



Quality Manual | 10/08/08

**WG Henschen Co.**  
**QUALITY MANUAL INDEX**

<b><u>SECTION / CLAUSE</u></b>	<b><u>TITLE</u></b>
1.0	Scope <ul style="list-style-type: none"><li>• 1.1 General</li><li>• 1.2 Application/ Exclusions</li></ul>
2.0	Amendment Record
3.0	Terms and Definitions
4.0	Quality Management System
4.1	General Requirements
4.2	Documentation Requirements <ul style="list-style-type: none"><li>• 4.2.1 General</li><li>• 4.2.2 Quality Manual</li><li>• 4.2.3 Control of Documents</li><li>• 4.2.4 Control of Records</li></ul>
4.3	Configuration Management
4.4	Interaction of the Processes
5.0	Management Responsibility
5.1	Management Commitment
5.2	Customer Focus
5.3	Quality Policy
5.4	Planning <ul style="list-style-type: none"><li>• 5.4.1 Quality Objectives</li><li>• 5.4.2 Quality Management System Planning</li></ul>

**WG Henschen Co.**  
**QUALITY MANUAL INDEX (cont.)**

<b><u>SECTION / CLAUSE</u></b>	<b><u>TITLE</u></b>
5.5	Responsibility, Authority and Communication <ul style="list-style-type: none"><li>• 5.5.1 Responsibility and Authority</li><li>• 5.5.2 Management Representative</li><li>• 5.5.3 Internal Communication</li></ul>
5.6	Management Review <ul style="list-style-type: none"><li>• 5.6.1 General</li><li>• 5.6.2 Review Input</li><li>• 5.6.3 Review Output</li></ul>
6.0	Resource Management
6.1	Provision of Resources
6.2	Human Resources <ul style="list-style-type: none"><li>• 6.2.1 General</li><li>• 6.2.2 Competence, Awareness and Training</li></ul>
6.3	Infrastructure
6.4	Work Environment
7.0	Product Realization
7.1	Planning of Product Realization
7.2	Customer-related Processes <ul style="list-style-type: none"><li>• 7.2.1 Determination of Requirements Related to the Product</li><li>• 7.2.2 Review of Requirements Related to the Product</li><li>• 7.2.3 Customer Communication</li></ul>

**WG Henschen Co.**  
**QUALITY MANUAL INDEX (cont.)**

<b><u>SECTION / CLAUSE</u></b>	<b><u>TITLE</u></b>
7.3	Design and Development
7.4	Purchasing <ul style="list-style-type: none"><li>• 7.4.1 Purchasing Process</li><li>• 7.4.2 Purchasing Information</li><li>• 7.4.3 Verification of Purchased Product</li></ul>
7.5	Production and Service Provision <ul style="list-style-type: none"><li>• 7.5.3 Identification and Traceability</li><li>• 7.5.4 Customer Property</li><li>• 7.5.5 Preservation of Product</li></ul>
7.6	Control of Monitoring and Measuring Devices
8.0	Measurement, Analysis and Improvement
8.1	General
8.2	Monitoring and Measurement <ul style="list-style-type: none"><li>• 8.2.1 Customer Satisfaction</li><li>• 8.2.2 Internal Audit</li><li>• 8.2.3 Monitoring and Measurement of Processes</li><li>• 8.2.4 Monitoring and Measurement of Product<ul style="list-style-type: none"><li>• 8.2.4.1</li><li>• 8.2.4.2</li></ul></li></ul>
8.3	Control of Nonconforming Product
8.4	Analysis of Data
8.5	Improvement <ul style="list-style-type: none"><li>• 8.5.1 Continual Improvement</li><li>• 8.5.2 Corrective Action</li><li>• 8.5.3 Preventive Action</li></ul>

REVISION DATE: 8/20/07

## **1.0 Scope**

### **1.1 Scope**

**WGH** has established and continually improves our quality management system in accordance with ISO 9001:2000 and AS9100 B. The QMS covers the scope of the following:

Distribution of fasteners, fittings, bearings, seals/o-rings, electronic components and hardware, including special orders for the aerospace and commercial industries.

### **1.2 Application/ Exclusions**

The following sections do not apply to **WGH**, as it does not design or manufacture products:

**7.3 Design and development**

**7.5.1 Control of Production and Service Provision**

**7.5.2 Validation of processes for production and service provision**

**2.0 Amendments**

<b>Date</b>	<b>Revised Section</b>	<b>Revision</b>
05/28/03	Front page signed/new manual approved	A
07/08/04	No longer use rev letters, added disclaimer	N/A
05/06/05	Add AS9100 and revise exclusions	N/A
06/22/05	Revise AS9100 sections and exclusions	N/A
6/26/05	6.2.2.2, 4.2.3	N/A
7/22/05	8.3 re: recall	N/A
8/20/07	Remove objectives from manual, only list required procedures in manual, add CIS to definition list, rearrange section 4	N/A
3/13/08	Added WI 28to preventive action section	N/A
10/8/08	Changed FLC 110 to FLC 4.2.4 to reflect standard numbers	N/A
10/8/08	Replaced FLC 150 with FLC 155	N/A

**3.0 Terms and Definitions**

<b>Term</b>	<b>Definition</b>
WGH	WG Henschen Co.
QMS	Quality Management System
QAM	Quality Assurance Manual
FLC	Flow Chart/ Procedure
IQA	Internal Quality Audit
MR	Management Representative
QM	Quality Manager
CA	Corrective Action
PA	Preventive Action
CIS	Continuous Improvement Software

## 4.0 Quality Management System

### 4.1 General Requirements

The scope of the QMS covers required departments of WGH per the Standards.

### 4.2 Document Requirements

#### 4.2.1 QMS Documentation Includes:

- a. Documented statements of a quality policy and quality objectives
- b. Quality Manual
- c. Documented procedures required:
  - Control of Documents
  - Control of Records
  - Internal Audit
  - Control of non-conforming product
  - Corrective Action
  - Preventative Action
- d. Documents needed by WGH to ensure the effective planning, operation and control of its processes
- e. Records required by the Standards
- f. QMS requirements as imposed by applicable regulatory authorities.

#### 4.2.2 Quality Manual

The following is a description of the interaction between the processes and procedures of the QMS.

## 4.0 Management Responsibility

### 4.2.3 Control of Documents

Documents required by the QMS shall be controlled:

- a. to approve documents for adequacy prior to issue
- b. to review and update as necessary and re-approve documents
- c. to ensure that changes and the current revision status of documents are identified
- d. to ensure that relevant versions of applicable documents are available at points of use
- e. to ensure that documents remain legible and readily identifiable
- f. to ensure that documents of external origin are identified and their distribution controlled
- g. to prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose
- h. WGH coordinates changes with customers or regulatory agencies as required

**FLC 111**

**FLC 112**

### 4.2.4 Control of Records

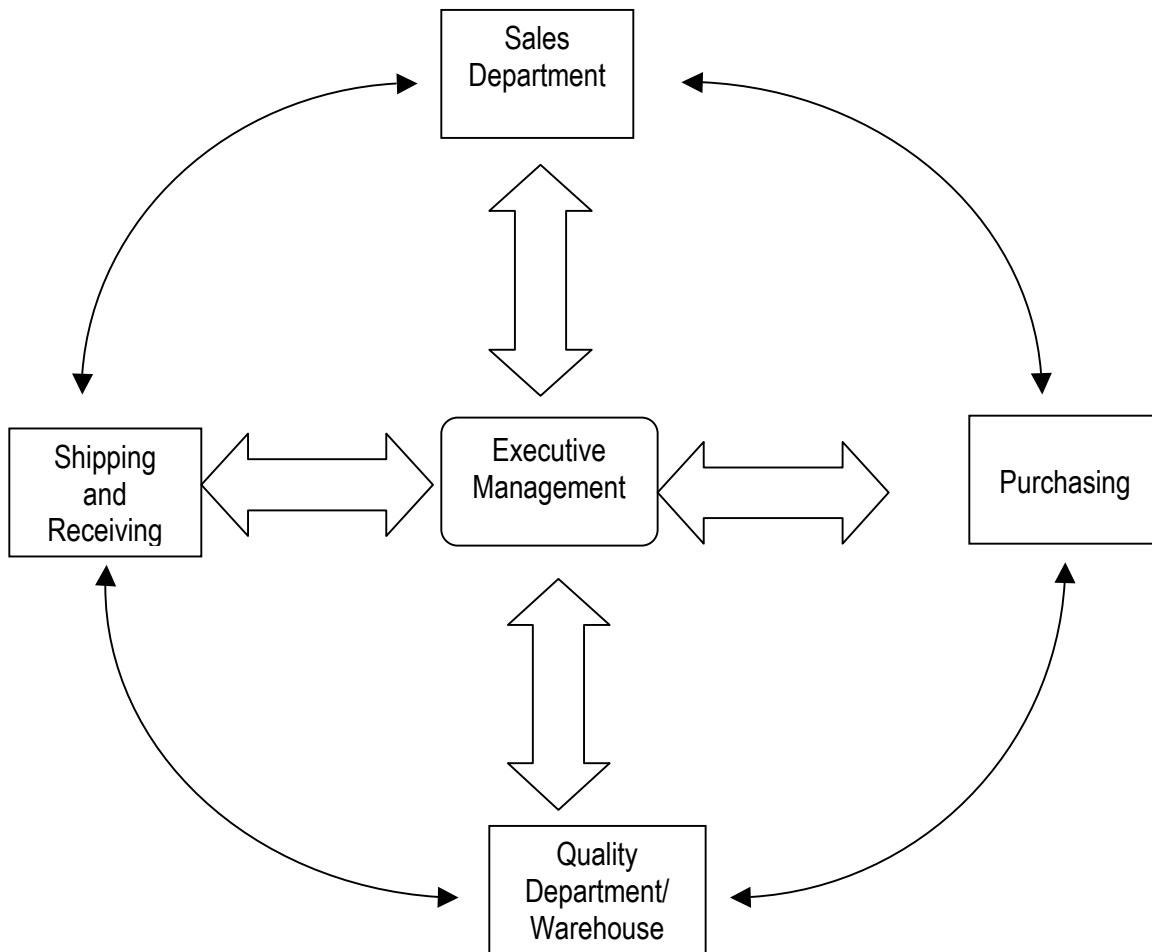
Records are established and maintained to provide evidence of conformity to requirements and of the effective operation of the QMS. Records are legible, identifiable and retrievable. A documented procedure has been established to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records

**FLC 4.2.4**

### 4.3 Configuration Management

Configuration is furnished by the customer and committed into the system with all valid customer requirements verified.

## 4.0 Quality Management System



## 5.0 Management Responsibility

### 5.1 Management Commitment

**WGH** recognizes that an effective quality program requires the involvement and commitment of the organization's top management. Therefore, **WGH** assigns top management the following responsibilities:

- Overseeing the creation of the QMS
- Communicating the importance of meeting requirements, including customer, legal and regulatory requirements
- Establishing the quality policy and quality objectives
- Communicating with parties responsible for product and service quality
- Providing adequate resources for the operation of the QMS
- Reviewing the operation of the QMS

### 5.2 Customer Focus

Top management must ensure that customer requirements are understood and met with the goal of improving customer satisfaction.

### 5.3 Quality Policy

**WGH** defines and documents its Policy for Quality, which provides the overall objectives for an effective Quality Management System. The Quality Policy is relevant to the company's goals and the expectations of its customers.

**WGH** is a distributor of hardware and electronic components for the aerospace industry.

Our Quality Policy is:

**WG Henschen Co.'s focus is to provide the desired products to the customer with the highest level of customer service and satisfaction through the continual improvement of its quality system and employee training.**

**WGH's** employees and management are committed to assuring that this policy is implemented, understood and maintained at all levels of the organization. The policy is also reviewed for continuing suitability.

## **5.0 Management Responsibility**

### **5.4 Planning**

#### **5.4.1 Quality Objectives**

Objectives are listed and measured in the CIS system.

#### **5.4.2 Quality Management Systems Planning**

Plan the QMS so that the quality objectives are met and so the system continues to work as it is changed to incorporate improvements

### **5.5 Responsibility, Authority and Communication**

#### **5.5.1 Responsibility and Authority**

- WGH has established vision, policies and strategic objectives
- WGH communicates direction and values
- Provision of the structure and resources to support strategic plans
- Review suitability, adequacy and effectiveness of QMS
- Management representative has been appointed and given authority by executive management to manage, monitor, evaluate and coordinate QMS.

#### **ORG Chart**

#### **5.5.2 Management Representative**

Top management has appointed the **marketing manager** with ongoing operational responsibility for the QMS. This person is referred to as the Management Representative (MR). The duties of the MR include:

- a. Ensures that processes needed for the QMS are established, implemented, and maintained,
- b. Reports on the performance of the QMS and any improvements needed
- c. Promotes awareness of customer requirements throughout WGH
- d. Organizational freedom to resolve matters pertaining to quality.

#### **5.5.3 Internal Communication**

Top Management has set up an effective system of communication to ensure effective operation of the QMS. This may include informal discussions, meetings, memos, emails or other appropriate forms of communication

## **5.0 Management Responsibility**

### **5.6 Management Review**

#### **5.6.1 General**

WGH's top management reviews the quality system quarterly or as required.  
**FLC 107**

#### **5.6.2 Review Input**

The purpose of the review is to assess the effectiveness and continuing suitability of the QMS and shall include:

- a. Results of audits
- b. Customer feedback
- c. Process performance and product conformity
- d. Status of preventative and corrective actions
- e. Follow-up actions from previous management reviews
- f. Changes that could affect the QMS
- g. Recommendations for improvement

#### **5.6.3 Review Output**

Minutes from management review meetings are retained electronically and show evidence of the discussions regarding:

- a. improvement of the effectiveness of the QMS and its processes
- b. improvement of product related to customer requirements
- c. resources needed

When new or revised Quality Objectives are set, the Quality Objectives statement shall be updated as necessary. The results of the Management Review, together with any updated Quality Objectives statement shall be available to all personnel.

## **6.0 Resource Management**

### **6.1 Provision of Resources**

Department Managers are responsible for ensuring that there are adequate facilities and equipment to complete his/her job in accordance with the customer's requirements, to the customer's satisfaction and to satisfy the relevant QMS requirements. In this context, the term equipment also includes computer software.

Requirements for additional facilities and/or equipment shall be communicated to Top Management as soon as possible

The MR or Quality Manager is responsible for identifying and determining the need for additional resources required to continually improve the effectiveness of the QMS. Any such need shall be communicated to Top Management without delay.

### **6.2 Human Resources**

#### **6.2.1 General**

Personnel performing specific tasks affecting product quality are assigned on the basis of appropriate education, training, experience and competency

#### **6.2.2 Competence, Awareness and Training**

Continually provide appropriate training to new and existing employees as needed. Competency will be evaluated on a regular basis.

WGH shall:

- a. determine the necessary competence for personnel performing work affecting product quality
- b. provide training or take other actions to satisfy these needs
- c. evaluate the effectiveness of the actions taken
- d. ensure that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives
- e. maintain appropriate records of education, training, skills and experience

## **6.0 Resource Management**

### **6.3 Infrastructure**

WGH top management determines and provides the infrastructure needed to achieve conformity to product/customer requirement. WGH's management also ensures that the required infrastructure is properly maintained.

### **6.4 Work Environment**

Top management is responsible for ensuring that the facilities and work environment enable conformity to product/customer requirements.

## **7.0 Product Realization**

### **7.1 Planning of Product Realization**

The WGH QMS has been developed to ensure that all customers receive the highest quality goods and services; as exemplified in the companies quality policy. Through the establishment of well-defined procedures and work instructions relating, but not limited to: customer contract review, material inspection, calibration and purchasing, WGH shall ensure that all applicable requirements for material and contract conformance are consistently met. Where appropriate records shall be maintained which support product and service conformance.

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

### **7.2 Customer-related Processes**

#### **7.2.1 Determination of Requirements Related to the Product**

The customer's requirements, including those for any delivery and post-delivery activities, shall be identified, defined and documented in communication with the customer prior to finalization of product requirements. Any requirements necessary for effective use of the product but not specified either by the customer or by regulatory and legal requirements shall be identified by the WGH's management and notified to the customer.

#### **7.2.2 Review of Requirements Related to the Product**

The review of product requirements is the responsibility of the salesperson.

The purpose of the review is to ensure that the requirements of each sale are defined and documented and agreed with the customer. Any differences that may arise between the WGH's tender or quotation and the customer's requirements and how those differences have been resolved must be included in the review. The review must also ensure that the organization has the capability of meeting the customers' requirements.

Any changes must be communicated with appropriate personnel as soon as possible. Records of the results of the review and any actions taken as a result of the review are maintained. Risks are evaluated.

## **7.0 Product Realization**

### **7.2.3 Customer Communication**

WGH determines and implements effective arrangements for communicating with customers in relation to:

- a. product information
- b. enquiries, contracts or order handling, including amendments
- c. customer feedback, including customer complaints

**7.3** excluded, see section 3.0

## **7.4 Purchasing**

### **7.4.1 Purchasing Process**

Suppliers shall be evaluated and selected on the basis of their ability to meet product requirements, including any specific quality requirements. Criteria for selection, evaluation and re-evaluation shall be established. Records of the results of evaluations and necessary actions arising from the evaluation shall be maintained. Preference should be given to using suppliers operating Quality Systems to ISO 9001:2000 and AS9100.

### **7.4.2 Purchasing Information**

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

- a. Requirements for approval of product, procedures, processes and equipment
- b. Requirements for qualifications of personnel
- c. QMS requirements

### **7.4.3 Verification of Purchased Product**

The QM will ensure that all materials purchased from suppliers are verified to conform to relevant specifications.

## **7.0 Product Realization**

### **7.5 Production and Service Provision**

#### **7.5.1 Control of Production and Service Provision**

excluded, see section 1.0

#### **7.5.2 Validation of Production and Service Provision**

excluded, see section 1.0

#### **7.5.3 Identification and Traceability**

WGH identifies the product status with respect to monitoring and measurement requirements. Where traceability is a requirement, WGH controls and records the unique identification of the product.

#### **7.5.4 Customer Property**

WGH exercises care with customer property while it is under the WGH's control or being used by WGH. WGH identifies, verifies, protects and safeguards customer property provided for use or incorporation into the product. If any customer property is lost, damaged or otherwise found to be unsuitable for use, this will be reported to the customer and records maintained.

#### **7.5.5 Preservation of Product**

WGH preserves the conformity of product during internal processing and delivery to the intended destination. This preservation shall include identification, handling, packaging, storage and protection. Preservation also applies to the constituent parts of the product.

## **7.0 Product Realization**

### **7.6 Control of Monitoring and Measuring Devices**

WGH ensures that monitoring and measurement is carried out in a manner that is consistent with the monitoring and measurement requirements.

Where necessary to ensure valid results, measuring equipment is:

- a. calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification shall be recorded
- b. adjusted or re-adjusted as necessary
- c. identified to enable the calibration status to be determined
- d. safeguarded from adjustments that would invalidate the measurement result
- e. protected from damage and deterioration during handling, maintenance and storage
- f. be recalled to defined method when requiring calibration

WGH will assess and record the validity of the previous measuring results when the equipment is found not to conform to requirements. Appropriate action will be taken on the equipment and any product affected.

Records of the results of calibration and verification are maintained.

## 8.0 Measurement, Analysis and Improvement

### 8.1 General

**WGH** plans and implements the monitoring, measurement, analysis and improvement processes needed to ensure conformity of the QMS and to continually improve the effectiveness of the QMS.

This includes determination of applicable methods, including statistical techniques and the extent of their use, when applicable.

### 8.2 Monitoring and Measurement

#### 8.2.1 **Customer Satisfaction**

As one of the measurement of the performance of the QMS, WGH monitors information relating to customer perception as to whether WGH has met customer requirements.

**FLC 155**

#### 8.2.2 **Internal Audit**

WGH conducts internal audits twice a year or as required to determine whether the QMS

- a. Conforms to the planned arrangements, to the requirements of this Standard and to the QMS requirements established by WGH
- b. Is effectively implemented and maintained

**FLC 137**

#### 8.2.3 **Monitoring and Measurement of Processes**

QMS processes will be monitored and measured where applicable to demonstrate the ability of the processes to achieve the planned results. The results will be available at each quarterly management review meeting and changes will be made as needed

#### 8.2.4 **Monitoring and Measurement of Product**

WGH monitors and measures the characteristics of the incoming product as necessary to verify that product requirements have been met.

Records evidencing conformity indicate the person(s) authorizing release of product.

Product release and service delivery do not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer.

**FLC 124**

## **8.0 Measurement, Analysis and Improvement**

### **8.2.4.1 Inspection Documentation**

Insure that incoming product is not stocked or shipped until it has been approved as conforming to specified requirements. The verification of the requirements shall be in accordance with those defined in the quality plan, documented procedures and work instructions.

### **8.2.4.2 First Article Inspection**

First Article Inspection is conducted when required by customer.

## **8.3 Control of Nonconforming Product**

WGH ensures that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery.

WGH deals with nonconforming product by one or more of the following ways:

- a. By taking action to eliminate the detected nonconformity
- b. By authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer
- c. By taking action to preclude its original intended use or application

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

WGH provides for timely reporting of delivered nonconforming product that may affect reliability or safety. Notification shall include a clear description of the nonconformity and other necessary information.

### **FLC 124**

## **8.4 Analysis of Data**

The analysis of data provides information relating to:

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

This includes data generated as a result of monitoring and measurement and from other relevant sources

## **8.0 Measurement, Analysis and Improvement**

### **8.5 Improvement**

#### **8.5.1 Continual Improvement**

WGH continually improves the effectiveness of its Quality Management System through the use of the Quality Policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management reviews.

#### **8.5.2 Corrective Action**

WGH takes action to eliminate the cause of nonconformities in order to prevent recurrence. CAs shall be appropriate to the effects of the nonconformities encountered.

The documented procedure defines requirements for:

- a. reviewing nonconformities (including customer complaints)
- b. determining the causes of the nonconformities
- c. evaluating the need for action to ensure that nonconformities do not recur
- d. determining and implementing action needed
- e. records of the results of action taken
- f. reviewing corrective action taken
- g. flow down of CA to the supplier
- h. actions to take when Ca is not responded to in a timely manner.

**FLC 128**

#### **8.5.3 Preventive Action**

WGH works to eliminate the causes of potential nonconformities in order to prevent their occurrence.

Documented procedures define the following requirements:

- a. determining potential nonconformities and their causes
- b. evaluating the need for action to prevent occurrence of nonconformities
- c. determining and implementing action needed
- d. records of results of action taken
- e. reviewing PA taken

**FLC 128**

**WI 28**