

# **Paragon Machining & Design Inc.**

## **QUALITY PROGRAM MANUAL**

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### **Paragon Machining & Design Inc.**

#### **QUALITY PROGRAM MANUAL**

##### **PREAMBLE**

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#### **SCOPE OF REGISTRATION**

Manufacture precision manufactured parts.

#### **COMPANY HISTORY**

The company started business February 1998 in Mesa Arizona in response to the following conditions: Start-up opportunities exist in machined parts. Need for use of efficient distribution and machining methods in these overlooked markets. Several customers who will be placing orders within the next three months. Several other prospective customers have also expressed serious interest in doing business with us, because of our experience. We previously have owned a business that was active in the machining business.. Our business plan is a direct result of that study

PMD is a well established and profitable company with a solid background and a bright future. We are proud of our growth and achievements, and we look forward to providing our customers with the best in quality and service for many years to come.

Sincerely,  
Jeff Pielach  
President

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### **Paragon Machining & Design Inc.**

#### **QUALITY PROGRAM MANUAL**

##### **INTRODUCTION**

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#### **1.0 OBJECTIVES**

- 1.1 The objectives of this manual are as follows:
  - 1.1.1 To establish and document the quality program of Paragon Machining & design Inc.
  - 1.1.2 To provide an overview of the key elements of the quality program, suitable for company personnel and customer or government representatives.

#### **2.0 SCOPE**

- 2.1 The scope of this manual is the quality program of Paragon Machining & Design Inc.
- 2.2 This manual references Quality Assurance Procedures, which provide more details as to how the policies are implemented.
- 2.3 Nothing in this manual relieves Paragon Machining & Design Inc. of the responsibility to meet the provisions of accepted contracts, and applicable regulations. In the event of a disagreement between this manual and specific contract requirements, the contract requirements shall prevail.
- 2.4 Unless the revision is stated, all references to third party specifications shall mean the most recent revision.

#### **3.0 DEFINITIONS**

- 3.1 The Company shall refer to Paragon Machining & Design Inc..
- 3.2 Acronyms:
  - 3.2.1 CSA: Canadian Standards Association
  - 3.2.2 ISO: International Standards Organization

- 3.2.3 ITP: Inspection and Test Plan (a.k.a. Follower Card or Routing Card)
- 3.2.4 QAM: Quality Assurance Manager
- 3.2.5 VPEO: Vice President of Engineering and Operations
- 3.2.6 QAP: Quality Assurance Procedure
- 3.2.7 QAR: Quality Assurance Representative (Customer's)

3.3 All other definitions shall be as defined in ISO 8402.

#### 4.0 REFERENCES

- 4.1 ISO9002 Model for Quality Assurance in Production, Installation and Servicing
- 4.2 ISO8402 Quality Management and Quality Assurance, Definitions
- 4.3 QAP001 Contract Review
- 4.4 QAP002 Document and Data Control
- 4.5 QAP003 Purchasing
- 4.6 QAP004 Customer Supplied Product
- 4.7 QAP005 Identification and Traceability
- 4.8 QAP006 Process and Production Control
- 4.9 QAP007 Inspection and Testing
- 4.10 QAP008 Inspection, Measuring and Test Equipment
- 4.11 QAP009 Inspection and Test Status
- 4.12 QAP010 Control of Nonconforming Parts
- 4.13 QAP011 Corrective and Preventative Action
- 4.14 QAP012 Handling, Storage, Packaging, Preservation
- 4.15 QAP013 Quality Records
- 4.16 QAP014 Quality Audits
- 4.17 QAP015 Training
- 4.18 QAP016 Servicing
- 4.19 QAP017 Statistical Techniques
- 4.20 QAP018 Management Responsibility
- 4.21 QAP019 Quality System
- 4.22 QAP020 Control of Nonconforming Items, Other than Parts

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## **Paragon Machining & Design Inc.**

### **QUALITY PROGRAM MANUAL**

#### **MANAGEMENT RESPONSIBILITY**

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#### 1.0 OBJECTIVE

- 1.1 To define the Company Quality Policy.
- 1.2 To define the responsibility, authority, and interrelation of Company personnel who manage, perform and verify work affecting quality assurance.

#### 2.0 SCOPE

- 2.1 This section applies to all personnel within the Company responsible for managing to the specified quality requirements. It defines the Company quality policy and describes managerial responsibilities, authority and interrelationships within the Company organization, as they relate to quality assurance.

#### 3.0 POLICY

##### 3.1 Company Quality Policy:

3.1.1 The Company Quality Policy shall be understood, implemented and maintained at all levels of the organization. This will be accomplished through posting the official policy and a "plain English" version in visible areas of the plant, and training.

##### 3.1.2 Policy:

3.1.3 To support this policy, Paragon Machining & Design Inc. has the following objectives for quality:

- a) Continuous improvement.
- b) Reduction of Customer QA Complaints.

- c) Reduction of scrap and inhouse rework.
- d) Improvement of overall efficiency.
- e) Continuous training of all employees whose work affects the quality of production.

### 3.2 Organization:

3.2.1 The lines of authority are as described by the Company organization chart, as shown on page 12.

3.2.2 All authority assigned below may be delegated on a temporary or permanent basis, or automatically assumed by a direct superior. The responsibility may not be delegated, but it may be automatically assumed by a direct superior.

3.2.3 The following summarizes the primary and contributing responsibilities of management personnel for the key elements of the Quality Assurance Program.

### 3.3 Responsibility and Authority:

3.3.1 President: Mr. Jeff Pielach is the President and has the responsibility and authority to:

- a) Authorize all company purchases, in accordance with Company financial policy.
- b) Approve all reimbursements to Customers.
- c) Commit the company to Sales contracts and establish pricing.
- d) Ensure that adequate resources are provided, including the assignment of trained personnel for management, performance of work, and verification activities, including internal quality audits. He does this based on the information provided by the people who report directly to him.

3.3.2 Executive Vice President: The Executive Vice President reports directly to the President. Mr. Tom Pielach holds this position, and has the responsibility and authority to:

- a) Perform the duties of the President in his absence, in accordance with Company policy and in consultation with Senior Staff.

3.3.3 Vice President Sales and Marketing: The Vice President Sales and Marketing reports directly to the President. Mr. Jeff holds this position (in addition to President), and has the responsibility and authority to:

- a) Represent the Company in the bidding and closing of contracts with Customers.
- b) Liaise with customer representatives, including Customer Service.

3.3.4 Vice President Finance: The Vice President Finance reports directly to the President, and indirectly to the Chairman of the Board. Mr. Tom holds this position, and has the responsibility and authority to:

- a) Manage the Company financial, accounting, industrial relations and purchasing.

3.3.5 Vice President Engineering and Operations: The Vice President Engineering and Operations reports directly to the President. Mr. Jeff holds this position, and has the responsibility and authority to:

- a) Evaluate the engineering requirements of Contracts.
- b) Subcontract operations.
- c) Develop required production plans and schedules, and subcontract services and goods required for production.
- d) Coordinate and effectively manage all aspects of manufacturing performed either by the company or its sub contractors.

3.3.6 Manager Quality Assurance: The Manager Quality Assurance reports directly to the President. Mr. Tom holds this position, and has the responsibility and authority to:

- a) Initiate action to prevent the occurrence of any non conformities relating the product, process and quality system.
- b) Identify, document, investigate, and record any problems relating to the product, process and quality system.
- c) Initiate, recommend or provide solutions through designated channels.
- d) Verify the implementation of solutions. Submit a summary of corrective and preventative action to the Quality Management Team.
- e) Control further processing, delivery or installation of non conforming product until the deficiency or unsatisfactory condition has been corrected.
- f) Be the Management Representative as defined in ISO9002:1994, clause 4.1.2.3, and paragraph 3.6 of this document.

- g) Represent the Company in the resolving of matters pertaining to quality with Customer and jurisdictional representatives and Company subcontractors.
- h) Ensure that only acceptable material or services, as defined by contract, are presented or delivered to the Customer or applicable jurisdiction.
- i) Ensure compliance with the quality objectives of the Company, as well as the observance of the Program Procedures and Policies referenced within this manual, including documentation and Traceability of manufactured items as required.
- j) Evaluate the Quality Assurance programs of suppliers and subcontractors, and perform Internal quality audits of the Company. In consultation with the Purchasing and Engineering Managers, add or remove suppliers and subcontractors from the Approved Vendor List.

3.3.7 Sales Manager Field Sales: The Sales Manager Field Sales reports directly to the Vice President Sales and Marketing, and has the responsibility and authority to:

- a) Manage external sales activities.
- b) Develop and maintain a Sales Program, including directives for development of stable and long term relationships with personnel at all levels in target accounts, and assistance in planning to ensure that company objectives are met.

3.3.8 Internal Sales Supervisor: The Internal Sales Supervisor reports directly to the Vice President Sales and Marketing, and has the responsibility and authority to:

- a) Ensure that all quotations and orders are reviewed and sent to the Production Control Clerk in a timely manner.
- b) Maintain records of all Company / Customer inquiries, quotes, contracts, records, and correspondence.

3.3.9 Manager Purchasing (Sometimes referred to as the Purchasing Agent): The Manager Purchasing reports directly to the Vice President Finance, and has the responsibility and authority to:

- a) Prepare and send purchasing documents which have received appropriate approval. Arrange for approval where necessary.
- b) Research the best price for supplies and operations.
- c) Be the primary contact between the Company and Sub contractors.

3.3.10 Superintendent: The Superintendent reports directly to the Vice President Engineering and Operations, and has the responsibility and authority to:

- a) Effectively coordinate shop manpower and equipment so as to result in ontime product completion, product quality and cost effective performance for work contracted to be performed.
- b) Perform other duties as documented within the QAPs.

3.3.11 Foremen: The Foremen report directly to the Superintendent, and have the responsibility and authority to:

- a) Schedule the orders within their department, within the schedule set by the Superintendent.
- b) Ensure that production staff have adequate training, and that the instructions from other departments are followed.
- c) Inform the Quality Assurance staff of any situations within their departments which are adverse to quality, and assist them in correcting the situation.
- d) Perform other duties as documented within the QAPs.

3.3.12 Inspectors: The Inspectors report directly to the Quality Assurance Manager, and have the responsibility and authority to:

- a) Inspect all parts. Arrange for rework on .
- b) Inform the Quality Assurance Manager of any situations which are adverse to quality.
- c) Perform other duties as documented within the QAPs.

3.3.13 Quality Control Clerk: The Quality Control Clerk reports directly to the Quality Assurance Manager, and has the responsibility and authority to:

- a) Prepare and distribute all quality certificates, in consultation with the Quality Assurance Manager.
- b) Maintain the Quality Assurance files.

- c) Perform other duties as documented within the QAPs.

#### 3.4 Resources:

3.4.1 It is the responsibility of each person listed in Section 3.3 to identify resource requirements, including trained personnel for management, performance, and verification activities, including quality audits, and to bring these requirements to the attention of the President.

#### 3.5 Independent Inspection, Testing and Witnessing:

3.5.1 The organization structure and functional responsibility assignments are such that:

- a) Attainment of quality objectives is accomplished by those who have been assigned the responsibility for performing the work for example, the departmental Foreman.
- b) Verification of conformance to the quality requirements is accomplished by those who do not have direct responsibility for performing the work for example, the Quality Assurance Manager, the Inspector.

3.5.2 Company inspection personnel shall be provided with the required training by the Company to accurately and effectively verify and document product quality.

3.5.3 All inspections and tests performed and documented by the Company shall be occasioned in accordance with approved Company procedures and inspection and test instructions.

3.5.4 Personnel involved in verifying and controlling product quality and related documentation report directly to the QAM and have the responsibility and authority to:

- a) Verify product conformance via inspection, testing and monitoring.
- b) Identify and record nonconformances.
- c) Submit recommended solutions to quality problems.
- d) Verify correction of nonconforming items.
- e) Control and/or recommend the stoppage of further processing of nonconforming items until the deficiency or unsatisfactory condition has been disposition and/or corrected.

#### 3.6 Management Representative:

3.6.1 The Management Representative, currently Tom , shall be appointed by the President.

Irrespective of other responsibilities, the representative shall have authority for:

- a) Ensuring that the quality program as defined within this manual and associated procedures meets ISO9002:1994 requirements, and those set by the Customers and the Company quality policy, and that it is effectively implemented and maintained. Maintaining and revising as required, this Quality Program Manual, Quality Assurance Procedures, and Operating Procedures referenced within.
- b) Reviewing the quality system's implementation and effectiveness, and reporting the results and recommendations for future improvement to the management team, as a basis for improvement of the quality system.

#### 3.7 Management Review:

3.7.1 On a quarterly basis, the President shall meet with all Vice Presidents and the Quality Assurance Manager, to review the quality system. The details of these meetings, and records to be kept, shall be as described in QAP018.

3.7.2 The purpose of these meetings shall be to review the quality system, to ensure its continuing suitability and effectiveness in satisfying the requirements of this International Standard, and the Customers, and the Company's stated quality policy and objectives.

#### 4.0 REFERENCES

- 4.1. ISO 9002, Clause 4.1 Management Responsibility.
  - 4.2. QAP010 Control of Nonconforming Product
  - 4.3. QAP011 Corrective and Preventative Action
  - 4.4. QAP014 Quality Audits
  - 4.5. QAP018 Management Responsibility
  - 4.6. Company Organization Chart Page 12 of this Section.
  - 4.7. Operating Procedures These are listed in QPM004 Quality System
  - 4.8. ASME Boiler and Pressure Vessel Code, Section III, NCA
  - 4.9. MILI45208A
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**Paragon Machining & Design Inc.**  
**QUALITY PROGRAM MANUAL**  
**QUALITY SYSTEM**

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**1.0 OBJECTIVE**

1.1 To define the Company quality system established and to reference appropriate Quality Assurance Procedures

**2.0 SCOPE**

2.1 This section describes the quality system used by the Company for ensuring that Customer requirements are met.

**3.0 POLICY**

**3.1 General:**

3.1.1 All parts of Paragon Machining & Design Inc.. whose activities directly affect the final quality of parts are covered by the quality system. This includes the main plant, and any locations used for storage of Customer Supplied Product. The quality system does not include servicing of parts, or statistical techniques.

3.1.2 The Quality Management Team, consisting of the President, all VicePresidents, and the Quality Assurance Manager, are responsible for reviewing the Quality Manual.

3.1.3 Revisions to policies and procedures are prepared, reviewed, authorized, controlled, and updated as described in Quality Assurance Procedure, QAP019.

3.1.4 The requirements for quality shall be met through the implementation of the Quality Assurance System described herein. The effectiveness of the system shall be verified through internal audits.

**3.2 Quality System Procedures:**

3.2.1 The Quality System shall be documented in four levels:

- a) Quality Program Manual (QPM): This shall define the quality system established, Company policy for each ISO element, and management responsibility. It shall also reference specific Quality Assurance Procedures developed to meet each requirement of the system.
- b) Quality Assurance Procedures (QAP): These shall describe the methodology to be used and the personnel responsible for implementing and maintaining the Quality System, and reference all Quality Assurance forms used. There shall be one or more QAPs for each ISO 9002 requirement. These are listed in the index to the QAP's.
- c) Operating Procedures: These shall describe in detail the procedures used by the Company, and reference any forms used. They include: Work Instructions; Inspection and Calibration Instructions; Standard ITPs, and InHouse Standards. They may include considerations other than quality (e.g. safety).
- d) Order Specific Documents: These shall reference the procedures to be used on the order, and any special information. Some fourth tier documents become part of the quality record for the order. They include Production Cards and Follower Cards.

3.2.2 Each procedure shall describe or reference the purpose, scope, responsibilities, and details of how, what, when, where, and how activities are to be performed; what materials, equipment, and documents (including forms) shall be used; and how the activity shall be controlled and recorded. In determining the range and detail of documented procedures, the following shall be considered: the complexity of the work; the methods used; and the skills and training needed by the person carrying out the activity.

3.2.3 Revision, distribution and control of these documents shall be as described in Quality Assurance Procedure, QAP002.

**3.3 Quality Planning General**

3.3.1 As a jobbing shop, Paragon Machining & Design Inc. has a quality assurance system which automatically includes quality planning for each contract, and which is suitable for a wide variety of types of parts..

3.3.2 The VicePresident of Engineering and Operations shall consider all the points listed in ISO9002:1994, Section 4.2.3 during Contract Review, as described in Quality Assurance

Procedure QAP001. If the existing system is not sufficient, he shall note it on the Quote/Order Form, and arrange for changes as necessary.

3.3.3 The quality plan for a specific order shall consist of the Quote / Order Form, and an Inspection and Test Plan. Distribution and updating of these documents is described in Quality Assurance Procedures, QAP001 and QAP007.

3.3.4 Quality plans for all orders shall be approved by the VicePresident of Engineering and Operations. Quality plans for special orders shall also be approved by the Quality Assurance Manager.

3.3.5 The information requested by the Customer shall be made available. Typically, this is the Inspection and Test Plan and procedures for special processes.

#### 3.4 Quality Planning Inspection and Test Plans (ITPs)

3.4.1 The Company shall plan all inspections, tests and product/service verification activities required to be performed by contract and established by the company as essential to ensure product conformance throughout Production. Planning shall include special processes and products or services procured.

3.4.2 These activities shall be identified and documented within ITPs developed by the Company. These are of two types:

- a) Standard ITPs for regular parts.
- b) Follower Cards for special parts, which are unique to the contract and form part of the quality record for each special part..

3.4.5 ITPs shall be supported by QAPs and third and fourth tier documents as required. These documents shall be referenced within the ITP where applicable. Inspection and Test Instructions shall describe or reference any procedures, controls, processes, equipment, fixtures, resources and skills needed, and the criteria for acceptance of each inspection or test.

3.4.6 More information on ITPs, their development and use is in Quality Assurance Procedure, QAP007.

#### 3.5 Quality Planning Long Term:

3.5.1 The President and the VicePresidents shall determine what types of parts Paragon Machining & Design Inc. will produce.

3.5.2 The VicePresident of Engineering and Operations shall ensure that the company is capable of meeting the requirements typical of type of parts made before the company commits to such.

#### 4.0 REFERENCES

- 4.1 ISO 9002, Clause 4.2 Quality System
- 4.2 QAP001 Contract Review
- 4.3 QAP002 Document and Data Control
- 4.4 QAP003 Purchasing
- 4.5 QAP007 Inspection and Testing
- 4.6 QAP009 Inspection and Test Status
- 4.7 QAP013 Quality Records
- 4.8 QAP019 Quality System

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## **Paragon Machining & Design Inc.**

### **QUALITY PROGRAM MANUAL**

#### **CONTRACT REVIEW**

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#### 1.0 OBJECTIVE

- 1.1 To define Company policy concerning inquiry and contract review and to reference specific Quality Assurance Procedures that apply to this section.

#### 2.0 SCOPE

- 2.1 This section covers the review and evaluation of all inquiries prior to bidding and contracts prior to acceptance.

#### 3.0 POLICY

3.1 All contracts and amendments shall be confirmed, in writing from the Customer, and reviewed by the Company, prior to the start of manufacturing.

3.2 The President has the authority to commit the Company to a contract, in consultation with the Department Heads.

3.3 The Company shall review all inquiries and orders, prior to bidding or acceptance, to determine:

- a) What is being requested by the Customer.
- b) Whether the Company can do the work requested.
- c) What personnel would be required to perform the work.
- d) What facilities would be required to achieve the work.
- e) What costs would be incurred by the Company to accomplish the work.
- f) That all requirements are adequately defined and documented.

3.4 The Company shall also review all orders and amendments, prior to acceptance, to determine:

- a) If disagreements exist between the original quotation and the contract received.
- b) The exact title and relevant issue of all applicable codes, standards and specifications.
- c) Which jurisdiction(s) shall participate, where required.
- d) What are the schedules of any data submissions to the Customer or jurisdiction.
- e) What are the formal lines of contractual communication.

3.5 Should any differences be detected between the quotation and the contract as a result of the review and evaluation of the contract, the Company shall advise the Customer of these discrepancies in writing.

3.6 No contract shall be accepted by the Company until such time as all differences detected between the quotation and the contract have been resolved and mutually agreed upon by both the Company and the Customer.

3.7 The methodology to be used and the personnel responsible for conducting the review and evaluation of inquiries, quotations and contracts shall be as defined within Quality Assurance Procedure, QAP001.

3.8 Amendments to contracts shall be reviewed in the same manner as the original contract.

3.9 Records of all reviews shall be maintained in accordance with QAP013.

#### 4.0 REFERENCES

4.1 ISO 9002:1994, Clause 4.3 Contract Review

4.2 QAP001 Contract Review

4.3 QAP013 Quality Records

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## **Paragon Machining & Design Inc.**

### **QUALITY PROGRAM MANUAL** **DOCUMENT AND DATA CONTROL**

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#### 1.0 OBJECTIVE

1.1 To define Company policy concerning product and quality related document and data control and to reference specific Quality Assurance Procedures that apply to this section.

#### 2.0 SCOPE

2.1 This section covers the control, review and approval of this Quality Program Manual as well as any document containing QA related instructions or specifications. This includes Quality Assurance Procedures (QAP's), Operating Procedures, drawings, and specifications.

#### 3.0 POLICY

3.1 Each type of document is handled differently. The details for each are summarized in the table in section 3.13.

3.2 Documents which affect end item quality shall be reviewed for adequacy and completeness by the personnel defined within Quality Assurance Procedure QAP002, and/or the QAP that describes their creation.

3.3 Customers sometimes order to old drawings. Therefore, obsolete drawings are not so marked. All references to Drawings shall include the revision number. The Product Master in the computer shall show the revision last used.



3.4 Changes or revisions to approved Company documents shall be as described by QAP002. If the document has a cover page, the nature of the change shall be identified on it; otherwise, a note shall be added to first or last page of the document.

3.5 Addenda may be used for changes to documents in the the top three tiers; the document shall be revised after no more than ten addenda, and the still current addenda incorporated.

3.6 The Quality Program Manual shall be considered one document for revision numbers. Only the changed sections and the preamble need be redistributed. The Table of Contents in the Preamble shall show which revision of each section was last distributed.

3.7 Prior to release, revisions to previously approved Company documents shall require the same authorizations and approvals as the original. The person making the changes, and all reviewers and approvers, shall have access to pertinent background information upon which to base their review and approval.

3.8 Approved documents and revisions to same shall be made readily accessible by placing a copy in a central location. Obsolete documents shall be promptly removed from use, including production documents, procedures, and customer specifications. Old drawing revisions are considered inactive and all revisions are kept in the same file; all references to the drawing shall state the revision to be used.

3.9 The chart in section 5.2.3 shows the following information for each type of document. Further details are in the section referenced.

- a) The people who review the document prior to issue, and how the review is recorded.
- b) The nature and location(s) of the master list used to identify the current revision status, and the method used to control the master list.
- c) The person responsible for ensuring that the pertinent issues of the documents are available at all locations where operations essential to the effective functioning of the quality system are performed, and removing invalid and/or obsolete documents from all points of issue or use (or otherwise assuring against unintended use), and the method used.
- d) The storage location, and method of identifying, any obsolete documents retained for legal an/or knowledge preservation purposes.

3.10 Documents requiring Customer or jurisdictional acceptance shall be submitted for review and shall not be distributed or implemented within the Company or released to Company suppliers or subcontractors until such acceptance has been received.

3.11 All quality related records and documentation as required by contract shall be made available to the Customer QAR and relevant jurisdiction for review and evaluation upon request.

3.12 When changes to Customer documents are considered necessary, the proposed changes shall be prepared and formally submitted to the Customer in writing.

3.13 The methodology to be used and the personnel responsible for the preparation, review, approval, control, issuance, retrieval and storage of documents with the Company shall be in accordance with Quality Assurance Procedure QAP002.

3.14 Summary of Document Control

#### 4.0 REFERENCES

4.1 ISO 9002, Clause 4.5 Document and Data Control

4.2 QAP001 Contract Review

4.3 QAP002 Document and Data Control

4.4 QAP003 Purchasing

4.5 QAP019 Quality System

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## **Paragon Machining & Design Inc.**

### **QUALITY PROGRAM MANUAL**

#### **PURCHASING**

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#### 1.0 OBJECTIVE

1.1 To define Company policy concerning purchasing of material, equipment or services and to reference specific Quality Assurance Procedures that apply to this section.

#### 2.0 SCOPE

2.1 This section applies to the procurement of all materials, equipment, parts, assemblies, subcontracts, and services that shall be used in, form part of, or directly affect the quality of deliverables to Company Customers.

2.2 "Product" is defined as, "the intended result of activities or processes, including service, hardware, processed materials, software, or a combination thereof."

2.3 "Subcontractor" is defined as, "a company supplying products and services to the Company."

### 3.0 POLICY

3.1 The Company shall ensure that purchased products and services conform to the specified requirements.

#### 3.2 Classification of Purchased Products and Services

3.2.1 All products and services within the scope of this policy shall be classified as inventory or noninventory. Inventory products shall be further classified as controlled or standard. (All noninventory products are controlled.) Classification is done when the Purchase Requisition is made. The methodology to be used and the personnel responsible for this classification, and the records to be maintained, shall be as defined in Quality Assurance Procedure, QAP003.

3.2.2 Classification depends on the type of product, the impact of the product on the parts, past history with suppliers of the product, and common Customer requirements.

3.2.3 The minimum requirements for subcontractor quality level, control over the subcontractor, and incoming inspection, shall be set during product classification.

#### 3.3 Review of Quality Requirements for Sales Contracts

3.3.1 During the Contract Review Process, described in Quality Assurance Procedure, QAP001, Customer requirements shall be compared to the Company's normal practices.

3.3.2 Where the Customer or jurisdictional requirements exceed normal Company practice:

- a) The Sales Order shall be considered special.
- b) The procurement documents shall state the additional requirements.
- c) The Company shall ensure that these requirements are met before the subcontractor begins work.
- d) The Purchase Order for those products shall be controlled.
- e) The product shall be tagged to prevent use on other sales orders.

#### 3.4 Assessment of Vendors

3.4.1 Subcontractors shall be selected based on their ability to meet the contract specification and quality program requirements by the time the work starts.

3.4.2 The minimum quality level, the minimum control over the subcontractor, and the minimum incoming inspection, shall be set when the product is classified. During subcontractor evaluation, the requirements for that subcontractor may be increased.

3.4.3 Subcontractor evaluation shall include a review of nonconformance and corrective actions issued to that subcontractor.

3.4.4 A summary showing the approval status of all vendors shall be made available to all departments, including Engineering, Purchasing, and Quality Assurance. (The "Approved Vendor List".)

3.4.5 The methodology to be used and the personnel responsible for performing and documenting the evaluation, reevaluation, and approval or disapproval of Company subcontractors, and the records to be maintained, shall be as defined within Quality Assurance Procedure, QAP003. The Quality Assurance Manager is responsible for subcontractor approval, and related records.

#### 3.5 Preparation of Procurement Documents

3.5.1 For routinely purchased products, including all inventory purchases, a sample Purchase Requisition (Purchase Requisition Requirements) shall be developed by the Engineering and Quality Assurance Departments. This sample shall show all the requirements for the Purchase Order. This sample shall be reviewed annually by the Engineering and Quality Assurance Departments.

3.5.2 All purchases shall be initiated with a Purchase Requisition. Together, the Purchase Requisition and the sample shall list all the requirements for the Purchase Order. The Quality Assurance Manager shall approve all Purchase Requisitions for controlled, noninventory purchases. Financial Department approval of the purchase shall also be indicated on the Purchase Requisition.

3.5.3 The Purchasing Department is responsible for accurately transferring the requirements from the Purchase Requisition and the sample to the Purchase Order.

3.5.4 The Purchasing Agent shall approve all Purchase Orders prior to release. In addition, the Quality Assurance Manager shall approve Purchase Orders for controlled, noninventory products.

3.5.5 The methodology to be used and the personnel responsible for procurement documents shall be as defined within Quality Assurance Procedure, QAP003.

3.6 Company Procurement documents shall include any or all of the following as applicable:

3.6.1 A clear description of the items or services required, including type, class, style, grade, or other precise identification.

3.6.2 The title or other positive identification of applicable issues of specifications, drawings, process requirements, inspection instructions and other relevant technical data.

3.6.3 Requirements for approval or qualification of product, procedures, process equipment and personnel.

3.6.4 The title, number and issue of the quality system International Standard to be applied to the products or services procured, and any other applicable standards or codes. ISO9000 shall be used to determine the International Standard to be specified.

3.6.5 All identification requirements of the item such as; part or item number, required tagging, stamping or lettering.

3.6.6 All preservation and packaging requirements such as: environmental control requirements during transport or storage, methodology for packaging, palletizing and shipping container labeling as required.

3.6.7 All information and instructions required for shipping whether directly to the Company or to additional destinations, such as the Company's Customer, warehouse or subcontractor, if the shipment is not directly to the Company.

3.6.8 For purchases made for a specific contract, any requirements of that contract, including the right of the Customer to verify at source or upon receipt that purchased product conforms to specified requirements. Verification by the purchaser shall not absolve the Company of the responsibility to provide acceptable product, nor shall it preclude subsequent rejection. Also, such verification shall not be used by the Company as evidence of effective control of quality by the subcontractor.

3.7 Any amendments to a procurement document issued by the Company to a supplier or subcontractor shall be processed in the same manner as the original document. Within all amendments, the original procurement document number shall be referenced.

3.8 The methodology to be used and the personnel responsible for conducting and documenting subcontractor source inspections, surveillance and quality audits shall be in accordance with Quality Assurance Procedures, QAP003 and QAP014. This verification shall be arranged by the Vice President of Engineering and Operations or the Quality Assurance Manger. Records shall be kept by the Quality Assurance Manger.

3.9 Verification of Purchased Product:

3.9.1 When the Company proposes to verify purchased product at the subcontractor's premises, the verification arrangements and the method of product release shall be specified in the purchase order.

3.9.2 Where specified in the contract, the Customer QAR may verify at the subcontractor's premises, or the Company's premises, that the purchased product conforms to specified requirements. Such verification shall not be used by the Company as evidence of control of quality by vendor. Nor shall it absolve the Company of the responsibility to provide acceptable product, nor shall it preclude subsequent rejection by the Customer.

3.10 All nonconforming products and services provided by a supplier or subcontractor to the Company shall be recorded, and subject to evaluation by the Company, and dispositioned in accordance with Quality Assurance Procedures, QAP010 and QAP011.

3.11 All procured material received by the Company shall be verified by authorized inspection personnel as defined within Quality Assurance Procedure, QAP007.

#### 4.0 REFERENCES

4.1 ISO 9002, Clause 4.6 Purchasing

4.2 ISO 9000 Quality Management and Quality Standards Guidelines for Selection and Use

4.3 QAP003 Purchasing

4.4 QAP007 Inspection and Testing

4.5 QAP010 Control of Nonconforming Product

- 4.6 QAP011 Corrective and Preventative Action
  - 4.7 QAP014 Quality Audits
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**Paragon Machining & Design Inc.**  
**QUALITY PROGRAM MANUAL**  
**CUSTOMER SUPPLIED PRODUCT**

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#### 1.0 OBJECTIVE

1.1 To define Company policy concerning Customer supplied product and to reference specific Quality Assurance Procedures that apply to this section.

#### 2.0 SCOPE

2.1 This section covers all material, products or services received from Customers which are to be incorporated within the end item or furnished on a loan basis to the Company, and includes the storage and processing of same.

#### 3.0 POLICY

3.1 Upon receipt of Customer supplied products or services, the Company shall:

- a) Verify Customer documentation as required.
- b) Examine items for completeness, proper type and possible transit damage.
- c) Control supplied items from receipt onward in accordance with applicable contract requirements and the Company quality program.
- d) Promptly report any items found damaged, lost or nonconforming to the Customer.
- e) Protect items during storage and handling against damage.

3.2 Incoming Customer supplied products and services shall be subject to the same inhouse controls as established within this manual and related QAPs and as other purchased items.

3.3 The segregation and handling of Customer supplied items from time of receipt through the entire manufacturing and construction process and subsequent storage to prevent abuse, misuse, damage, deterioration or loss shall be performed in accordance with Company Quality Assurance Procedures and applicable contract requirements.

3.4 No Customer supplied products shall be released to production until such time as the required inspections and testing have been completed and accepted by the Company Quality Assurance Department.

3.5 The Company provides for for the maintenance, storage and use of purchaser supplied products until such time as they become incorporated and form part of the end product or are returned to the Customer.

3.6 If any work is required on a part , for modification or repairs, the urgency of the work shall be evaluated by the Superintendent. If the work must be completed before the is used, he shall inform the Internal Sales Supervisor and put a "HOLD" tag on the . If there are active orders waiting to be poured, he shall also inform the Moulding Foreman.

3.7 Unless specified in the contract, the dimensional accuracy of equipment is the responsibility of the Customer.

3.8 The Internal Sales Supervisor shall contact the Customer in the following situations:

- a) The Customer will be asked to pay for modifications.
- b) The Customer initiated the request for modifications.
- c) The (not including rigging and mounting) is damaged to the point where repairs which cannot be done at the Company are necessary.
- d) The does not produce parts which conform to the Customer specifications. (This does not relieve the Customer of the responsibility to provide dimensionally correct s.)
- e) The product received is not what was expected.

3.9 The methodology to be used and the personnel responsible for controlling, documenting and processing Customer supplied products or services shall be as defined within Quality Assurance Procedure, QAP004.

#### 4.0 REFERENCES

- 4.1 ISO 9002, Clause 4.7 Control of Customer Supplied Product.
  - 4.2 QAP004 Customer Supplied Product.
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**Paragon Machining & Design Inc.**  
**QUALITY PROGRAM MANUAL**  
**PRODUCT IDENTIFICATION AND TRACEABILITY**

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**1.0 OBJECTIVE**

1.1 To define Company policy concerning product identification and traceability and to reference specific Quality Assurance Procedures that apply to this section.

**2.0 SCOPE**

2.1 This section covers the activities employed by the Company regarding the identification of all materials or items produced or procured by the Company during the manufacturing and construction cycle. This section also covers the activities of the Company regarding the traceability of materials or items produced or procured by the Company during the manufacturing and construction cycle when so required by contract or applicable jurisdiction.

**3.0 POLICY**

3.1 Traceability shall be as specified in the Contract.

3.2 All parts shall be recorded on all process, inspection and test records.

3.3 Standard operating procedure shall allow traceability as follows:

3.4 All other products shall be identified as necessary to meet the traceability requirements of the contract, and to prevent confusion during production. Where the contract requires more traceability than standard operating practice, the Quality Assurance Manager shall develop an order specific procedure, in accordance with this QPM and Quality Assurance Procedure, QAP002.

3.5 The methodology to be used and the personnel responsible for controlling, documenting and performing product identification and traceability within the Company shall be as defined within Quality Assurance Procedure, QAP005.

**4.0 REFERENCES**

4.1 ISO 9002, Clause 4.8 Product Identification and Traceability

4.2 QAP002 Document and Data Control

4.3 QAP005 Product Identification and Traceability

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**Paragon Machining & Design Inc.**  
**QUALITY PROGRAM MANUAL**  
**PROCESS AND PRODUCTION CONTROL**

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**1.0 OBJECTIVE**

1.1 To define Company policy concerning process control to reference specific Quality Assurance Procedures that apply to this section.

**2.0 SCOPE**

2.1 This section encompasses all standard and special manufacturing and construction processes employed by the Company or its subcontractors, that directly affect the quality of parts, and covers the controlling of same.

2.2 This section also encompasses production control, which is the planning, scheduling, and tracking of orders in the shop.

**3.0 POLICY**

3.1 Process Control, General

3.1.1 All Company processes utilized to perform contracted work which directly affect end item quality, shall be accomplished under controlled conditions, by trained personnel.

3.1.2 Where absence of consistent instructions for production, installation or servicing could adversely affect quality, the instructions shall be clearly defined by one of the following:

- training program
- written procedure, drawing, specification or work instructions

- inspection and test plan

3.1.3 These shall include or reference the following: sequence of operations; types of equipment; special working environments; work methods; materials; characteristics and tolerances; inspection, test and control points; workmanship standards; packaging and shipping instructions, and qualification requirements.

3.1.4 In the case of conflicting instructions, precedence shall be as follows:

- Follower Card
- Customer Approved Procedure
- "Operation Comments or Labour Routing" section of the Production Cards
- Other sections of the Production Cards
- Training

3.1.5 Conformance verification of the resulting workmanship of Company processes shall be performed using Inspection Instructions specifically developed for the process being evaluated. These instructions shall identify the criteria for acceptable workmanship and may, as required, refer to Company approved master samples established by the Company as standard comparators.

3.1.6 Workmanship standards for processes shall be consistent with the technical and quality requirements of the product or service.

3.1.7 Procedures shall be submitted to the Customer or relevant jurisdiction for review and acceptance when contractually required. Where Customer approval is required, the revision to be used shall be listed on the Follower Card; otherwise, the most recent revision at the time of manufacturing is used.

3.1.8 Where possible, contractually required approval shall be obtained before production begins. If the timing is such that production cannot be delayed, all work done to earlier versions shall be evaluated against the final version.

3.1.9 All inspection, measuring and test equipment shall be qualified before use, and verified or calibrated, in accordance with QAP008.

3.1.10 When a method, procedure or control is shown to be unsuitable, it shall be reviewed, and, if necessary, changed to meet requirements.

3.1.11 The methodology to be used and the personnel responsible for controlling, documenting and monitoring processes shall be as defined within Quality Assurance Procedure, QAP006.

### 3.2 Special Processes:

3.2.1 Production processes where conformance is assured by using evidence generated during the process, and inspection processes requiring specialized inspector skills and/or inspection techniques shall be considered special processes by the Company.

3.2.2 The following activities employed by the Company are classified as special processes:

- CNC Machining
- Manual machining
- Nondestructive Examination

3.2.3 Special processes shall be accomplished under controlled and approved conditions using qualified procedures, personnel and equipment. These conditions and qualifications shall be defined and documented in written procedures, drawings, specifications, work instructions, or inspection and test plans.

3.2.4 Qualification records shall be defined and maintained by the Company in accordance with QAP013. They shall be made available to the Customer QAR or relevant jurisdiction upon request. This qualification shall be as required by applicable codes, standards, specifications and jurisdictional and contractual requirements.

3.2.5 All equipment that affects the results of a special process shall be qualified before use, and verified or calibrated, in accordance with either QAP006 or QAP008.

3.2.6 Conformance verification of special processes shall be performed by monitoring each process in accordance with qualified procedures and/or employing qualified equipment and personnel. Evidence generated during the process which indicates that control of the process has been achieved shall be maintained in accordance with QAP013 and QAP006.

3.2.7 Subcontractors performing special processes for the Company shall be required to provide acceptable documentation to attest that the personnel, equipment and procedures to be employed during the process are fully qualified.

3.2.8 The methodology to be used and the personnel responsible for controlling, documenting and monitoring special processes shall be as defined within Quality Assurance Procedure, QAP006.

### 3.3 Production Planning and Control

3.3.1 Production is scheduled based on Customer requirements and Company work levels.

3.3.2 Production Cards and Follower Cards are used to give instructions to production personnel. There is one set of Production Cards for each type of part in an order, and one card in the set for each operation. The Foreman issues the operation card is when the work is to begin.

3.3.3 All processes required shall be specified on either Production Cards or Follower Cards.

3.3.4 The methodology to be used and the personnel responsible for production control shall be as defined within Quality Assurance Procedure, QAP006.

### 3.5 Production Equipment Maintenance

3.5.1 All equipment which directly affects the quality of parts shall receive suitable maintenance performed to ensure continuing process capability. This is the responsibility of the Superintendent, including establishing a schedule and keeping records as objective evidence that the maintenance is being performed.

3.5.2 All equipment which affects the results of special processes shall be under a formal maintenance program, which shall include scheduled confirmation that the equipment is functioning correctly, and that any necessary work is done to ensure continuing process capability.

3.5.3 The methodology to be used and the personnel responsible for maintenance of all equipment other than inspection measuring and test equipment shall be as defined within the Quality Assurance Procedure, QAP006.

3.5.4 The methodology to be used and the personnel responsible for maintenance of inspection, measuring and test equipment shall be as defined within the Quality Assurance Procedure, QAP008. Where equipment falls under both procedures, the more stringent shall apply.

## 4.0 REFERENCES

4.1 ISO 9002, Clause 4.9 Process Control

4.2 QAP006 Process Control

4.3 QAP008 Inspection, Measuring and Test Equipment

4.4 QAP013 Quality Records

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# **Paragon Machining & Design Inc.**

## **QUALITY PROGRAM MANUAL**

### **INSPECTION AND TESTING**

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## 1.0 OBJECTIVE

1.1 To define Company policy concerning inspection and testing and to reference specific Quality Assurance Procedures that apply to this section.

## 2.0 SCOPE

2.1 This section covers the inspection and testing of all company products and their components at time of receipt, during manufacturing and prior to shipping.

## 3.0 POLICY

### 3.1 General:

3.1.1 The Company shall plan all inspections, testing and product/service verification activities required to be performed by contract and established by the Company as essential to ensure product conformance throughout production. The Company shall maintain documented procedures, which include record requirements.

3.1.2 These activities shall be identified and documented within an Inspection and Test Plan (ITP) developed by the Company for each product line and/or uniquely defined contract, and referencing detailed procedures where appropriate. There are two types of ITPs: Standard ITPs which are part of the Operating Procedures Manual; and Follower Cards which are unique to a contract, and form part of the quality record for the contract.

3.1.3 For purchased products requiring inspection, these activities shall be identified and documented in Inspection Instructions.

3.1.4 Inspection Instructions shall describe how each inspection or test shall be performed, the equipment required, the criteria for acceptance, and the records to be established.

### 3.2 Receiving Inspection and Testing:

3.2.1 All incoming products and services received by the Company for use within final products or which directly affect the quality of parts, shall be subject to inspection and/or testing by authorized Company inspection personnel.

3.2.2 Incoming items shall be verified for:

- a) Quantity and completeness.
- b) Item or part number identification.
- c) Damage due to transport or inadequate protective packaging.
- d) Supporting documentation of objective evidence from the supplier or subcontractor that the products were inspected and found to be acceptable prior to shipping.
- e) All other contractually required documentation and requested information.

3.2.3 Only valid, calibrated measuring and testing inspection equipment shall be used by Company inspection personnel while performing inspection on incoming products or services.

3.2.4 Incoming inspections shall be accomplished as defined within Inspection Instructions which, when applicable, have been accepted by the Customer and/or relevant jurisdiction. Consideration shall be given to the amount of control exercised at the subcontractor's premises and the recorded evidence of conformance provided.

3.2.5 Where inspection is not feasible, such as in special processes, the inprocess verification methods employed by the supplier or subcontractor shall be subject to Company review.

3.2.6 Incoming materials shall not be allowed to progress into production, inventory or storage until the required inspections and tests have been completed or the necessary inspection and test reports have been received and verified as acceptable. A positive recall procedure is not required.

3.2.7 Submitted objective evidence of the subcontractor's verification of product or service quality shall be reviewed and evaluated by Company inspection personnel using the relevant standards and specifications. Evaluation of the subcontractor's submitted objective evidence may be used to determine if quality and contract requirements have been met.

3.2.8 Any product or service observed during inspection to be nonconforming shall be identified, placed in quarantine when possible, and processed in accordance with Quality Assurance Procedure, QAP010 or QAP020 as appropriate.

3.2.9 Customer supplied products or services discovered as nonconforming shall be identified and processed in accordance with Quality Assurance Procedure, QAP004.

3.2.10 The methodology to be used and the personnel responsible for conducting and documenting incoming inspection shall be as defined within Quality Assurance Procedure, QAP007.

### 3.3 InProcess Inspection and Testing:

3.3.1 s and parts or parts produced or procured by the Company shall be inspected and tested as required throughout their intermediate stages of manufacture by authorized Company inspection personnel.

3.3.2 Only valid, calibrated measuring and testing inspection equipment shall be used by inspection personnel during inprocess inspection.

3.3.3 Inprocess inspections shall be accomplished at inspection points identified within approved Company ITPs. These points shall include those stages of manufacturing determined by the Customer or jurisdiction and/or by the Company as requiring mandatory hold or witness points.

3.3.4 Work inprocess shall also be monitored by inspection personnel via patrol surveillance, to ensure good workmanship standards and specification compliance are being maintained.

Evaluation of workmanship shall be performed in accordance with applicable codes, standards, specifications, design documents and contract requirements. Where none of the above exist, samples or standards shall be developed by the Company. Developed samples or standards shall be submitted for Customer acceptance when required by contract or Customer request, or when considered necessary by the Company.

3.3.5 When a Foreman receives Production Cards, he shall refer to the Follower Card or Standard ITP, and all inspection records for the part, before issuing each Production Card to the shop.

Inspection operations may be done at any stage in processing, provided that:

- a) the work done before the test will no make the test less sensitive
- b) the work done before the test will not prevent rework if the test fails



- c) if there is an external hold point, the work done before the test will not prevent a repeat of the test for witnessing.

As the Follower Card is checked frequently, and Final Inspection includes checking that all tests have been completed, a positive recall procedure is not required.

3.3.6 An exception to this shall be when tests are done on test bars or buttons; in this case, the parts may proceed to a subsequent step. The final inspection step includes verifying that the results of the test are acceptable. The part serial number and heat number, as described in QPM009, are used for positive recall.

3.3.7 Where inspection is not feasible, such as in special production processes, the methods used shall be monitored by inspection personnel in accordance with Quality Assurance Procedure, QAP006.

3.3.8 Any products or services observed during inprocess inspection to be nonconforming shall be identified and processed in accordance with Quality Assurance Procedure, QAP010 or QAP020, as appropriate.

3.3.9 The methodology to be used and the personnel responsible for conducting and documenting the inprocess inspection of work performed by the Company shall be in accordance with Quality Assurance Procedure, QAP007.

#### 3.4 Final Inspection and Testing:

3.4.1 All completed products or services shall be subject to final inspection and testing prior to direct shipping or, when applicable, submission to the Customer or jurisdiction for evaluation and acceptance.

3.4.2 Final inspection and testing shall be performed in accordance with Company approved ITPs and Quality Assurance Procedure, QAP007.

3.4.3 Final inspection shall include verifying that:

- a) All work operations, including those subcontracted, and nonconformance corrections have been completed and are acceptable. All records for these work operations are complete and approved by the Company.
- b) All required inspections and tests, including incoming inspection, inprocess tests specified by Production Documents and ITPs, and subcontracted tests, have been completed; the results meet the specified requirements; and the reports have been approved by the Company.

3.4.4 Only valid, calibrated measuring and testing equipment and devices shall be used by inspection personnel during final inspection and testing.

3.4.5 Only those items which fully meet contract requirements shall be shipped to the customer or offered to the Customer QAR or relevant jurisdiction for evaluation and acceptance.

3.4.6 Any product or service observed during final inspection to be nonconforming, shall be identified and processed in accordance with Quality Assurance Procedure, QAP010 or QAP020, as appropriate.

3.4.7 No completed product shall be shipped until all required inspection and test reports have been reviewed and verified as acceptable in accordance with Quality Assurance Procedure, QAP013.

3.4.8 The Quality Assurance Manager is responsible to ensure that all final inspection and testing has been done and that the finished product conforms to specified requirements. This includes those specified either on receipt of product or inprocess.

3.4.9 The methodology to be used and the personnel responsible for conducting and documenting final inspection of products produced or services supplied by the Company shall be in accordance with Quality Assurance Procedure, QAP007.

#### 3.5 Inspection and Test Records

3.5.1 Subcontractors performing inspections shall provide the Company with written inspection reports, which shall be maintained in accordance with Quality Assurance Procedure, QAP013.

3.5.2 All inspection operations shall be recorded, showing whether the product has passed or failed the inspection, and the inspection authority responsible for the release of the product. These records shall be maintained in accordance with Quality Assurance Procedure, QAP013.

3.5.3 The Quality Assurance Manager is responsible to ensure that the associated data and documents are available and authorized.

3.5.4 If the product fails to pass any inspection or test, the procedure for Nonconforming Product, as described in Quality Assurance Procedure, QAP010 or QAP020 shall apply.

#### 4.0 REFERENCES

- 4.1 ISO 9002, Clause 4.10 Inspection and Testing
- 4.2 QPM009 Identification and Traceability
- 4.3 QAP004 Customer Supplied Product
- 4.4 QAP006 Process Control
- 4.5 QAP007 Inspection and Testing
- 4.6 QAP010 Control of Nonconforming Parts
- 4.7 QAP013 Quality Records
- 4.8 QAP020 Control of Nonconforming Product Other Than Parts

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**Paragon Machining & Design Inc.**  
**QUALITY PROGRAM MANUAL**  
INSPECTION, MEASURING AND TEST EQUIPMENT

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#### 1.0 OBJECTIVE

1.1 To define Company policy concerning inspection, measuring and test equipment used by the Company, and to reference specific Quality Assurance Procedures that apply to this section.

#### 2.0 SCOPE

2.1 This section applies to all measuring and test equipment used to assist in determining product conformance, or to control or record special processes.

#### 3.0 POLICY

3.1 The Quality Assurance Manager is responsible for the control, calibration and maintenance of inspection, measuring and test equipment.

3.2 All personnel using inspection, measuring and test equipment shall be trained in its use, including routine maintenance, correct usage, environmental conditions, handling, preservation and storage. Operating or Inspection Procedures shall also include this information if applicable.

3.3 All personnel using inspection, measuring and test equipment shall ensure that it is calibrated, and in good working order before using it. If the equipment is not satisfactory, they shall remove it from service, and inform the Quality Assurance Manager.

3.4 The Quality Assurance Manager shall, through informal patrols, ensure that only trained personnel use inspection, measuring and test equipment.

3.5 All inspection and test equipment, including software and comparative references, shall be checked in accordance with the manufacturer's directions prior to release for use during production, to prove that they are capable of verifying the acceptability of parts.

3.6 Comparative references, jigs, templates, and transfer calipers shall be checked for general condition before each use, by the person using them. No record is kept, and the equipment is not serialized.

3.7 Comparative standards for use with the spectrometer shall be analyzed by external laboratories. They shall be reanalyzed only if it is suspected that they are no longer accurate.

3.8 Mass produced equipment for measuring linear dimensions, such as tape measures, vernier and computer calipers, and micrometers, are not assigned serial numbers. The calibration status is shown by a sticker; if the sticker falls off, the item is reverified.

3.9 All other equipment shall be assigned a unique serial number upon receipt. Where possible, the serial number from the manufacturer shall be used. Serial numbers are not reused when equipment is taken out of service.

3.10 All equipment within the scope of this procedure shall be calibrated periodically, with the time interval set by the Quality Assurance Manager based on stability, purpose and degree of usage. The QAM shall maintain a list showing all equipment requiring calibration, their serial numbers and location, and the due date, and arrange for the calibration when due.

3.11 Measurements shall be made as required by Contract and as determined by the Company to ensure conformance with specified requirements. If more accuracy than usual is required, it shall be noted in the Production Documents, or Inspection Procedures referenced by them.

- 3.12 The Inspector shall determine the equipment to be used based on the accuracy requirements.
- 3.13 The calibration procedure for equipment calibrated by Company personnel shall be documented in a Calibration or Inspection Procedure.
- 3.14 Calibration procedures shall include: equipment type; accuracy required for measurements; frequency of checks; check method; basis of calibration; acceptance criteria; and action to be taken if the results are unsatisfactory.
- 3.15 Subcontracts for calibration standards or services shall be to a qualified metrology lab with traceability to national standards. This service shall be purchased in accordance with QAP003.
- 3.16 As part of subcontractor approval, the QAM shall verify that the subcontractor has an acceptable calibration system. The extent of the verification shall depend on the service or material provided.
- 3.17 The calibration procedure for equipment calibrated by other agencies shall be informally reviewed by the QAM to ensure that it meets the requirements of ISO9002 and ISO100121. The report or attached documents shall include a summary of the calibration procedure.
- 3.18 The basis for calibration shall be nationally recognized standards if possible. Otherwise, the basis shall be stated in the Calibration Procedure or report.
- 3.19 If a master not under the Company's calibration system is used, copies of calibration or traceability certificates shall be filed with the report. Masters owned by companies who are registered to ISO9002, or a similar standard which requires traceability, are exempt from this requirement.
- 3.20 The calibration status of all equipment shall be shown on the calibration list, and on the calibration reports. The calibration status of large equipment shall also be shown by a calibration sticker.
- 3.21 The calibration status of smaller equipment shall be recorded in a log maintained by the Quality Assurance Manager.
- 3.22 Quality records shall include the following information:
- a) Calibration date, and date due
  - b) Person or agency who calibrated the equipment
  - c) Readings before and after adjustment.
  - d) Identification of the master used, to provide traceability to nationally recognized standards (or equivalent information if there is a different basis for calibration).
  - e) Documented procedure, if available.
- 3.23 Inspection, measuring and test equipment shall be safeguarded from adjustments which would invalidate the setting. Usually, this is by locking the panel, or limiting access to trained personnel. The method shall be described in the Calibration Procedure for the equipment. If the safeguards are compromised (for example, during repairs), the equipment shall be recalibrated before use.
- 3.24 When equipment is found out of calibration, it shall be removed from use immediately. The QAM shall review, and if necessary recall, in accordance with QAP010, parts which, since the last acceptable calibration:
- were measured with the equipment.
  - or
  - were subject to a special process controlled by the equipment.
- 3.25 The Quality Assurance Manager shall make technical data pertaining to measurement devices shall be made available to the Customer as required.
- 3.26 The methodology to be used and the personnel responsible for inspection, measuring and test equipment shall be as defined within Quality Assurance Procedure, QAP008.

#### 4.0 REFERENCES

- 4.1 ISO 9002, Clause 4.8 Product Identification and Traceability
- 4.2 QAP002 Document and Data Control
- 4.3 QAP005 Product Identification and Traceability
- 4.4 QAP010 Control of Nonconforming Parts
- 4.5 ISO100121 Quality Assurance Requirements for Measuring Equipment, Part 1: Metrological Confirmation System for Measuring Equipment.

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## 1.0 OBJECTIVE

1.1 To define Company policy concerning inspection and test status and to reference specific Quality Assurance Procedures that apply to this section.

## 2.0 SCOPE

2.1 This section covers the methodology employed by the Company to physically identify and document the inspection and test status of items during all stages of manufacture and construction including storage.

## 3.0 POLICY

3.1 All required inspections and tests shall be performed and documented in accordance with approved Inspection Instructions and ITPs.

3.2 In Process Inspection and Test Status :

3.2.1 The inspection status of a part that is ready to proceed to the next operation shall be signified by attaching the Production Card for the next operation to the part. If a Follower Card is used, it shall be initialed and dated as each inspection step is passed, or when the part is sent to a subcontractor.

3.2.2 The inspection and test status of test bars or buttons sent for outside testing shall be indicated in a log which is checked during final inspection. In this case, a HOLD tag is not required before final inspection. The part may proceed to the next step before the testing is completed.

3.2.3 If there is a Production Card for the inspection step, the Inspector shall initial and date the card when the part has passed the inspection. If more than one part is on the card, part serial numbers shall be indicated. It shall be clear from the card who released the part.

3.2.4 If a part is found to be nonconforming, and cannot be reworked within the restrictions of the contract, a "HOLD" tag shall be attached and a Nonconformance Report (NCR) generated as described within Quality Assurance Procedure, QAP010. If it can be reworked within the restrictions of the contract, the next operation shall be indicated as described in paragraph 3.2.1.

3.3 Final Inspection and Test Status of Parts:

3.3.1 The inspection and test status of parts that are ready to be shipped shall be signified by initialing and dating the Final Inspection Card. It shall be clear from the card which inspector released each part. This is described within Quality Assurance Procedure, QAP009.

3.3.2 If a part is found to be nonconforming, and cannot be reworked within the restrictions of the contract, a "HOLD" tag shall be attached and a Nonconformance Report (NCR) generated as described within Quality Assurance Procedure, QAP010.

3.4 Inspection and Test Status of Other Products:

3.4.1 The inspection and test status of products other than parts that have been accepted shall be signified by moving the items to storage and/or marking the product, container, or an attached tag as described within Quality Assurance Procedure, QAP009. When an ink stamp is used, it shall be initialed.

3.4.2 If a product other than a part fails an inspection, a "HOLD" tag shall be attached and a Nonconformance Report (NCR) generated as described within Quality Assurance Procedure, QAP010. The exception to this is noted below.

3.4.3 The treatment of incoming s which are nonconforming, as determined by the Receiving Clerk, is described within Quality Assurance Procedure, QAP004.

3.5 Only members of the Quality Assurance or Engineering Departments, Inspectors, Foremen, the Superintendent, and subcontracted Inspection Personnel performing independent inspections shall have the authority to sign off or initial inspection and test operations on Follower Cards or Inspection Cards.

3.6 An initial log showing the initials of all persons involved in the Quality Assurance process shall be maintained by the Quality Assurance Department.

3.7 The methodology to be used and the personnel responsible for documenting and identifying inspection and test status of materials or products produced or supplied by the Company shall be as defined within Quality Assurance Procedure, QAP009.

## 4.0 REFERENCES

4.1 ISO 9002, Clause 4.12 Inspection and Test Status

4.2 QAP004 Customer Supplied Product

4.2 QAP009 Inspection and Test Status

4.3 QAP010 Control of Nonconforming Products

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**Paragon Machining & Design Inc.**  
**QUALITY PROGRAM MANUAL**  
**CONTROL OF NONCONFORMING PRODUCT**

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**1.0 OBJECTIVE**

1.1 To define Company policy concerning the control of nonconforming product and to reference specific Quality Assurance Procedures that apply to this section.

**2.0 SCOPE**

2.1 This section covers the activities of the Company regarding the documentation and processing of materials, products or actions that have been identified as nonconforming. Note that "products" includes purchased and manufactured items.

**3.0 POLICY**

3.1 The Quality Assurance Manager and Inspectors have the responsibility and authority to ensure that only conforming parts are shipped to the Customer.

3.2 All employees have the responsibility to report potential nonconformances of any type to either their Supervisor or to the Quality Assurance Manager. This person shall ensure that the product is neither used nor further processed.

3.3 All customer complaints shall be evaluated to determine whether they are due to a significant quality problem. If so, the Sales Department shall:

- a) record the complaint and maintain a Customer QA Complaint Log
- b) circulate the file to the Material Review Board
- c) ensure that the problem is resolved in a timely manner
- d) after review by Engineering and QA, issue production documents to perform the disposition

3.4 The disposition and any corrective and preventative action shall be recorded on the Form.

3.5 Nonconforming parts shall be identified by circling the defected area(s) of the parts. The parts may also be moved to Quarantine. No work shall be done on the parts until it has been dispositioned.

3.6 All other nonconforming items shall be identified as appropriate for the item, sufficient to ensure that the item is neither used nor further processed. Hold tags may be used, and the item may be moved to Quarantine.

3.7 If the results of a test are recorded in a log which is checked during final inspection, it is not necessary to prevent further work on the parts..

3.8 Nonconforming items shall be dispositioned as follows:

- a) Reworked to meet the specified requirements
- b) Accepted with or without repair by concession
- c) Regraded for alternate applications
- d) Rejected or scrapped.

3.9 Normal discrepancies which can be reworked within the restrictions of the contract may be dispositioned by the Foreman or Inspector. Any restrictions on rework, beyond that in the ASTM specification, shall be noted on production documents.

3.10 All other nonconformances, including the following, shall be dispositioned by the Material Review Board.

- a) The part has already been sent to the Customer.
- b) The part cannot be reworked to meet the specifications.
- c) The nonconformance was caused by a subcontractor.
- d) A concession will be requested.
- e) A nonroutine record of the nonconformance is required.

3.11 All nonconformances dispositioned by the Material Review Board shall be recorded in the QA Order File or QA Vendor File, as appropriate. The Quality Assurance Manager shall ensure that the nonconformances are dispositioned in a timely manner.

**NOTE:**

The forms used and the records kept depend on which product is nonconforming, and when the complaint is discovered:

<b>Product</b>	<b>Who maintains log and ensures that nonconformance is corrected:</b>
Parts before shipping, if Foreman cannot disposition	Quality Assurance Manager
Parts after shipping	Internal Sales Supervisor
Purchased product	Quality Assurance Manager
Other	Quality Assurance Manager

3.12 The Material Review Board shall be have representatives from the Engineering and QA Department. If the disposition includes credit or additional charges, the Vice President of Sales and Marketing and the President shall also be consulted.

3.13 The person who dispositions an item shall inform the other functions that may be affected. This may be through an established procedure, such as QAP010 or QAP020, or verbally.

3.14 The person who dispositions a parts shall check the production documents for unusual rework restrictions, and note any additional tests required on the Final Inspection Card.

3.15 After dispositioning, the production card for the next operation is put with the parts.

3.16 The person who dispositions an item shall initiate containment and short and long term corrective and preventative action, as appropriate, in accordance with QAP011.

3.17 The final condition of a part, if conforming, shall be indicated on the Final Inspection Card by the initials of the person who releases it to ship.

3.18 The final condition of a part, if nonconforming, shall be indicated on the concession. The person who releases the parts to ship shall still initial the Final Inspection Card.

3.19 The final condition of any item other than a part shall be indicated on the Nonconformance Report.

3.20 The Customer is informed only if required by contract, or if a concession is requested.

3.21 Records shall be retained as described in QAP010 or QAP020.

3.22 Nothing contained within this section authorizes the acceptance or use of material which does not comply with the provisions of Company contracts with its Customers or applicable jurisdictions. Authority to utilize materials at variance with contract specifications and requirements shall be obtained from the Customer prior to implementation.

3.23 The methodology to be used and the personnel responsible for controlling, identifying, documenting, evaluating, reviewing, segregating, dispositioning and notifying the appropriate people shall be as defined within Quality Assurance Procedure, QAP010 and QAP020.

3.24 Records of nonconformances shall be reviewed to determine if trends are present which require further Corrective and Preventative Action in accordance with Quality Assurance Procedure, QAP011.

#### 4.0 REFERENCES

4.1 ISO 9002, Clause 4.13 Control of Nonconforming product

4.2 QAP010 Control of Nonconforming Parts

4.3 QAP011 Corrective and Preventative Action

4.4 QAP020 Control of Nonconforming Items Other Than Parts

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## **Paragon Machining & Design Inc.**

### **QUALITY PROGRAM MANUAL**

#### **CORRECTIVE AND PREVENTATIVE ACTION**

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#### 1.0 OBJECTIVE

1.1 To define Company policy concerning corrective and preventative action of nonconformances and to reference specific Quality Assurance Procedures that apply to this section.

##### NOTE:

The goal of Nonconforming Product Control is to correct an existing nonconformity, but not to prevent its recurrence. The goal of corrective action is to change a situation which is causing nonconformances. The goal of preventative action is to change a situation which may cause nonconformances.

#### 2.0 SCOPE

2.1 This section covers Company corrective and preventative action that shall be taken to investigate and eliminate the cause(s) of potential and actual nonconformances which have been detected by the Company, its Customers, suppliers, subcontractors or applicable jurisdictions.

2.2 Control of Nonconforming Product is described in QPM014.

### 3.0 POLICY

3.1 Appropriate sources of information shall be used to detect, analyze, and eliminate actual and potential causes of nonconformances. These shall include: Nonconformance Reports (including concessions), Corrective Action Requests, audit results, quality records, processes and work operations, and customer comments and complaints. These documents shall be reviewed regularly to determine trends. The Company shall take further action if the initial corrective and preventative action was insufficient.

3.2 Corrective and preventative action taken in response to a specific nonconformance, which can be implemented immediately, shall be documented on the Nonconformance Report or Customer Complaint Form before the file is closed. All other corrective and preventative action shall be documented on a Corrective Action Request.

3.3 Customer complaints about a specific order must be in writing. The Internal Sales Supervisor shall initiate a Customer Complaint Form and circulate it to the Material Review Board. She shall maintain a log, and ensure that the file is returned and action to provide an acceptable part is taken. The Material Review Board shall determine whether corrective or preventative action is needed when they review the complaint. This is described in QAP010.

3.4 Customer requests for corrective and preventative action, or complaints that are not about a specific order, must be in writing. The Quality Assurance Manager shall initiate a Corrective Action Request, ensure that the concern is addressed, and respond to the Customer.

3.5 When an actual or potential cause of nonconformances is discovered, the Quality Assurance Manager shall initiate a Corrective Action Request, and assign a person who is familiar with the areas affected to investigate. The investigation, and all action taken, shall be documented. The investigator, with the heads of the affected departments, shall take action as needed to eliminate the cause of the nonconformity and/or to prevent potential nonconformances, and ensure that the action is effective.

3.6 The Quality Assurance Manager shall maintain a log of active Corrective Action Requests. The Request is considered active until the Quality Assurance Manager has verified its effectiveness by consulting with the affected people.

3.7 The Quality Assurance Manager shall present a summary of requests for corrective and preventative action at the Management Review meetings, as described in QAP018.

3.8 The methodology to be used and the personnel responsible for determining, documenting and following up on corrective action performed by the Company or its suppliers or subcontractors shall be as defined within Quality Assurance Procedure, QAP011. These steps will be performed in a timely manner.

3.9 Any corrective or preventative action taken to eliminate the causes of actual or potential nonconformances shall be to a degree appropriate to the magnitude of the problem and commensurate with the risks encountered.

3.10 Any changes to documented procedures shall be in accordance with Quality Assurance Procedure, QAP002.

### 4.0 REFERENCES

4.1 ISO 9002, Clause 4.14 Corrective and Preventative Action

4.2 QAP002 Document Control

4.3 QAP010 Control of Nonconforming Product

4.4 QAP011 Corrective and Preventative Action

4.5 QPM014 Control of Nonconforming Product

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## **Paragon Machining & Design Inc.**

### **QUALITY PROGRAM MANUAL**

HANDLING, STORAGE, PACKAGING, PRESERVATION AND DELIVERY

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### 1.0 OBJECTIVE

1.1 To define Company policy concerning handling, storage, packaging and delivery of materials or products produced or supplied by the Company, and those that affect the quality of parts, and to reference specific Quality Assurance Procedures that apply to this section.

## 2.0 SCOPE

2.1 This section covers all deliverable end items.

## 3.0 POLICY

3.1 Company personnel shall monitor handling, storage, packaging and shipping operations to ensure conformance to contract requirements and applicable specifications, instructions and/or procedures. The Superintendent is responsible for the overall material handling function.

3.2 Inspectors shall verify that the following operations performed during packaging and at time of shipping meet all contractual and procedural requirements including any unique instructions imposed:

- a) Final cleaning
- b) Preservation
- c) Packaging (blocking, cushioning and crating)
- d) Marking
- e) Prevention of Contamination

3.3 Inspection shall include verification that all required work, inspections and testing has been accomplished and that all relevant inspection documents as required by contract have been completed, distributed and included within the shipment as required.

3.4 The Company shall maintain all applicable performance test records as well as information relating to any all defective items received by the Customer at time of delivery.

3.5 All documentation required by the Customer QAR or relevant jurisdiction to perform required source inspection of product storage, packaging and delivery shall be provided by the Company.

3.6 Lift trucks, cranes, and crane chains shall be subject to regular maintenance and inspection, as required by the Health and Safety Program, and government regulations. This shall be coordinated by the Maintenance Foreman, who shall also maintain records and certifications. Employees using this equipment shall be trained in its use in accordance with the Health and Safety Program, and QA015.

3.7 Incoming material shall not be moved to storage until it has been inspected in accordance with QAP007, under Incoming Inspection. The person who inspects the material depends on the material.

3.8 Records of part movement and controlled weld rod use are kept as described in QAP004 and QAP005, respectively.

3.9 Materials shall be stored on shelves, or skids, or on bins, depending on the material. Material which must be segregated shall be left in the original container during storage. Preservation of raw materials, s and parts shall be as necessary to prevent damage and deterioration, as described in QAP012.

3.10 There is no need to preserve parts because they are shipped immediately. Any additional preservation requirements required by contract shall be stated on the Production Documents.

3.11 No documentation is necessary when material is taken out of storage. The Foreman shall inform the operator when the material is required. The exception to this is material for which traceability is required, such as (this is described in QA005).

3.12 All items to be shipped shall be packed so as to prevent damage during regular transportation. Small items may be packed in boxes or strapped to pallets. Protection shall be extended to final delivery by using a suitable method of transportation.

3.13 The methodology to be used and the personnel responsible for controlling, documenting and performing the handling, storage, packaging and delivery of materials and products produced or supplied by the Company shall be as defined within Quality Assurance Procedure, QAP012.

## 4.0 REFERENCES

4.1 ISO 9002, Clause 4.15 Handling, Storage, Packaging and Delivery

4.2 QAP005 Identification and Traceability

4.3 QAP012 Handling, Storage, Packaging and Delivery

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# **Paragon Machining & Design Inc.**

## **QUALITY PROGRAM MANUAL**

### **QUALITY RECORDS**

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## 1.0 OBJECTIVE

1.1 To define Company policy concerning quality records and to reference specific Quality Assurance Procedures that apply to this section.

## 2.0 SCOPE

2.1 This section covers the identification, collection, indexing, access, filing, storage, maintenance and disposition of quality records.

## 3.0 POLICY

3.1 The Company shall maintain quality records as objective evidence which identify that:

- a) The Quality Program of the Company met all QA requirements during the performance of a contract.
- b) The products or services produced and the associated documentation required met all contractual and jurisdictional requirement specified.
- c) All Company personnel, instructions, documentation and equipment for special processes were qualified as required.
- d) The selection, surveillance and auditing of suppliers and subcontractors was performed and all requirements were met.
- e) The Company Quality Program Manual was reviewed, revised and approved as required.
- f) Work was performed in accordance with approved documents and to what revision level those documents were during time of work.
- g) The Company Quality System was operating effectively.

3.2 Quality records maintained by the Company shall include all completed documents and records of verification inspections and tests performed relating to products or services provided to the Customer. Identified within these records shall be:

- a) The appropriate drawing or document reference, or the product part or Blueprint number.
- b) All services performed.
- c) The applicable contract and jurisdictional requirements.
- d) All specific verifications, inspections and tests performed and the results obtained. If measurements were not required, the basis of acceptance shall be documented and included.
- e) All nonconformance reports generated and dispositioned.
- f) Dates that inspections and tests were performed.
- g) The data recording instruments used during the inspections and tests performed. The ITP(s) followed during the manufacturing and construction cycle of the contract and the applicable revisions(s).

3.3 Pertinent quality records from subcontractors shall be included in the Company quality records.

3.4 After parts has been shipped, all applicable quality records shall be assembled and stored by the Company. The Company considers the closing date of a contract to be final shipping date of the contract. This is not to be confused with specific batch runs or orders within the contract.

3.5 Containers used for the purpose of document storage shall be clearly marked as to their contents, date of storage, retention period requirement, destruction date and department ownership.

3.6 The storage duration of records shall be as defined by contract or longer.

3.7 Periodic verification of stored documentation shall be performed by the Quality Assurance Department to ascertain that environment, access and other contract requirements are met. These verifications shall be performed as defined within Quality Assurance Procedure, QAP013.

3.8 All quality related records and documents as required by contract shall be made available to the Customer QAR and relevant jurisdiction for review and analysis upon request.

3.9 The methodology to be used and the personnel responsible for the storage, maintenance and retrieval of quality records shall be as defined within Quality Assurance Procedure, QAP013.

3.10 All quality records shall be legible.

3.11 The retention time for each type of record described in a QAP is in that QAP. The following records shall be kept: management review; contract review; (not design); acceptable subcontractors; lost or damaged customer supplied product; traceability; qualified processes; equipment and personnel; positive recall records; inspection authority for release of prodic; inspection, measuring and test equipment; (do not service parts); investigations of the cause and results related to product, process and quality system nonconformities; internal audit results and followup audit activities; and training.

3.12 The Accounting Department shall be consulted before the destruction of any record. Quality records may be kept longer than the time stated in the QAPs.

3.13 Destruction of Quality Records shall be by shredding.

#### 4.0 REFERENCES

4.1 ISO 9002, Clause 4.16 Control of Quality Records

4.2 QAP013 Quality Records

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## **Paragon Machining & Design Inc.**

### **QUALITY PROGRAM MANUAL**

#### **QUALITY AUDITS**

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#### 1.0 OBJECTIVE

1.1 To define Company policy concerning quality audits and to reference specific Quality Assurance Procedures that apply to this section.

#### 2.0 SCOPE

2.1 This section covers auditing of the Company quality program requirements, and company suppliers and subcontractors. Audits shall include the documentation, implementation, and effectiveness of the Quality Assurance program, and the subsequent fitness of products and services.

#### 3.0 POLICY

3.1 Internal quality auditing of each element shall be performed at least annually. It may be done more frequently, depending on the status and importance of the activity to be audited, and if any recent changes have been made to the element. The objective is to evaluate the effectiveness of the Company's quality program. Concerns regarding the efficiency of the element may also be addressed.

3.2 External audits shall be performed on selected suppliers and subcontractors. The frequency and scope of the audits shall depend on the status of the auditee, the importance of the product or service provided, the Customer's requirements, third party certifications, and the history of the auditee. The objectives of external audits are:

- a) to ensure that the supplier or subcontractor will provide products or services which meet the Company's requirements.
- b) to ensure that Customer requirements for supplier or subcontractor quality assurance programs are met.

3.3 The Quality Assurance Manager shall assign an auditor to audit each element. The President shall assign an auditor to audit the Quality Assurance Department. The auditor shall be independent of the activities being audited, unless an activity has been fully audited by an independent internal auditor in the last year.

3.4 Third party and customer audits shall be performed as required.

3.5 A Corrective Action Request shall be generated for each deficiency found during the audit. The deficiency shall be investigated, solved, and documented as described in QAP011. Supervisors and Managers shall take timely action to resolve the deficiencies found during the audit. The effectiveness of the action shall be verified and documented by the auditor (or the QAM if not an internal audit) before the CAR is closed, and a copy of the closed Corrective Action Request shall be maintained with the Audit Report.

3.6 The QA Management Review shall include a summary of all audits of the Company, and any corrective action as a result of them, since the last review.

3.7 The methodology to be used and the personnel responsible for planning, documenting and performing all quality audits shall be in accordance with ISO10011 and as defined within Quality Assurance Procedure, QAP014.

3.8 All documents relating to audits performed within the Company or on suppliers and subcontractors shall be presented for review and evaluation to the Customer QAR upon request.

#### 4.0 REFERENCES

4.1 ISO 9002, Clause 4.17 Internal Quality Audits

4.2 ISO 1001191 Guidelines for Auditing Quality Systems

4.3 QAP014 Quality Audits

**Paragon Machining & Design Inc.**  
**QUALITY PROGRAM MANUAL**  
TRAINING

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1.0 OBJECTIVE

1.1 To define Company concerning training and to reference specific Quality Assurance Procedures that apply to this section.

2.0 SCOPE

2.1 This section applies to the training of all Company employees who's activities affect product quality.

3.0 POLICY

3.1 Each Vice President is responsible for the training of all salaried people in his department.

3.2 Each Foreman is responsible for the training of all people that he supervises.

3.3 The Quality Assurance Manager is responsible for ensuring that the Foremen and Vice Presidents are aware of the QA related training requirements of the people in their departments, including special processes.

3.4 Training shall be conducted through on the job training, courses, demonstrations, assigned reading, observation of the employee, and whatever other method is suitable for the information or skill. Personnel shall be qualified on the basis of education, training, and/or experience, as required for the tasks assigned. No employee shall perform a task for which he is not qualified.

3.5 All training shall be recorded, and kept in the employee's personnel file.

3.6 All employees shall know:

- a) How the Company QA Policy affects them.
- b) The correct method for all quality related operations which they perform.
- c) The person to ask if they have any questions

3.7 This policy shall not be in conflict with the Collective Agreement and the Joint Health and Safety Manual.

3.8 The Company shall ensure that unionized employees are trained to perform the jobs which they are likely to perform, so that training requirements shall not prevent application of the Collective Agreement.

3.9 The methodology to be used and the personnel responsible for organizing, performing and documenting company training relating to quality shall be as defined within Quality Assurance Procedure, QAP015.

4.0 REFERENCES

4.1 ISO 9002, Clause 4.18 Training

4.2 QAP015 Training

4.3 Joint Health and Safety Policy and Manual

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**Paragon Machining & Design Inc.**  
**QUALITY PROGRAM MANUAL**  
SERVICING

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1.0 OBJECTIVE

1.1 To define Company policy concerning servicing.

2.0 SCOPE

2.1 This section covers all aspects of Company servicing of parts produced by the Company, after the sale is complete.

3.0 POLICY

3.1 Servicing parts which were acceptable when they left the plant is outside the scope of the Quality Assurance System.

4.0 REFERENCES

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**Paragon Machining & Design Inc.**  
**QUALITY PROGRAM MANUAL**  
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*Committed to Total Performance  
Through Manufacturing and Service Excellence With Total Quality Results*

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Paragon Machining & Design Inc. produces world class precision machined parts  
We specialize in parts manufactured to commercial quality  
More significantly, Paragon Machining & Design Inc. specializes in satisfied customers. We form an alliance with our customers, a relationship dedicated to furnishing optimum solutions to part problems, an association in which our goal is to make our customers more competitive.  
The quality of our products, our competitive costing, our ability to meet deadlines, and the calibre of our service establishes our reputation. Today, PMD parts work in the most demanding jobs around the world .  
*Because we specialize in satisfied customers.*  
***The PMD Mission***

To earn designation as your company's most valued supplier of steel and stainless parts...  
The people of Paragon Machining & Design Inc. are committed to providing optimum quality products, with the appropriate range of services, and competitive pricing, to help our customers achieve their specific goals.  
To accomplish this mission, Paragon Machining & Design Inc., is committed to providing the best equipment, tools and training, and a stable and safe environment by which our employees can attain company as well as individual and family goals.

*Paragon Machining & Design Inc The Optimum Solution*

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## The PMD Library

We have provided a number of solid documents that we hope you will find useful in understanding and making use of the processes.

**Related Links:**

[American National Standards Institute](#)

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