTOMER-RELATED PROCESSES

7.2.1 *Determination of Requirements Related To the Product*

MICOR Management determines and reviews all requirements related to the product. This process is managed and controlled by contract review and process meetings as required.

7.2.2 *Review of Requirements Related to the Product Included in 7.2.1*

MICOR reviews the requirements related to the product prior to committing to supply the product to the customer. This ensures that:

- Product requirements are defined and documented
- Contract or order requirements differing from those previously agreed are resolved
- The organization has the ability to meet defined requirements
- ***Risk associated with the product have been evaluated***
- Records of and actions arising from this review are maintained

Where requirements are not documented by the customer, they will be confirmed by MICOR before acceptance. Where product requirements are changed, relevant documents are amended and the personnel affected are made aware of the requirement changes.

7.2.3 *Customer Communication*

MICOR views effective communication as an essential element of customer satisfaction. The Sales function is responsible for establishing communication methods to ensure that inquiries, contracts and order handling, including amendments, customer feedback, and customer complaints, are handled expeditiously and professionally.

Customer complaints are reported to the Quality Assurance Manager and processed according to the requirements established in Section 8.5.

7.3 DESIGN AND DEVELOPMENT


Excluded

7.4 PURCHASING

7.4.1 *Purchasing Process*

All requirements for purchased products are defined on the provided drawing(s) as well as the Purchase Order. MICOR is responsible for evaluating and selecting suppliers based on their ability to supply product to requirements.

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Supplier selection, evaluation, and re-evaluation is based on manufacturing capabilities, quality systems, financial resources, product development support, price, delivery, and/or previous history. Records of the selection, Evaluation and re-evaluation are maintained in the system.

All suppliers are periodically reviewed to ensure their performance is meeting the requirements defined by MICOR. Suppliers not meeting expectations, will be evaluated whether to inactivate (disqualify) or to work with the supplier to achieve the necessary conformance.


7.4.2 Purchasing Information

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

- Requirements for product approval, procedures, processes, and equipment
- Requirements for qualification of personnel
- Quality management system requirements
- ***The name or other positive identification, and applicable issues of specification, drawings, process requirements, inspection instructions and other relevant technical data***
- ***Requirements for design, test, examination, inspection instructions for acceptance by MICOR.***
- ***Requirements for test specimens for design approval, inspection, investigation, or auditing***
- ***Requirements relative to supplier notification to MICOR of nonconforming product and arrangements for MICOR approval of supplier nonconforming material***
- ***Requirements for the supplier to notify MICOR of changes in product and/or process definition and, where required, obtain Accellent approval***
- ***Right of access by MICOR, their customer, and regulatory authorities to all facilities involved in the order and to all applicable records***
- ***Requirements for the supplier to flow down to sub-tier suppliers the applicable requirements in the purchasing documents, including key characteristics where required***

All purchased materials received must conform to specified requirements (for example: raw materials, subassemblies, products and/or service specifications). Purchasing documents contain suitable information to clearly and completely describe ordered products, including precise product identification and quality requirements. Purchasing documents must be verified for accuracy and approved.

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7.4.3 *Verification of Purchased Product*

MICOR will establish, implement, and document the inspection or other activities necessary for ensuring that purchased product meets specified purchased requirements.

The extent of verification depends upon the status of the suppliers. Product from approved suppliers with a history of satisfactory quality performance may be accepted based on a formal certification program.

Verification activities may include obtaining objective evidence of the quality of the product from suppliers, inspection and audit at supplier's premises, review of the required documentation, inspection of products upon receipt, and delegation of verification to the supplier, or supplier certification.

Where MICOR utilizes test reports to verify purchased product, the data in those reports shall be acceptable per applicable specifications. The organization shall periodically validate test reports for raw material.

Where MICOR delegates verification activities to the supplier, the requirements for delegation shall be defined and a register of delegations maintained.

When verification of purchased product is to be performed at the supplier's premises, purchasing documents must specify the intended verification arrangements and methods of product release.

Where specified in the contract, the customer or the customer's representative shall be afforded the right to verify at the supplier's premises and the organization's premises that subcontracted product conforms to specified requirements.

Verification by the customer shall not be used by MICOR as evidence of effective control of quality by the supplier and shall not absolve the organization of the responsibility to provide acceptable product, nor shall it preclude subsequent rejection by the customer.

7.5 **PRODUCTION AND SERVICE PROVISION**

7.5.1 *Control of Production and Service Provision*

MICOR's planning process is identified, controlled, and monitored via the Quality Planning procedure (MCR-WI-03) taking into consideration all AS9100 applicable production conditions.

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7.5.1.1 Product Documentation

All production documentation necessary for production realization is controlled and monitored on the Controlled Documents Server on the Network.

7.5.1.2 Control of Production Process Changes

MICOR controls and maintains production process changes via the Notice of Change (NOC) procedure.

7.5.1.3 Control of Production

MICOR has an established process for controlling and monitoring the condition of production equipment and tools. The process is defined in the Inspection, Measurement, and Test Equipment and in the Preventive Maintenance instructions.

7.5.1.4 Control of Work Transferred, on a Temporary Basis, Outside the Organizations Facilities.

Processes are defined as necessary to control and validate the quality of work in cases where work is temporarily transferred to a location outside of MICOR's facility.

7.5.1.5 Control of Service Operations (Excluded)

MICOR takes exclusion to this paragraph as our products do not need maintenance or adjustment for the life of the parts.

7.5.2 Validation of Processes for Production and Service Provision

MICOR takes exclusion to this paragraph as all processes can be validated for production and service provisions where the resulting output cannot be verified by subsequent monitoring or measurement.

7.5.3 Identification and Traceability

MICOR's product is identified throughout the product realization process by utilizing Travelers, Identification Tags, etc...

7.5.4 Customer Property

Customer furnished property shall be identified, verified, and safeguarded. Loss, damage, or unsuitability of a customer's material is documented in the system and reported to the customer.

7.5.5 Preservation of Product

MICOR shall preserve the conformity of product during internal processing and delivery to the intended destination.

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All parts shall be identified, packaged, handled, and stored in a manner that provides adequate protection from damage, deterioration, shelf life expiration, and/or foreign object contamination.

All parts are packaged to prevent damage or deterioration during shipping and storage. Packaging materials used meet the requirements of common carriers for intended means of delivery.

7.6 CONTROL OF MONITORING AND MEASURING DEVICES

MICOR controls and monitors the measuring and monitoring devices used in the manufacturing of its products with a register of these devices in its GageTrak calibration system. A calibration process has been established and where appropriate, environmental conditions are assured and documented in the Inspection, Measurement, and Test Equipment instruction. This process is defined in the Inspection, Measuring & Test Equipment procedure (MCR-WI-015).

8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 GENERAL

MICOR shall plan and implement the monitoring, measurement, analysis of products, processes, systems and controls through our system ensuring continued focus on improving the relationship with our customers.

8.2 MONITORING AND MEASUREMENT

8.2.1 *Customer Satisfaction*

MICOR uses Customer surveys, daily communication and corrective actions all contained within our Quality Management system to periodically assess customer satisfaction.

8.2.2 *Internal Audit*

MICOR has an established Internal Auditing Process and Internal Audits are conducted at planned intervals and records are maintained within the system. Audit results are reviewed to determine whether MICOR's internal processes conform to the AS9100 Standard and to MICOR's established Quality Management System with all actions taken documented. The process has been documented in the Internal Auditing Procedure (MCR-WI-019).

8.2.3 *Monitoring and Measurement of Processes*

MICOR monitors and measures its processes. When planned results are not achieved or a non-conformance is found, corrective action is taken and tracked.

8.2.4 *Monitoring and Measurement of Product*

MICOR monitors and measures its product with accept and reject criteria maintained in the system and compared against product inspections. MICOR's First Article Inspection Process is per AS9102 and all documentation is maintained.

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8.3 CONTROL OF NONCONFORMING PRODUCT & PROCESSES

MICOR has an established process for the control of non-conforming product and all records are maintained. The process has been defined in the Control of Non-conforming Product Procedure (MCR-WI-017).

8.4 ANALYSIS OF DATA

MICOR collects and analyzes data to evaluate the effectiveness of its Quality Management System and to identify opportunities for continual improvement.

8.5 IMPROVEMENT

8.5.1 *Continual Improvement*

MICOR continuously improves the effectiveness of its Quality Management System.

8.5.2 *Corrective Action*

MICOR has an established Corrective and Preventive Action Process and all documents, actions and results are maintained. The process is defined in the Corrective and Preventive Action Procedure (MCR-WI-020).

8.5.3 *Preventive Action*

Included in section 8.5.2

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0	New Issue	1/15/2010

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