



QM

Revision: E

QUALITY MANUAL

APPROVED: D.DOCHERTY

QUALITY MANUAL





QUALITY MANAGEMENT SYSTEMS REQUIREMENTS
TABLE OF CONTENTS

1. Quality Management System

- 1.1 General Requirements
- 1.2 Sequence and Interaction of Processes
- 1.3 Company Scope and Exclusions
- 1.4 Documentation Requirements
 - 1.4.1 *General*
 - 1.4.2 *Quality Manual*
 - 1.4.3 *Document Control*
 - 1.4.4 *Record Control*

2. Management Responsibility

- 2.1 Management Commitment
- 2.2 Customer Focus
- 2.3 Quality Policy
- 2.4 Planning
 - 2.4.1 *Quality Objectives*
 - 2.4.2 *QMS Planning*
- 2.5 Responsibility, Authority & Communication
 - 2.5.1 *Responsibility & Authority*
 - 2.5.2 *Management Representative*
 - 2.5.3 *Internal Communication*
- 2.6 Management Review
 - 2.6.1 *General*
 - 2.6.2 *Review Input*
 - 2.6.3 *Review Output*

3. Resource Management

- 3.1 Provision of Resources
- 3.2 Human Resources
 - 3.2.1 *General*
 - 3.2.2 *Competence, Awareness & Training*
- 3.3 Infrastructure
- 3.4 Work Environment



4. Product Realization

4.1 Planning

4.2 Customer-Related Processes

4.2.1 Determination of Product Requirements

4.2.2 Product Requirements Review

4.2.3 Customer Communication

4.3 Design & Development

4.4 Purchasing

4.4.1 Process

4.4.2 Information

4.4.3 Purchased Product Verification

4.5 Production & Service Provision

4.5.1 Control

4.5.2 Validation of Processes

4.5.3 Identification & Traceability

4.5.4 Customer Property

4.5.5 Preservation

4.6 Control of Monitoring & Measuring Equipment

5. Measurement, Analysis & Improvement

5.1 General

5.2 Monitoring & Measurement

5.2.1 Customer Satisfaction

5.2.2 Internal Audit

5.2.3 Process

5.2.4 Product

5.3 Control of Nonconforming Product

5.4 Analysis of Data

5.5 Improvement

5.5.1 Continual Improvement

5.5.2 Corrective Action

5.5.3 Preventive Action

6. Compliance Matrix

7. Revision Information

8. Diagram



1 Quality Management System (QMS)

1.1 General Requirements

The requirements addressed in our Quality Management System comply with our customers' needs and specifications, and satisfy the provisions of ANSI/ISO/ASQ Q9001–2008 for establishing, documenting, maintaining and improving its effectiveness.

We have identified the processes, determined their sequence and interaction, along with the criteria and methods necessary to control them, whether internal or as an outsource decision. We have, and will continue to scrutinize our resource needs and information necessary to monitor, measure and analyze our processes. We are dedicated to implement the actions needed to achieve our goals and objectives and to continually improve our processes.

The additional requirements for compliance to ISO 13485 are defined in QSP-MGT-101 ISO 13485:2003 Quality Management System Addendum.

1.2 Sequence and Interaction of Processes

Inservco has identified the sequence and interaction of their processes, defined the criteria and methods to assure the control of the processes along with resources needed to perform the processes. This sequence and interaction between processes are documented in the individual procedures. The sequence and interaction between the business processes of the Quality Management System is described on section 8.

1.3 Company Scope and Exclusions

1.3.1 Inservco Scope

Manufacture of electronic systems.

1.3.2 Exclusions

Based on the justifications provided below, two quality management system requirements which are defined within the ISO 9001:2008 standard do not apply to our type of operation and have been excluded from our quality management system and this manual:

1.3.2.1 Clause 7.3, Design and Development

Inservco does not offer or involve itself in the design of products, but only in the fabrication of products having existing proven designs provided by our customers.

1.3.2.2 Clause 7.5, Clause 7.5, (Functions relative to service only)

Inservco does not offer nor perform service functions.

1.4 Documentation Requirements

1.4.1 General

Our QMS documentation includes our President's Quality Policy and Objectives, the documented procedures and records required by the quality standard above, and all additional documents necessary to continually ensure effective processes.

1.4.2 Quality Manual

The primary purpose of this Manual is to describe and document our commitment to quality in all our processes and products, and its application by all our personnel. We have revised our Quality

**QUALITY MANUAL**

APPROVED: D.DOCHERTY

Manual to correspond with the format, topics and sequence of the ISO 9001:2008 specification. However, our quality procedures, work instructions and records for the most part, continue to follow the elements of the previous version. Changes, additions and consolidations of the revised specification have been incorporated into the existing documentation format.

1.4.3 Document Control

All documentation forming part of the Quality Management System (QMS) is controlled via the use of "Simple Document Management System" located at Inservco employee page in the internet. Document control provides for the identification, adequacy, approval, issuance, distribution, change or update, re-approval and legibility of quality documents to assure reliable and repeatable products from our company or outsource companies. The following documents are controlled as a minimum:

- Quality Manual (QM)
- Quality Procedures (QSP)
- Detailed Work Instructions
- Forms and Records
- Product Drawings
- Documents of External Origin.

1.4.4 Record Control

Quality records are established, gathered, maintained and easily retrieved so as to provide evidence of conformity to our QMS and serve to demonstrate that products are manufactured to applicable specifications using effective processes. A documented procedure has been generated to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of quality records.

2 Management Responsibility**2.1 Management Commitment**

Top management has orchestrated the development and implementation of the QMS. We continually strive to improve its effectiveness through:

- Internal communications where we identify the importance of meeting customer, statutory and regulatory requirements.
- Our Quality Policy, which defines the corporate commitment to quality.
- Establishing our Quality Objectives and evaluating their achievement.
- Conducting management reviews.
- Ensuring resource availability to achieve our objectives.

2.2 Customer Focus

Customer satisfaction has always been and remains a prime objective of top management. We offer our expertise in not only understanding and meeting the customer's requirements, but by adding value to all of our customer's requests. We do this by assessing their needs and applications in order to recommend the most appropriate products and services.

2.3 Quality Policy

The Quality Policy has been developed by the President and agreed to by Top Management. Our Policy is publicly posted and communicated to all employees as a means to involve our entire organization in our quality commitment. It continues to be assessed for its appropriateness to our



business, relevance to our goals and objectives, and focused to meet our customers' requirements while continuously improving our performance.

2.4 Planning

2.4.1 Quality Objectives

Top Management has authorized the appropriate levels of assessment to meet product or process requirements and to achieve quality objectives. The objectives, consistent with our Quality Policy, are periodically compared to actual results in order to measure the level of achievement attained.

2.4.2 QMS Planning

Top Management's plans and goals are supportive of our QMS requirements and are assessed through implementation to maintain the reliability of our system. The integrity of the QMS is maintained during changes to the system.

2.5 Responsibility, Authority & Communication

2.5.1 Responsibility & Authority

Top Management has established lines of responsibility and authority for all quality functions and disciplines. All Quality Procedures (QSP) identify accountabilities to enhance facility communication. The organizational chart documents the reporting and authority structure.

2.5.2 Management Representative

The President selects the Management Representative who has the authority to:

- Oversee the implementation and maintenance of our QMS requirements.
- Develop reporting techniques on QMS performance for continual improvement.
- Ensure customer requirements are understood by all company functions and disciplines.
- Identify areas of needed improvement.

2.5.3 Internal Communication

Top Management has authorized communication channels throughout the company to ensure organizational freedom to identify problems, to initiate, recommend, solve and/or verify solutions to quality problems and access to management at all levels when action is required. This includes the ability to request stopping further processing, delivery, or installation of any product if a deficiency or unsatisfactory condition is detected.

2.6 Management Review

2.6.1 General

The Management Representative chairs the Management Review Meetings to review our QMS for continued suitability, adequacy and effectiveness and are attended by Top Management. These meetings point toward continually improving our processes through performance reviews of our objectives, including assessment of our Quality Policy.

2.6.2 Review Input

The minimum inputs included for discussion and review are:

- Results of internal and any external audits.



- Customer feedback.
- Process performance & product conformity.
- Corrective and Preventive Actions status.
- Follow-up actions from previous Management Review Meetings.
- Plans that may affect our QMS.
- Recommendations for Improvement.
- Status of any other Quality Objectives.

2.6.3 Review Output

The minimum outputs include any decisions and actions related to:

- QMS effectiveness improvement.
- Process improvement.
- Product improvement or other customer requirements.
- Resource needs.
- Performance to any other Quality Objectives.

3 Resource Management

3.1 Provision of Resources

Resource needs are discussed during each Management Review Meeting to maintain and continually improve our QMS and to enhance customer satisfaction.

3.2 Human Resources

3.2.1 General

We have identified the required competence based on skills, education, training and experience for personnel responsible for the performance of work affecting product quality.

3.2.2 Competence, Awareness & Training

Our training programs reflect the analysis of what each job position requires and what talents need to be acquired or developed, based on an employee's current skills, education and experience.

Although most training is on-the-job-training (OJT), formal training is provided when OJT is insufficient to meet our requirements. Whenever either OJT or formal training is provided, we include the awareness and importance of the activities towards achieving quality objectives. After completion of any training we subsequently evaluate the effectiveness of that training.

Appropriate records are maintained for education, training, skills and education.

3.3 Infrastructure

We have established, acquired and continue to maintain the buildings, workspace and utilities responsible for providing consistent product. Our process equipment and support services are monitored to allow continuous operations with minimum disruption.



3.4 Work Environment

The work environment is determined and managed to achieve conformity to product requirements in consistent products.

4 Product Realization

4.1 Planning

The planning of processes required for product realization is integral part of our QMS. We determine the following during product realization planning:

- Quality objectives and functional requirements.
- The necessary processes, documentation and resources relevant to each product.
- Activities and criteria needed to ensure product compliance to functional or ascetic requirements.
- Records necessary to provide evidence that all requirements and specifications have been satisfied.

The output of product realization planning is in terms of what is required in all affected resources or processes by each function or discipline.

4.2 Customer-Related Processes

4.2.1 Determination of Product Requirements

Product realization begins with the determination of customer requirements, either specified or necessary for its specified or intended use, including delivery and warranty or servicing activities. The customer requirements are then assessed for any statutory and regulatory requirements applicable to the product and then finally for any internal requirements.

4.2.2 Product Requirements Review

Quotations, customer orders or amendments of either are defined by Sales and reviewed prior to acceptance to ensure all requirements are defined and capable of being fulfilled. Special criteria or requirements are reviewed by appropriate organizations, when necessary. Whenever product specifications are changed after order acceptance, the requirements will be forwarded to the appropriate functions for appraisal and modifications, as required.

Records of the quotation, customers order or amendment reviews are maintained. In the event no customer statement of requirements is provided, such as for repeat orders, we confirm the conditions and document as a means of record review.

4.2.3 Customer Communication

The Program Management organization coordinates the customer interface for product information, all phases of the order process, and customer feedback or complaints. Other organizations are contacted in the event specific information is required, such as delivery information or technical details.



4.3 Design & Development

4.3.1 Exclusion Rationale

Design and Development cognizance resides with our customers, who utilize our expertise in the manufacture of their designs. Our contribution to their design process is in the analysis of making the product more easily producible.

4.4 Purchasing

4.4.1 Process

Our QMS defines the controls on the purchase of materials and services used in the manufacture of our products and conform to requirements established by the company. Supplier selection and evaluation, receiving inspection and testing, and re-evaluation of supplier performance are methods utilized to provide purchased material and services control.

4.4.2 Information

Purchasing information may consist of drawings, reference specifications, requirement of specific qualified personnel, or additional QMS needs that are included with our purchase order forms either on the purchase order or contained in the reference specification or attachment. All purchasing documents are prepared, reviewed and approved to assure that all technical and quality requirements necessary to assure the quality of materials and services are clearly specified.

4.4.3 Purchased Product Verification

Received material has defined criteria for acceptance. When our customers or we, choose to verify the subcontractor's product at the subcontractor's facility, the verification arrangements and requirements are so stated in the purchasing documentation.

4.5 Production & Service Provision

4.5.1 Control

Product manufacture is carried out under controlled conditions. Controlled conditions include product attribute information, necessary work instructions, availability of suitable equipment for processing and assessment, and accomplishment of material release, processes, inspection, and delivery activities.

4.5.2 Validation of Processes

Our processes are reviewed and "special processes" validated for their participation toward product conformance, including determining whether subsequent processing prohibits access to specific measurements.

Provisions are established to define review and approval criteria, endorsement of equipment, qualification of personnel, methods and procedures used, necessary records, and any revalidation.

4.5.3 Identification & Traceability

We assure that product identification is maintained from receiving inspection through delivery. The identification also includes the status of the product with regard to its inspection and test



requirements. When traceability is either a requirement of any contract or becomes an internal requirement, the product's unique identification and record retention are controlled.

4.5.4 Customer Property

We take responsibility and exercise care over material, equipment and tooling, returnable packaging, documents or any intellectual property supplied by the customer for use in product processing or as part of the actual product. The customer is notified in cases of damage, defect or loss of their product and records are maintained.

4.5.5 Preservation

We have defined the controls in use during internal processing for the handling, storage, packaging, preservation and subsequent delivery of product and product parts to maintain conformity. All personnel have the responsibility to ensure products are protected and maintained against cosmetic and functional damage.

4.6 Control of Monitoring & Measuring Equipment

As we determine inspection and test processes and requirements for our products, we also define the measuring and monitoring equipment needed to verify product acceptance. Assuring repetitive operation for producing valid results requires the calibration and/or verification of the equipment at specified intervals that are traceable to international or national standards, i.e. NIST. Equipment requiring calibration are adjusted as needed, have status clearly identified, can detect prohibited adjustments that invalidate measurement results, and are protected from damage during use or when stored.

If a piece of equipment is found to be out of tolerance during calibration, the out-of-tolerance effect on the process or product is determined. When deemed significant, corrective actions are implemented as deemed necessary by the results of the investigation, which may include product recall.

When software is required to verify product acceptability, it is verified prior to release for production and is rechecked when necessary.

5 Measurement, Analysis & Improvement

5.1 General

We planned and implemented the monitoring, measurement, analysis, and improvement methods and activities needed to verify conformance with specified requirements, either as part of our QMS or for our products.

5.2 Monitoring & Measurement

5.2.1 Customer Satisfaction

Our focus on customer satisfaction has resulted in an implemented system for monitoring and measuring our customers' discernment of our performance. The methods used target customer feedback and the acquisition of customer perception information in order to determine an expanded view of customer approval.



5.2.2 Internal Audit

We defined, implemented and maintain a system of planned periodic audits to verify compliance with all planned arrangements and aspects of our QMS. Detailed structured planning for quality audits is carried out at least yearly. Audits are scheduled based on the importance of the activity and are performed utilizing trained personnel, not directly accountable to the function or area being audited.

Documented objective evidence is part of the audit results. Records of concerns, findings and corrective action for audit items are generated and reviewed. Audit findings are presented to the management of the area having direct responsibility and are entered into the Corrective Action System for timely action identification, implementation and verification.

5.2.3 Process

We have implemented methods for monitoring and measuring, where applicable, the processes of our QMS, in order to demonstrate their effectiveness and efficiency. The results of the processes determine where actions are required.

5.2.4 Product

We define, implement and analyze inspection or testing activities, at appropriate stages, to verify that product's characteristics conform to specified requirements and specifications. Records, generated as evidence of conformity to acceptance criteria, identify the person authorizing product release.

Product release for delivery does not proceed until all previous inspection and test activities have been completed, unless approved by a customer or other relevant authority.

5.3 Control of Nonconforming Product

This defines the manner of controlling material that does not conform to specified requirements. All nonconforming material is, immediately upon detection, identified and held pending investigation and disposition. It is the responsibility of personnel detecting nonconforming material to ensure that it is properly identified, controlled and reported to protect against unintended use.

Nonconforming product is reviewed to determine the need for corrective action and any subsequent material action. Authority for disposition is defined and records of nonconformances are maintained and periodically reviewed for trends. Nonconforming product, when corrected, undergoes retest or re-inspection to demonstrate conformity. Actions are taken and records kept, when nonconforming product is detected after delivery.

5.4 Analysis of Data

Management has determined the means to measure the suitability and effectiveness of our QMS and the collection of data to analyze how the system can be continually improved. The analysis of data provides information relating to customer satisfaction, product conformity, attributes and trends of both products and processes, and supplier performance.



5.5 Improvement

5.5.1 Continual Improvement

We focus on enhancing our QMS effectiveness by using our Quality Policy, Objectives, Internal Audit Program, Data Analysis, Corrective/Preventive Action System, and Management Reviews.

5.5.2 Corrective Action

Product or process nonconformance trends are analyzed to determine their magnitude and cause. Corrective action, to prevent any other occurrences, is assigned, time limited and followed-up to ensure timely and effective implementation. Such action extends from nonconformance trends found in material received from a supplier through product supplied to a customer, i.e. customer complaints, concessions, raw material, parts, and audit findings. Records of each corrective action investigated, via the Corrective/Preventive Action Request system, are reviewed and maintained.

5.5.3 Preventive Action

Preventive action utilizes appropriate sources of information such as process and work operations which affect quality, concessions, audit results, quality records, and customer complaints, to investigate and eliminate causes or potential causes of nonconformances. Actions taken to prevent potential causes of nonconformances are submitted for review at Management Review Meetings. Records of each preventive action investigated, via the Corrective/Preventive Action Request system, are reviewed and maintained.

6 Compliance Matrix

This compliance matrix provides the linking between the ISO 9001:2008 specification, the Quality Manual and the Procedures (QSP). See Table I.

7 Revision Information

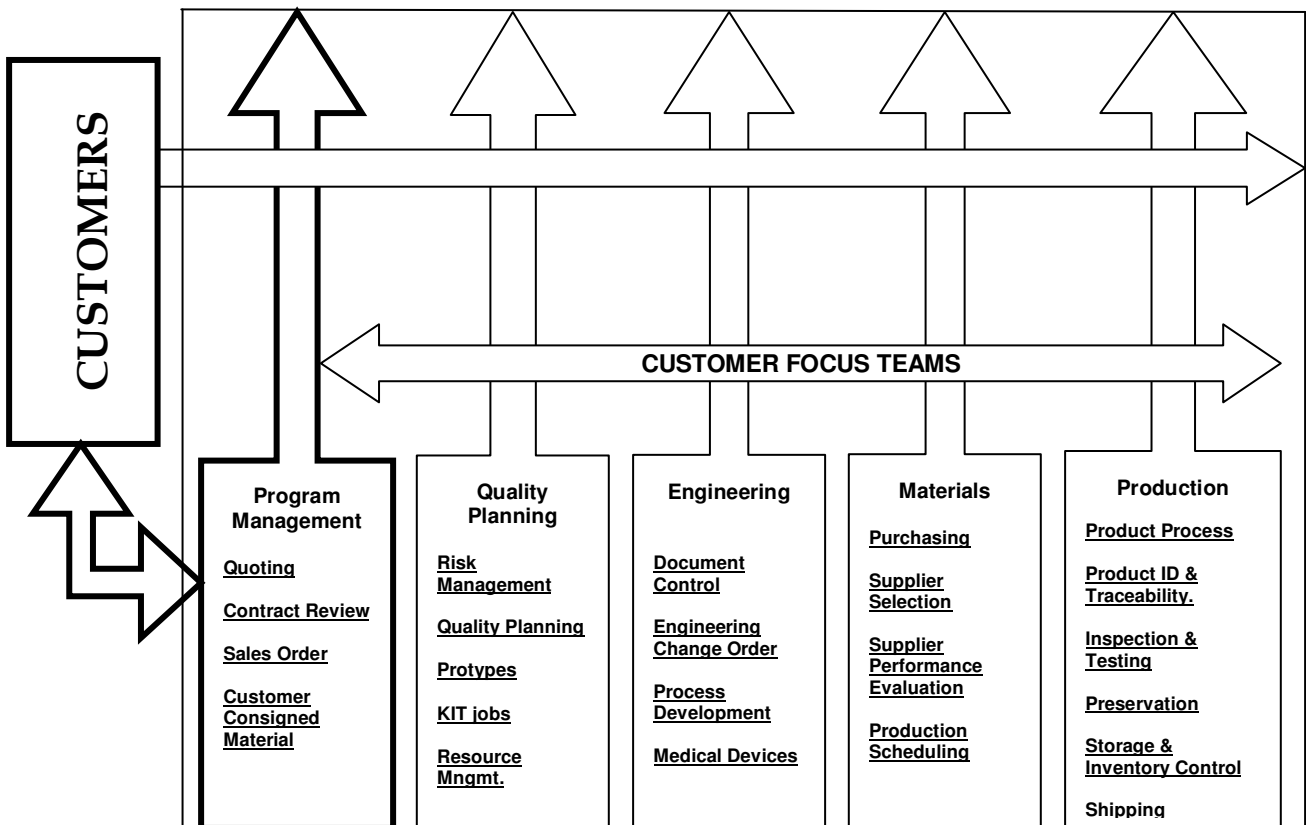
Revision	Change Description	Date
	Upgrade to meet ISO-9001:2000 requirements	3-28-03
A	2.3, 4.1, 4.2.1, 5.4, Correct typos. 3.4 Reword statement. 4.2.3 Change from Sales to Program Management. 5.2.3 Reword statement.	4-21-03
B	Table of contents. Change "process map" for "sequence and ..." <ul style="list-style-type: none"> • 1.2 Change title "process map" for "sequence and..." • 1.2 Modify statement to clarify how the sequence and interaction of processes are documented and where. • 6. Compliance Matrix table section "QMS General Requirements". Change word "addendum" for amendment, add F-116-03 • Amendment change title from "process map" to sequence and ...". Add arrows to identify sequence and interactions. 	4/30/03
B	Final approval by Dennis Docherty new Inservco's president. No rev	10/29/04



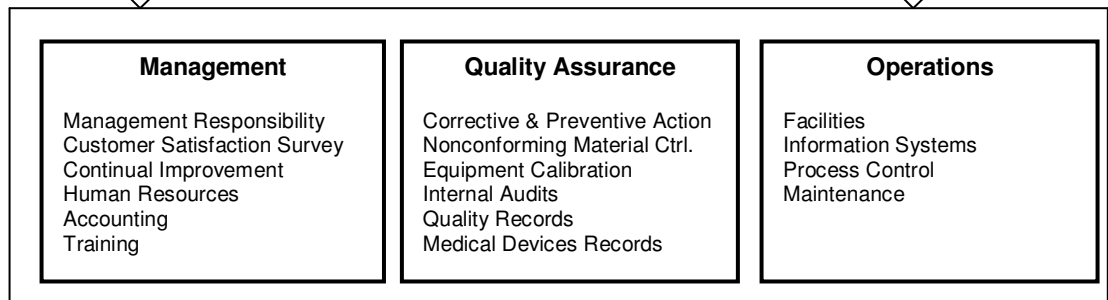
	required.	
C	Diagram processes sequence and interactions incorporated to Quality Manual. Delete amendments.	3/23/06
D	Update reference to ISO 9001:2000 to ISO 9001:2008. Added 1.1 reference to ISO 13485 Addendum . Correct typo 1.3.1	03/13/09
E	Add risk mgmt and interactions section 8.	5/06/09

8 Diagram

Inservco Processes



Support Processes





QM

Revision: E

QUALITY MANUAL

APPROVED: D.DOCHERTY

ISO9001:2008 Topic	ISO PARAGRAPH	QUALITY MANUAL PARAGRAPH	QUALITY PROCEDURE (QSP)	QSP PARAGRAPH
QUALITY MANAGEMENT SYSTEM	4	1	TITLE ONLY	
QMS GENERAL REQUIREMENTS	4.1	1.1	QUALITY MANUAL AMENDMENT	ALL FLOWCHARTS F-116-03
DOCUMENTATION REQUIREMENTS	4.2	1.2	TITLE ONLY	
GENERAL	4.2.1	1.4.1	QA-106	ALL
QUALITY MANUAL	4.2.2	1.4.2	QM	ALL
CONTROL OF DOCUMENTS	4.2.3	1.4.3	IS-103 QA-106	ALL
CONTROL OF RECORDS	4.2.4	1.4.4	QA-124	ALL
MANAGEMENT RESPONSIBILITY	5	2	TITLE ONLY	
MANAGEMENT COMMITMENT	5.1	2.1	MGT-100	4.1
CUSTOMER FOCUS	5.2	2.2	MGT-100	4.2
QUALITY POLICY	5.3	2.3	MGT-100	4.3
PLANNING	5.4	2.4	MGT-100	4.4
QUALITY OBJECTIVES	5.4.1	2.4.1	QA-102	ALL
QMS PLANNING	5.4.2	2.4.2	QA-106 QA-107 QA-108	ALL
RESPONSIBILITY, AUTHORITY & COMMUNICATION	5.5	2.5	TITLE ONLY	
RESPONSIBILITY & AUTHORITY	5.5.1	2.5.1	MGT-100	4.5.1
MANAGEMENT REPRESENTATIVE	5.5.2	2.5.2	MGT-100	4.5.2
INTERNAL COMMUNICATION	5.5.3	2.5.3	MGT-100	4.5.3
MANAGEMENT REVIEW	5.6	2.6	TITLE ONLY	
GENERAL	5.6.1	2.6.1	MGT-100	4.6
REVIEW INPUT	5.6.2	2.6.2	MGT-100	4.6.1
REVIEW OUTPUT	5.6.3	2.6.3	MGT-100	4.6.2
RESOURCE MANAGEMENT	6	3	TITLE ONLY	
PROVISION OF RESOURCES	6.1	3.1	HR-104	3.1
HUMAN RESOURCES	6.2	3.2	TITLE ONLY	
GENERAL	6.2.1	3.2.1	HR-104	4.1
COMPETENCE, AWARENESS, & TRAINING	6.2.2	3.2.2	HR-104	4.2



QM

Revision: E

QUALITY MANUAL

APPROVED: D.DOCHERTY

ISO9001:2008 TOPIC	ISO PARAGRAPH	QUALITY MANUAL PARAGRAPH	QUALITY PROCEDURE (QSP)	QSP PARAGRAPH
INFRASTRUCTURE	6.3	3.3	HR-104 PRO-117	4.5 ALL
WORK ENVIRONMENT	6.4	3.4	HR-104	4.6
PRODUCT REALIZATION	7	4	TITLE ONLY	
PLANNING OF PRODUCT REALIZATION	7.1	4.1	QA-107	ALL
CUSTOMER-RELATED PROCESSES	7.2	4.2	MKT-101	
DETERMINATION OF PRODUCT REQUIREMENTS	7.2.1	4.2.1	MKT-101	4.1
PRODUCT REQUIREMENTS REVIEW	7.2.2	4.2.2	MKT-101	ALL
CUSTOMER COMMUNICATION	7.2.3	4.2.3	MKT-101 QA-105	ALL 4.1, 4.2
DESIGN & DEVELOPMENT	7.3	4.3	TITLE ONLY	
PLANNING	7.3.1	4.3.2	N/A	
INPUTS	7.3.2	4.3.3	N/A	
OUTPUTS	7.3.3	4.3.4	N/A	
REVIEW	7.3.4	4.3.5	N/A	
VERIFICATION	7.3.5	4.3.6	N/A	
VALIDATION	7.3.6	4.3.7	N/A	
CHANGES	7.3.7	4.3.8	N/A	
PURCHASING	7.4	4.4	TITLE ONLY	
PURCHASING PROCESS	7.4.1	4.4.1	MTL-109 QA-111	ALL
PURCHASING INFORMATION	7.4.2	4.4.2	MTL-109	4.1
VERIFICATION OF PURCHASED PRODUCT	7.4.3	4.4.3	MTL-109 QA-121	4.7 4.1
PRODUCTION & SERVICE PROVISION	7.5	4.5	TITLE ONLY	
CONTROL	7.5.1	4.5.1	PRO-116	ALL
VALIDATION OF PROCESSES	7.5.2	4.5.2	PRO-116	4.5
IDENTIFICATION & TRACEABILITY	7.5.3	4.5.3	PRO-114	ALL
CUSTOMER PROPERTY	7.5.4	4.5.4	MTL-112	ALL
PRESERVATION OF PRODUCT	7.5.5	4.5.5	PRO-118	ALL
CONTROL OF MONITORING & MEASURING EQUIPMENT	7.6	4.6	QA-120	ALL
MEASUREMENT, ANALYSIS & IMPROVEMENT	8	5	TITLE ONLY	
GENERAL	8.1	5.1	QA-102	4.1



QM

Revision: E

QUALITY MANUAL

APPROVED: D.DOCHERTY

ISO9001:2008 TOPIC	ISO PARAGRAPH	QUALITY MANUAL PARAGRAPH	QUALITY PROCEDURE (QSP)	QSP PARAGRAPH
MONITORING & MEASUREMENT	8.2	5.2	TITLE ONLY	
CUSTOMER SATISFACTION	8.2.1	5.2.1	QA-102	4.3
INTERNAL AUDIT	8.2.2	5.2.2	QA-123	ALL
MONITORING & MEASUREMENT OF PROCESSES	8.2.3	5.2.3	QA-102	ALL
MONITORING & MEASUREMENT OF PRODUCT	8.2.4	5.2.4	QA-121	ALL
CONTROL OF NONCONFORMING PRODUCT	8.3	5.3	QA-122	ALL
ANALYSIS OF DATA	8.4	5.4	QA-102	ALL
IMPROVEMENT	8.5	5.5	TITLE ONLY	
CONTINUAL IMPROVEMENT	8.5.1	5.5.1	QA-102	ALL
			MGT-100	4.6
CORRECTIVE ACTION	8.5.2	5.5.2	QA-105	ALL
PREVENTIVE ACTION	8.5.3	5.5.3	QA-102	4.7