METUCHEN CAPACITORS INCORPORATED

Quality Manual

P.O. BOX 399
2139 HIGHWAY 35, SUITE 2
HOLMDEL
NJ 07733
USA

METUCHEN CAPACITORS, INC.

Copy Holder

Copy Number : 1

This Quality Manual Covers the activities and functions performed by operating areas included in the service scope definition

THE SUPPLY OF ALL TYPES OF QUALITY HIGH RELIABILITY CAPACITORS AND EMI/RFI FILTERS AND ANCILLARY ELECTRONIC COMPONENTS FOR AEROSPACE, MILITARY AND INDUSTRIAL CONFIGURATION

The Quality management system is designed to meet the requirements of

ISO 9001 and AS 9100

Distribution

Quality Manual

Controlled Signed Hard Copy Number 1 – Quality Management Representative

Copy Number 2 – Uncontrolled Electronic Copy

APPROVALS AND REVISIONS

APPROVED BY:

_____ _____
Gary Ficsor Date
PRESIDENT

_____ _____
Mauro Bellifemine Date
QUALITY ASSURANCE MANAGER

Revision Tracking Log

ISSUE	SHT.NO.	DESCRIPTION OF CHANGE	REVISED BY	DATE
D	All	Complete revision for AS9100. See previous revision for change history.	RTB	8/1/04
E	19	Configuration Management revised to indicate that it is not an exclusion, but determined by customer requirements.	TB	12/9/04
E	All	Removed 2004 as part of AS9100 Std. title except for footers.	RTB	12/9/04
E	22	Revised title of Quality Mgr. to include ISO Rep.	RTB	12/9/04
E	33	Revised 7.5.1.2 to detail Production and Service process.	RTB	12/9/04
E	30	Revised 7.4.1 to specify the definition of what actions are to be taken for suppliers not meeting requirements.	RTB	12/9/04
E	25	Revised 5.5.3 to establish a communication Policy.	KA	12/9/04
E	43	Added Mauro Bellifemine as an auditor.	RTB	12/9/04
F	1	Removed exclusion as it is detailed in 7.3 of this document.	RTB	4/25/05
F	43	Included Appendix A – “Process Flow”.	RTB	4/25/05
G	39	GCAR 0063 – Authorized C of C signers defined.	MB	5/31/05
G	44	Removed auditors as final approvers of this document.	RTB	5/31/05
H	33 - 34	Revised 7.5.1.2, added sections 7.5.1.3 and 7.5.1.4	MB	4/24/06
I	11	1) Revised section 1.4.2 paragraph 2 to only exclude 7.5.1.5. (GCAR 0087) 2) Section 1.5 – removed “excluding….” sentence in scope of registration paragraph.	MB	718/07
I	14	Section 3.0 - Removed Bob Boyd and added Mauro Bellifemine as QA contact	MB	7/18/07
J	29	Revised 7.2.3 a and c	MB	3/30/10
K	All	Multiple sections updated to new ISO 9001:2008 requirements.	MB	5/28/10
K	19	Section 4.3 Clarified Configuration Management requirement	MB	5/28/10
L	3,9,13, 14	Replaced Steve Gregg with Gary Ficsor as President.	MB	6/23/11
M	All	Multiple sections updated to AS9100 Rev C requirements.	MB	4/11/12
N	18 37 39	4.2.3 b,e – requirements added 7.5.4 customer requirements added 7.6 a - requirements added	MB	11/26/12

Table of Contents

1.0 GENERAL

1.1 Introduction

It is the policy of **Metuchen Capacitors Incorporated** to develop, produce and deliver product and services, which consistently conform to customer requirements, and to pursue the goal of 100% error-free performance through formal product, process and management quality development.

This manual illustrates an overview of **Metuchen Capacitors Incorporated** Quality Assurance System. It is intended to provide our customers, vendors and all concerned the evidence needed to establish confidence that the quality function is being performed adequately.

1.2 Scope, Activity, Application, and Contractual Intent

1.2.1 Scope

This manual specifies the quality system requirements for use at **Metuchen Capacitors Incorporated** to demonstrate its capability to control its processes that determine the acceptability of product supplied to its customers. These requirements are primarily directed at prevention of nonconformance as well as detection and corrective action implementation. Any reference to "processes" corresponds only to the methods required to perform the above stated functions.

1.2.2 Definition of Activity at Metuchen Capacitors Incorporated

Metuchen Capacitors Incorporated specializes in the supply all types of quality high reliability capacitors and EMI/RFI filters and ancillary electronic components including product lines from Kemet, Spectrum Control, L-3, Steward and Union Technology for aerospace, military and industrial configuration.

1.2.3 Field of Application

This manual is applicable in all contractual situations involving delivery of product and/or services by **Metuchen Capacitors Incorporated**

1.2.4 Contractual Intent

This manual specifies the quality system requirements established by **Metuchen Capacitors Incorporated** to assure compliance with applicable customer contracts, specifications, purchase orders, or statements of work.

1.3 Overview of Quality Manual

Metuchen Capacitors Incorporated recognizes its responsibility as a specialist in the supply all types of quality high reliability capacitors and EMI/RFI filters and ancillary electronic components including product lines from Kemet, Spectrum Control, L-3, Steward and Union Technology for aerospace, military and industrial configuration and has developed and documented a quality management system which complies with the international standard ISO 9001, Quality Management Systems – Requirements. The quality system also complies with the following standards:

AS 9100 Rev "C".

The purpose of this manual is to provide comprehensive evidence to all customers, suppliers and employees of what specific controls are implemented to ensure product quality. This manual also governs the creation of quality related documents. It will be revised, as necessary, to reflect the quality system currently in use. It is issued on a controlled copy basis to all internal functions affected by the quality system and on an uncontrolled copy basis to customers and suppliers. It may be issued to customers on a controlled copy basis upon customer request.

This manual is divided into eight main sections. Sections 4-8 are modeled on the sectional organization of the ISO 9001 standard and AS 9100 Sections are further subdivided into several subsections representing main quality system elements or activities.

_____

Gary Ficsor
President
Metuchen Capacitors Incorporated

1.4 Exclusions

1.4.1 General Policy

Metuchen Capacitors Incorporated's quality system is tailored to our operations, including all customer and regulatory requirements. Requirements of ISO 9001/AS 9100 that are not applicable to the nature of our business are excluded from the scope of our quality system.

1.4.2 Procedure

1.4.1.1 General

Exclusion of an ISO 9001/AS 9100 requirement is permissible only when both of the following conditions are satisfied:

- The requirement must be limited to ISO 9001/AS 9100 Clause 7.
- Exclusion of the requirement will not affect our ability or responsibility to provide product that meets customer and applicable regulatory requirements.

1.4.1.2 Responsibilities

- The President and the Quality Assurance Manager are responsible for identifying those requirements of ISO 9001/AS 9100 that are not applicable to our business, and to recommend their exclusions from the **Metuchen Capacitors Incorporated** quality system.
- The President and the Quality Assurance Manager have the responsibility for evaluation and approval of the exclusions. This evaluation and approval of exclusions are normally conducted during the management review process. The details are explained in the Management Review Procedure.

1.4.1.3 Identification

- Any excluded requirements are identified in this section of the quality manual and reference the applicable clauses in the ISO 9001/AS9100 standard. In each case, there is also an explanation as to why the exclusion is applicable.

1.4.2 List of Exclusions

1. **Exclusion:** ISO 9001/AS 9100 Section 7.3, Design and Development.

   Explanation: Metuchen Capacitors Incorporated , does not design or develop products or services. All requirements/specifications for products/services are provided by the customer. **Metuchen Capacitors Incorporated** activities are limited to process control in production and service.

2. **Exclusion:** ISO 9001/AS 9100 Section 7.5.1.5, Control of Service Operations

   Explanation: Metuchen Capacitors Incorporated does not perform production process changes and servicing and has excluded itself from this provision per ISO 9001 and AS 9100. All requirements are provided by the customer.

1.5 Scope, Mission Statement

Metuchen Capacitors Incorporated's quality system applies to the supply all types of quality high reliability capacitors and EMI/RFI filters and ancillary electronic components including product lines from Kemet, Spectrum Control, L-3, Steward and Union Technology for aerospace, military and industrial configuration

Services included in the scope of registration are:

THE SUPPLY OF ALL TYPES OF QUALITY HIGH RELIABILITY CAPACITORS AND EMI/RFI FILTERS AND ANCILLARY ELECTRONIC COMPONENTS FOR AEROSPACE, MILITARY AND INDUSTRIAL CONFIGURATION

MISSION STATEMENT

OUR GOAL IS TO PROVIDE ERROR FREE QUALITY PRODUCTS, ON TIME, EVERY TIME

1.6 Quality Policy Statement

"It is the policy of **Metuchen Capacitors Incorporated** to develop, process and deliver products and services which consistently conforms to customer requirements and to pursue the goal of 100% error-free performance through a formal Continuous Quality Improvement Program and Quality Development".

In order to achieve our quality objectives, the personal commitment and dedication of each of our employees, is essential. What is required is absolute commitment to obtain error-free performance, the first time, on time, every time.

Metuchen Capacitors Incorporated management maintains quality and reliability at the top of its operational priorities. Our management style promotes involvement through meaningful communication with a quest for excellence, a sense of urgency and a marketing strategy totally dedicated to customer satisfaction.

Our mission is to continually improve our products and services by reducing process variation and to meet our customer's need, thus allowing us to continue to prosper as a business.

The Company has set up a management team of **Metuchen Capacitors Incorporated** employee's representatives from different facets of the company to ensure implementation of this manual and to keep top management informed, as well as choosing a quality representative & quality auditors (see page 43). The team's tasks are to understand customer needs to better establish direction for people at all levels in order to maximize full involvement of all employees, and to continually evaluate **Metuchen Capacitors Incorporated's** performance in making a commitment to continual quality improvement.

Metuchen Capacitors Incorporated's ability to meet these objectives will be measured through internal audit processes evaluating the effectiveness and efficiency of the organization as well as processes for continual improvement and the prevention of non-conformity. Customer's satisfaction will be monitored and used as a basis for continual improvement.

Metuchen Capacitors Incorporated recognizes that the disciplines of quality, health and safety and environmental management are an integral part of its management function. The company views these as a primary responsibility and to be the key to good business in adopting appropriate Quality standards.

1.6 Quality Policy Statement (Continued)

The Company Quality Policy calls for continuous improvement in its Quality management activities and business will be conducted according to the following principles:

Metuchen Capacitors Incorporated will: -

- Comply with all applicable laws and regulations
- Follow a concept of continuous improvement and make best use of its management resources in all Quality matters
- Communicate its Quality objectives and its performance against these objectives throughout the company and to interested parties.
- Take due care to ensure that activities are safe for employees, associates and subcontractors and others who come into contact with our work
- Work closely with our customers and suppliers to establish the highest Quality standards.
- Adopt a forward-looking view on future business decisions, which may have Quality impacts.
- Train our staff in the needs and responsibilities of Quality management

Signed: - _____ Date: - _____

Gary Ficsor
President
Metuchen Capacitors Incorporated

2.0 Company Profile

Metuchen Capacitors Incorporated was founded in 1972 to supply all types of quality high reliability capacitors and EMI/RFI filters and ancillary electronic components including product lines from Kemet, Spectrum Control, L-3, Steward and Union Technology for aerospace, military and industrial configuration.

Metuchen Capacitors Incorporated is committed to the operation of an independent verified Quality System as evidence of the excellence of the service provided to its customers.

The Company has the ability to provide a complete operation, to meet all of its Customers needs. Its philosophy, is based on a competent trained staff, supported by dedicated Quality Control Inspectors, all of whom are dedicated to **Customer Satisfaction.**

All products supplied by the Company are rigorously inspected. The continued ability to supply these products to its customers is a testimony to the quality of the Customer Service that is the basis of the Company philosophy.

An essential requirement of the continuing maintenance and development of the Company's objectives is the installation of a quality management system registered to ISO 9001 and to AS 9100 status.

3.0 Company Contact Information

Metuchen Capacitors Incorporated is located at:

2139 Highway 35, Suite 2
Holmdel, New Jersey 07733
USA

Contacts:	President	Gary Ficsor	Email: garyf@metcaps.com
	Quality Assurance	Mauro Bellifemine	Email: mauro@metcaps.com

Tel No: 1-800-899-6969 Fax No. 1-800-679-9959

4.0 Quality Management System (ISO 9001 / AS 9100, Clause 4.)

4.1 General Requirements *(ISO 9001 / AS 9100, Clause 4.1)*

Metuchen Capacitors Incorporated has developed, documented, implemented, and maintains its quality system in accordance with the requirements of ISO 9001/AS 9100, Quality management systems – Requirements. **Metuchen Capacitors Incorporated's** quality system shall also address customer and applicable statutory and regulatory quality management system requirements. **Metuchen Capacitors Incorporated's** quality system is based upon a "process approach" to quality management and;

a) determines the processes needed for the quality system and their application throughout the organization,
b) determines the sequence and interaction of these processes
c) determines criteria and methods required to ensure that both the control and effective operation and management of these processes;
d) ensures the availability of resources and information necessary to support the operation and monitoring of these processes;
e) monitors, measures where applicable, and analyzes these processes, and implements actions necessary to achieve planned results and continual improvement,
f) Implement actions required to achieve planned results and continually improvement of these processes.

Metuchen Capacitors Incorporated continually maintains and improves these processes in accordance with requirements of ISO 9001, Quality management systems – Requirements and AS 9100

Metuchen Capacitors Incorporated shall ensure that any outsourced process that affects product conformity shall be effectively controlled. The type and extent of control to be applied to these outsourced processes shall be defined within the quality management system.

Table 1 Sequence and Interaction

Metuchen Capacitors Incorporated
Quality Management System

#	Process	Related Procedures	ISO 9001 AS 9100 Clause
1.	Customer Need is Identified	- Quotations/Tenders/Bids (PRM 04) - Measuring and Monitoring Customer Satisfaction (PRM 09) - Analysis of Data (PRM 09)	7.2.2 8.2 8.4
2.	Quotations are Sent and Orders are Received	- Contract Review (PRM 04)	7.2.2
3.	Production Planning	- Facility Management (PRM 03) - Product Realization Planning (PRM 04)	6.3 7.1
4.	Materials are Purchased	- Control of Nonconformance (PRM 10) - Identification and Traceability (PRM 06) - Purchasing (PRM 05)	8.3 7.5.3 7.4
5.	Production, Verification, Shipment	- Control of Customer-Supplied Product (PRM 06) - Control of Monitoring and Measuring Devices (PRM 07) - Control of Nonconformance (PRM 10) - Facility Management (PRM 03) - Process Control (PRM 06) - Process Validation (PRM 06) - Analysis of Data (PRM 09) - Handling, Storage, Packaging, Preservation, And Delivery (PRM 06) - Inspection and Test (PRM 06) - Inspection and Test Status (PRM 06)	7.5.3 7.6 8.3 6.3 7.5.1 7.5.2 8.4 7.5.5 8.2.4 8.2.4
6.	Customer Service	- Measuring and Monitoring Customer Satisfaction (PRM 09)	8.2
7.	Servicing	- Measuring and Monitoring Customer Satisfaction (PRM 09) - Process Control (PRM 06) - Process Validation (PRM 06) - Analysis of Data (PRM 09)	8.2 7.5.1 7.5.2 8.4

Table 2 Continual Improvement

Metuchen Capacitors Incorporated
Quality Management System

PDCA	Related Procedures	ISO 9001 As 9100 Clause
Plan	- Control of Documents (PRM 01) - Analysis of Data (PRM 09) - Product Realization Planning (PRM 04) - Training (PRM 03)	4.2.3 8.4 7.1 6.2.2
Do	- Control of Quality Records (PRM 01) - Analysis of Data (PRM 09) - Training (PRM 03)	4.2.4 8.4 6.2.2
Check	- Control of Quality Records (PRM 01) - Measuring and Monitoring Customer Satisfaction (PRM 09) - Inspection and Test (PRM 06) - Internal Audits (PRM 08) - Management Review (PRM 02) - Process Validation (PRM 06) - Analysis of Data (PRM 09) - Training (PRM 03)	4.2.4 8.2 8.2.4 8.2.2 5.6 7.5.2 8.4 6.2.2
Act	- Continual Improvement (PRM 09) - Corrective and Preventive Action (PRM 11) - Analysis of Data (PRM 09) - Internal Communication	8.5.1 8.5.2 8.4 5.5.3

4.2 Documentation Requirements *(ISO 9001 / AS 9100, Clause 4.2)*

4.2.1 General *(ISO 9001 / AS 9100 , Clause 4.2.1)*

Metuchen Capacitors Incorporated's quality system documentation is comprised of:

a) A documented quality policy and quality objectives.
b) this Quality Manual,
c) documented procedures contained in the Procedures Manual and records required by applicable standards and regulations;
d) documents including records needed to ensure the effective operation and management of the processes (i.e., where applicable, process maps, quality plans, work instructions, samples, drawings, and bills of materials);

The extent of **Metuchen Capacitors Incorporated's** documentation depends on the:

a) organizational needs in relation to its size and type of activities
b) complexity and interaction of the processes;
c) competence of personnel performing the tasks.

Metuchen Capacitors Incorporated shall ensure that personnel have access to, and are aware of, relevant quality management system documentation and changes. Customer and/or regulatory authorities representatives shall have access to the quality management system documentation. Documents are maintained on various media such as paper, electronic, video, etc.

4.2.2 Quality Manual *(ISO 9001 / AS 9100, Clause 4.2.2)*

The Quality Manual is the principal document that defines the quality system at Metuchen **Capacitors Incorporated** it includes:

a) the scope of the quality system, including details of, and justification for, any exclusions;
b) the documented procedures, as defined in the Procedures Manual, established for the quality management system, or reference to them, and
c) a description of the sequence and interaction of the processes included in the quality system.

4.2.3 Control of Documents *(ISO 9001 / AS 9100, Clause 4.2.3)*

See Procedure Manual PRM 01

Metuchen Capacitors Incorporated identifies and controls documents required by the quality system. It ensures that documents:

a) are reviewed and approved for adequacy prior to issue;
b) are updated, reviewed, and approved for re-issue as necessary. Corrections to work instructions or documents must be recorded, dated and traceable to the originator (e.g., signature, stamp, etc.) in ink or other permanent marking method with the original data being legible and retrievable after the change;
c) are identified with their current revision status;
d) are current and available at point of use;
e) are legible, readily identifiable, and retrievable, and all quality records (non–electronic) shall be documented in ink or other permanent marking.
f) of external origin determined by the organization to be necessary for the planning and operation of the quality management system are identified and their distribution is managed;

g) that are obsolete are prevented from unintended use and are suitably identified if they are retained for any purpose.

Metuchen Capacitors Incorporated has prepared and maintains a controlled quality manual that defines the scope of its activities supported by documented procedures and how the procedures operate.

4.2.4 Control of Records *(ISO 9001 / AS 9100, Clause 4.2.4)*

See Procedure Manual PRM 01

Metuchen Capacitors Incorporated has established and maintains quality records to provide evidence of conformance to requirements and of effective operation of the quality management system. The Control of Quality Records Procedure (See Procedures Manual PRM 01) ensures proper identification, storage, retrieval, protection, retention, and disposition of quality records. Records shall remain legible, readily identifiable and retrievable.

These procedures also define the method for controlling records that are created by and/or retained by suppliers.

The relevant clause of the standard are referenced in brackets in the Quality Manual and Procedures Manual e.g. (ISO 9001/AS 9100 - Clause 4.2.4)

5.0 Management Responsibility *(ISO 9001 / AS 9100, Clause 5.)*

5.1 Management Commitment *(ISO 9001 / AS 9100, Clause 5.1)*

Metuchen Capacitors Incorporated management provides its commitment to the development, implementation, and continual improvement of the quality system by:

a) communicating to all employees the importance of meeting customer, regulatory, and legal requirements;
b) establishing and documenting the quality policy as described in the Management Review Procedure (PRM 02);
c) conducting management reviews as described in the Management Review Procedure to ensure quality objectives are established and conformed with;
d) conducting regular management reviews to continually improve the quality system effectiveness;
e) ensuring the availability of necessary resources to comply with quality system.

5.2 Customer Focus *(ISO 9001 / AS 9100, Clause 5.2)*

The management of **Metuchen Capacitors Incorporated** will ensure that customer needs and expectations are identified, transformed into requirements, and fulfilled with the intent of achieving and exceeding customer satisfaction. Customer needs and expectations are identified during the Customer Satisfaction Procedure (PRM 09) and Contract Review Procedure (PRM 04).

Top management shall ensure that product conformity and on-time delivery performance are measured and that appropriate action is taken if planned results are not, or will not be, achieved.

5.3 Quality Policy *(ISO 9001 / AS 9100, Clause 5.3)*

The Quality Policy has been established by top management and is approved by the President. Top Management at **Metuchen Capacitors Incorporated** ensures that the documented quality policy:

a) is appropriate to the purpose of **Metuchen Capacitors Incorporated** and includes a commitment to meeting requirements and to continuing improvement and effectiveness of the quality system per the implemented procedures;
b) provides a framework for establishing and reviewing quality objectives;
c) is communicated and understood at appropriate levels of the organization per the Training Procedure (PRM 03), and in addition, it is posted throughout visible areas of the company;
d) is reviewed for continuing suitability per the Management Review Procedure (PRM 02).

5.4 Planning *(ISO 9001 / AS 9100, Clause 5.4)*

5.4.1 Quality Objectives *(ISO 9001 / AS 9100, Clause 5.4.1)*

The management of **Metuchen Capacitors Incorporated** establishes annual key initiatives, which include quality objectives. The objectives are established via the Management Review Procedure (PRM 02) and communicated to all levels of the organization for use in establishing each function's and employee's annual key objectives. Quality objectives are measurable, include business performance indicators reflecting requirements for products/services, and are consistent with the quality policy including the commitment to continuous improvement. The use of quality objectives for facilitating continual improvement is explained in the Continual Improvement Procedure (PRM 09).

5.4.1.1 Classification of Quality Objectives (ISO 9001 / AS 9100, **Clause 5.4.1)**

Quality objectives are classified into the following four categories:

- **Policy objectives:** Are principal, strategic objectives that apply to the entire organization. They are normally included in the quality policy itself; if not,

they are communicated via memorandum. Policy objectives are developed by top management and approved by the President.

- **Quality performance objectives:** Are objectives that set specific targets for measuring and improving performance to ensure product quality and customer satisfaction. They apply to all functions that have direct responsibility for product quality.

- **Product quality objectives:** Are objectives that pertain to the improvement of product and service associated with the product. The President and top management are responsible for marketing. They can be documented in, memoranda, or minutes of meetings and apply to functions responsible for improving products and customer service.

- **Quality system objectives:** Are objectives that pertain to the improvement of quality system processes and performance.

5.4.2 Quality Management System Planning *(ISO 9001 / AS 9100, Clause 5.4.2)*

The management of **Metuchen Capacitors Incorporated** ensures that quality management system planning is executed to meet the requirements provided in Section 5.4.1, as well as the quality objectives. Quality planning includes:

a) the processes of the quality system, including permissible exclusions;
b) the resources needed;
c) continual improvement of the quality system.

Table 1 in Section 4.1 depicts the quality management system planning process output at **Metuchen Capacitors Incorporated** and describes the sequence and interaction of the processes of the quality management system. **Metuchen Capacitors Incorporated**'s quality system is based upon a "process approach" to quality management. For each instance of quality management system planning, the output is documented accordingly, and changes are conducted in a controlled manner.

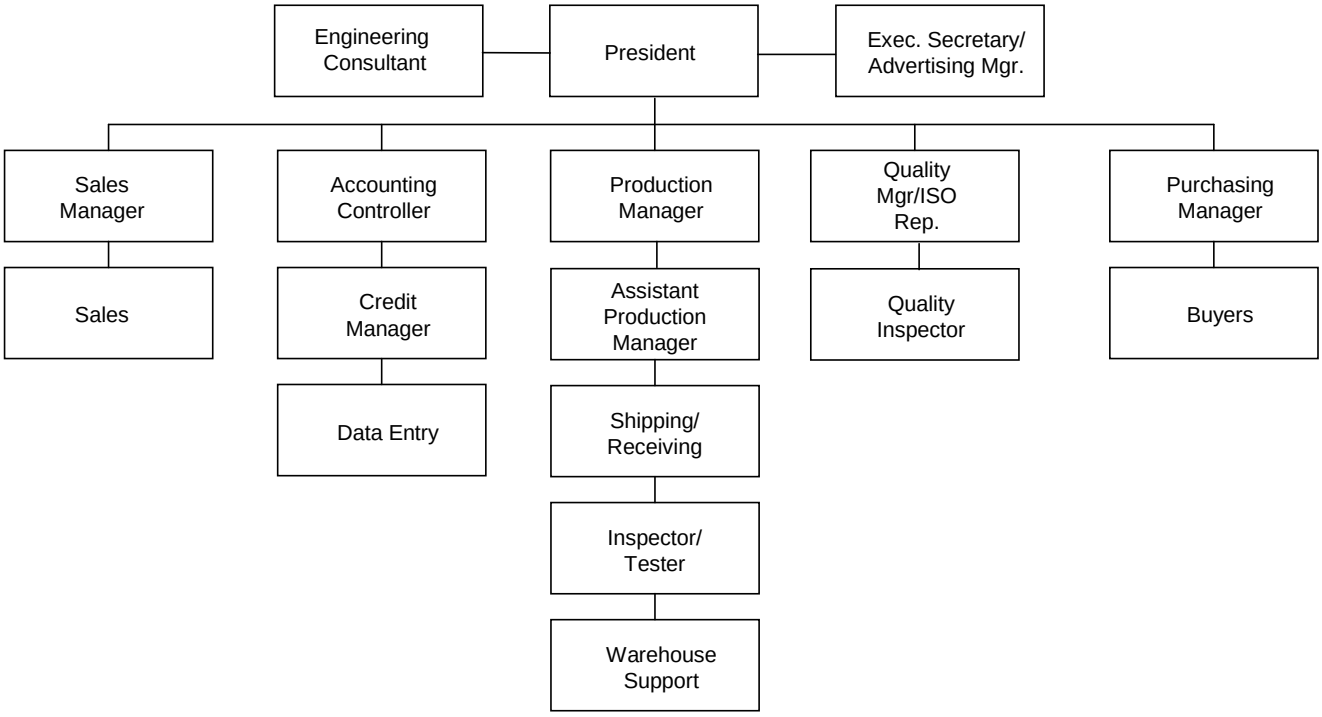
5.5 Responsibility, Authority, and Communication *(ISO 9001 / AS 9100, Clause 5.5)*

5.5.1 Responsibility and Authority *(ISO 9001 / AS 9100, Clause 5.5.1)*

Top management has defined all functions and their responsibilities within the organization. Responsibilities and authorities are defined and communicated in order to facilitate effective quality management.

5.5.1.1 Organization Chart (ISO 9001 / AS 9100, Clause 5.5.1)

Corporate Organizational Chart



5.5.1.2 Management Responsibilities (ISO 9001 / AS 9100, Clause 5.5.1)

Top Management *(ISO 9001 / AS 9100, Clause 5.5.1)*

- Top Management has the ultimate responsibility of keeping the Company in a sound financial status while providing its' customers with quality products at a competitive price.
- Top Management provides instruction and guidance to the Quality Manager pertaining to his or her duties.
- Top Management or their appointed representative will make the final decision regarding major expenses, before the Company proceeds with the actual acquisition or expenditure in question.
- Top Management or their appointed representative will participate in all items on the agenda during the Management Review Meetings.
- Top Management has the responsibility of establishing and maintaining good relationships with the Company's customers.
- Top Management will preside over the Management Review Meetings, and participate in all items on the agenda.

Senior Management *(ISO 9001 / AS 9100, Clause 5.5.1)*

- Senior Management will provide guidance and assistance when required, during the preparation of quotes for both new inquires and repeat orders.
- Senior Management has the responsibility of seeing that all procedures, from the time new orders are received to the time they are invoiced, are properly and promptly carried out.
- Senior Management provides guidance and instruction to Production regarding scheduling to meet delivery dates on all orders.
- Senior Management will participate in the hiring/discharging of employees, and in all employee review meetings.
- Senior Management is responsible for the building of new tooling, maintenance of tooling, and production procedures that are required to meet customer specifications and scheduled deliveries.
- Senior Management has the responsibility of seeing that machinery and building maintenance requirements are carried out in a consistent and effective manor.
- Senior Management will evaluate all new inquires, and prepare preliminary information regarding production procedures to be forwarded to the Production Manager.
- Senior Management is responsible for insuring all customer production requirements are scheduled and maintained.

- Senior Management will report any variations in production schedules as related to customer deliveries to both the President, and the appropriate Manager.

Quality Manager ***(ISO 9001 / AS 9100, Clause 5.5.1)***

- The Quality Manager will report to Top Management.
- The Quality Manager will oversee the Inventory, Sales Order Processing, and work-instructions pertaining to all customer requirements with regard to Quality and delivery issues.
- The Quality Manager will give guidance to the Quality Inspector(s) when production standards are not met.

Quality Inspector ***(ISO 9001 / AS 9100, Clause 5.5.1)***

- The Quality Inspector will report to the Quality Manager.
- The Quality Inspector is responsible for ensuring all Packing and Shipping requirements are maintained as prescribed by the Sales Order and Packing Note.
- The Quality Inspector will ensure that all work-instructions and materials issued are correct and complete prior to their release to shipping.
- The Quality Inspector will be responsible for maintaining job efficiencies and reporting any deviations to the Quality Manager.

Quality Representative *(ISO 9001 / AS 9100, Clause 5.5.1)*

Responsibilities

- The Quality Representative will report to Top Management.
- The Quality Representative will respond to any quality related problems that may arise during the production process within the plant, or from customer complaints.
- Responsibilities will include providing instruction and guidance to the Quality Manager.
- The Quality Representative shall oversee the company wide adherence to the ISO 9001-2000/ AS 9100 standards.
- The Quality Representative shall oversee the scheduling and guidance in regards to the ISO 9001-2000/ AS 9100 audit procedures.
- The Quality Representative is responsible for reporting quality related trends affecting customer performance as well as internal quality related trends.
- The Quality Representative will participate, along with the President, in all employee review meetings related to his department.
- The Quality Representative will participate in all items on the agenda during the Management Review Meetings.

Purchasing *(ISO 9001 / AS 9100, Clause 5.5.1)*

Responsibilities

- Selects qualified suppliers and subcontractors, prepares purchasing documents, monitors and assesses supplier performance and participates in the disposition of nonconforming products.

5.5.2 Quality Management Representative *(ISO 9001 / AS 9100, Clause 5.5.2)*

Metuchen Capacitors Incorporated designates the Quality Assurance Manager as the appointed quality management representative. He or she, irrespective of other responsibilities, has the authority and responsibility for:

a) ensuring that the processes of the quality system are established, implemented, and maintained;
b) reporting to the President on the performance of the quality system, including any needs for improvement;
c) ensuring the promotion of awareness of customer requirements throughout the organization and that internal Auditors have been trained to undertake the audit requirements of the Standard.
d) The appointed quality management representative shall have the organizational freedom and unrestricted access to top management to resolve quality management issues.

5.5.3 Internal Communication *(ISO 9001 / AS 9100, Clause 5.5.3)*

Metuchen Capacitors Incorporated's communication policy shall be via bulletin board, email, correspondence and verbal to convey the effectiveness of the quality system.

5.6 Management Review *(ISO 9001 / AS 9100, Clause 5.6)*

See Procedure Manual PRM 02

5.6.1 General *(ISO 9001 / AS 9100, Clause 5.6.1)*

The management of **Metuchen Capacitors Incorporated** conducts reviews of the quality management system at agreed intervals, as described in the Management Review Procedure (PRM 02). The reviews evaluate the system's continuing suitability, adequacy, effectiveness, and the need for any potential changes to the quality policy and objectives.

5.6.2 Review Input *(ISO 9001 / AS 9100, Clause 5.6.2)*

Inputs to management reviews may include information on, but are not be limited to, current performance data and potential improvement opportunities related to:

a) audit results;
b) customer feedback;
c) process performance and product conformance;
d) status of corrective and preventive actions;
e) follow-up actions from previous management reviews;
f) changes that may affect the quality system;
g) recommendations for improvement

5.6.3 Review Output *(ISO 9001 / AS 9100, Clause 5.6.3)*

Outputs from management review include conclusions reached and action items related to:

a) improvement of the quality system and its processes;
b) improvement of product related to customer requirements;
c) necessary resources.

Results of management reviews are recorded as described in the Management Review Procedure and maintained per the Control of Quality Records Procedure (PRM 01).

6.0 Resource Management *(ISO 9001 / AS 9100, Clause 6.)*

See Procedure Manual PRM 03

6.1 Provision of Resources (ISO 9001 / AS 9100:2001. Clause 6.1)

Metuchen Capacitors Incorporated has ensured that the necessary resources needed to:

a. to implement and continually improve the effectiveness of the quality management system ;
b. and to improve customer satisfaction by meeting their requirements;

6.2 Human Resources (ISO 9001 / AS 9100, Clause 6.2)

6.2.1 General **(ISO 9001 / AS 9100, Clause 6.2.1)**

Where personnel are assigned work affecting conformity to product requirements, **Metuchen Capacitors Incorporated** has ensured that they are competent on the basis of appropriate education, training, skills and experience.

6.2.2 Competence, Training, and Awareness (ISO 9001 / AS 9100, Clause 6.2.2)

Metuchen Capacitors Incorporated has established and maintains a Training Procedure (PRM 03) to:

a) identify competency needs for personnel who perform tasks affecting conformity to product requirements;
b) where applicable, provide training or take other actions to achieve the necessary competence;
c) ensure that the necessary competence has been achieved;
d) ensure that 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, experience, training, and experience as per the Control of Quality Records (PRM 01)

6.3 Infrastructure (ISO 9001 / AS 9100, Clause 6.3)

Metuchen Capacitors Incorporated shall provide suitably equipped workplaces with appropriate processing equipment and with supporting services. **Metuchen Capacitors Incorporated** shall determine and maintain the infrastructure needed to achieve conformity to product requirements. Infrastructure shall include, as applicable:

a. Buildings, workspace and associated utilities
b. Process equipment (both hardware & software).
c. Support services (including transport and communications or information systems).

6.4 Work Environment (ISO 9001 / AS 9100, Clause 6.4)

See Procedure Manual PRM 03

All aspects of the human and physical factors of the working environment that may affect conformity of finished product have been identified and are managed.

These shall include temperature control, humidity, lighting, cleanliness, protection from electrostatic discharge (where applicable) and any other issues likely to affect conformity of the finished product.

7.0 Product Realization (ISO 9001 / AS 9100, Clause 7.)

See Procedure Manual PRM 04

7.1 Planning of Realization Process *(ISO 9001 / AS 9100, Clause 7.1)*

Metuchen Capacitors Incorporated has established and maintains a documented Product Realization Planning Procedure (PRM 04) to ensure that processes and sub-processes are conducted under controlled conditions. Planning of the realization processes is consistent with the other requirements of the organization's quality system. Product realization plans determine the following:

a) quality objectives and requirements for the product, project, or contract;
NOTE: Quality objectives and requirements for the product include consideration of aspects such as
- product and personal safety,
- reliability, availability and maintainability,
- producibility and inspectability,
- suitability of parts and materials used in the product,
- selection and development of embedded software, and
- recycling

b) the need to establish processes and documentation, and to provide necessary resources, infrastructure, and work environment to produce conforming product;
c) required verification, validation, monitoring, measurement, inspection and test activities specific to the product and the criteria for product acceptance;
d) the records that are needed to provide evidence that the processes and resulting product conform to specified requirements.
e) Configuration management appropriate to the product;
f) resources to support the use and maintenance of the product;

7.1.1 Project Management

As appropriate to the organization and the product, the organization shall plan and manage product realization in a structured and controlled manner to meet the requirements at acceptable risk, within resource and schedule constraints.

7.1.2 Risk Management

Metuchen Capacitors Incorporated shall establish, implement and maintain a process for managing risk to the achievement of applicable requirements, that includes as appropriate to the organization and the product.
a) assignment of responsibilities for risk management,
b) definition of risk criteria (e.g., likelihood, consequences, risk acceptance),
c) identification, assessment and communication of risks throughout product realization,

d) identification, implementation and management of actions to mitigate risks that exceed the defined risk acceptance criteria, and
e) acceptance of risks remaining after implementation of mitigating actions.

7.1.3 Configuration Management

Metuchen Capacitors Incorporated shall establish, implement and maintain a configuration management process that includes, as appropriate to the product. When required, the configuration management process is adjusted to meet specific customer requirements.

a) assignment of responsibilities for risk management,
b) definition of risk criteria (e.g., likelihood, consequences, risk acceptance),
c) identification, assessment and communication of risks throughout product realization,
d) identification, implementation and management of actions to mitigate risks that exceed the defined risk acceptance criteria, and
e) acceptance of risks remaining after implementation of mitigating actions.

7.1.4 Control of Work Transfers *(ISO 9001 / AS 9100 Rev. C, Clause 7.1.4)*

Procedure Manual (PRM 05)

Metuchen Capacitors Incorporated has established, implements and maintains a process to plan and control the temporary or permanent transfer of work (e.g., from one organization facility to another, from the organization to a supplier, from one supplier to another supplier) and to verify the conformity of the work to requirements.

7.2 Customer-Related Processes *(ISO 9001 / AS 9100, Clause 7.2)*

7.2.1 Determination of Requirements Related to the Product

(ISO 9001 / AS 9100, Clause 7.2.1)

Metuchen Capacitors Incorporated has established a Contract Review Procedure (PRM 04) for identifying customer requirements. These processes determine:

a) requirements specified by the customer, including the requirements for delivery, and for post-delivery ;
b) requirements not stated by the customer but necessary for specified or intended or use, where known;
c) obligations applicable to the product, including regulatory and legal requirements;
d) any additional requirements considered necessary by **Metuchen Capacitors Incorporated**

7.2.2 Review of Requirements Related to the Product

(ISO 9001 / AS 9100, Clause 7.2.2)

Procedure Manual (PRM 04)

Metuchen Capacitors Incorporated reviews the customer requirements together with additional requirements that are not specified but necessary for fitness for use, and governed by laws and regulations, and requirements for availability, delivery, and support. This review is conducted prior to commitment to supply a product to the customer per the Contract Review Procedure (PRM 04). The review process ensures that:

a) product requirements are defined;
b) contract or order requirements differing from those previously expressed in a tender or quotation are resolved;
c) **Metuchen Capacitors Incorporated** has the ability to meet the customer requirements.
d) **Special requirements of the product are determined, and**
e) Risks (new technology, short delivery time frame) have been identified (see 7.1.2).
f) The results of the reviews, pertinent related correspondence, and necessary follow-up actions are documented by **Metuchen Capacitors Incorporated** Customer requirements are confirmed before acceptance in situations where the customer provides no documented statement of requirements.
g) When product requirements are changed, **Metuchen Capacitors Incorporated** shall ensure that relevant documents are amended and that appropriate personnel are informed of the change by means of the Contract Review Procedure (PRM 04).

7.2.3 Customer Communication *(ISO 9001 / AS 9100, Clause 7.2.3)*

Metuchen Capacitors Incorporated has implemented and maintains processes for communication with the customers. Customer communications includes:

a) product information as described in the Customer Satisfaction Procedure (PRM 09), Continual Improvement Procedure (PRM 09), Control of Non-Conformance Procedure (PRM 10);
b) addressing inquiries, contracts or order handling, including amendments as described in the Contract Review Procedure (PRM 04);
c) customer feedback, including customer complaints as described in the Corrective and Preventive Action Procedure (PRM 11), Management Review (PRM 02);

7.3 Design Development *(ISO 9001 / AS 9100, Clause 7.3)*

Metuchen Capacitors Incorporated has no design or development requirement and has excluded Clauses 7.3 from its Quality Management System.

7.4 Purchasing *(ISO 9001 / AS 9100, Clause 7.4)*

Procedure Manual (PRM 05)

7.4.1 Purchasing Process *(ISO 9001 / AS 9100, Clause 7.4.1)*

Metuchen Capacitors Incorporated ensures that the purchasing process is controlled such that purchased products and subcontracted services, which affect product quality, conform to specified requirements. The type and extent of methods to manage the purchasing process depends on the effect on subsequent realization processes and their output. **Metuchen Capacitors Incorporated** shall be responsible for the conformity of all products purchased from suppliers, including product from sources defined by the customer. For details, refer to the Purchasing Procedure PRM 05.

Metuchen Capacitors Incorporated evaluates and selects suppliers as described in the Purchasing Procedure (PRM 05). Selection which is based on suppliers' ability to deliver products that satisfy all **Metuchen Capacitors Incorporated** requirements. Criteria for selection and periodic evaluation are defined. The results of evaluations and necessary follow-up actions are recorded.

Metuchen Capacitors Incorporated shall:-

a. maintain a register of its suppliers that includes approval status (e.g., approved, conditional, disapproved) and the scope of the approval (e.g., product type, process family);
b. periodically review supplier performance; the results of these reviews shall be used as a basis for establishing the level of controls to be implemented;
c. define the necessary actions to take when dealing with suppliers that do not meet requirements;
d. where required, ensure that both Metuchen Capacitors Incorporated and all suppliers use customer approved special process sources;
e. define the process, responsibilities and authority for the approval status decision, changes of the approval status and conditions for a controlled use of suppliers depending on the supplier's approval status, and
f. determine and manage the risk when selecting and using suppliers (see 7.1.2)

7.4.2 Purchasing Information *(ISO 9001 / AS 9100, Clause 7.4.2)*

Procedure Manual (PRM 05)

Purchasing documents shall contain data clearly describing the product to be purchased, including the following, where appropriate:

a) requirements for approval or qualification of product, procedures, processes, and equipment,
b) requirements for qualification of personnel,
c) quality management system requirements,
d) the identification and revision status, of specifications, drawing, process requirements, inspection/verification instructions and any other relevant technical data,
e) requirements for design, test, inspection, verification (including production process verification, use of statistical techniques for product acceptance, and related instructions for acceptance by the organization, and as applicable critical items including key characteristics,
f) requirements for test specimens (i.e., production method, number, storage conditions) for design approval, inspection, investigation or auditing,
g) requirements regarding the need for the supplier to
- notify the organization of nonconforming product
- obtain organization approval for nonconforming product disposition,
- notify the organization of changes in product and/or process, changes of suppliers, changes of manufacturing facility location and, where required, obtain organization approval, and
- flow down to the supply chain the applicable requirements including customer requirements.
h) Records retention requirements, and
i) right of access by Metuchen Capacitors Incorporated , their customers and regulatory authorities to the applicable areas of all facilities, at any level of the supply chain, involved in the order and to all applicable records;
j) requirements for the supplier to flow down to sub-tier suppliers the applicable requirements in the purchasing documents, including key characteristics where required;

Metuchen Capacitors Incorporated ensures the adequacy of specified requirements contained in the purchasing documents prior to their release to suppliers.

7.4.3 Verification of Purchased Product *(ISO 9001 / AS 9100, Clause 7.4.3)*

Procedure Manual (PRM 05)

Metuchen Capacitors Incorporated has identified and implemented verification activities for ensuring that purchased product conforms to specified requirements.

Customer verification activities performed at any level of the supply chain should not be used by **Metuchen Capacitors Incorporated** or the supplier as evidence of effective control of quality and does not absolve the **Metuchen Capacitors Incorporated** of its responsibility to provide acceptable product and comply with all requirements.

Verification activities can include;

- obtaining objective evidence of the conformity of product from the suppliers (e.g., accompanying documentation, certificate of conformity, test reports, statistical records, process control records),
- inspection and audit at the ~~of~~ supplier's premises;
- review of required documentation;
- inspection of products upon receipt, and
- delegation of verification to the supplier or supplier certification;

Where purchased product is released for production use pending completion of all required verification activities, it shall be identified and recorded to allow recall and replacement if it is subsequently found that the product does not meet requirements.

When Metuchen Capacitors Incorporated delegates verification activities, the requirement shall be defined and a register maintained.

When Metuchen Capacitors Incorporated or its customer intends to perform verification at the supplier's facility, Metuchen Capacitors Incorporated shall state the intended verification arrangements and method of product release in purchasing documentation.

7.5 Production and Service Provision *(ISO 9001 / AS 9100, Clause 7.5)*

Procedure Manual (PRM 06)

7.5.1 Control of Production and Service Provision

(ISO 9001 / AS 9100, Clause 7.5.1)

Processes that directly affect quality of intermediate and end products are carried out under controlled conditions.

Metuchen Capacitors Incorporated has established and maintains a Process Control Procedure (See PRM 06), a Process Validation Procedure. Controlled conditions include the following:

a) the availability of information that specifies the characteristics of the product NOTE: This information can include drawings, parts lists, materials, and process specifications.
b) where necessary, the availability of work instructions, NOTE: Work instructions can include process flow charts, production documents (e.g., manufacturing plans, travelers, routers, work orders, process cards) and inspection documents.
c) the use and maintenance of suitable equipment for production operations, NOTE: Suitable equipment can include product specific tools (e.g., jigs, fixtures, molds) and software programs.
d) the availability and use of measuring and monitoring equipment per the Control of Monitoring and Measuring Devices Procedure (PRM 07);
e) the implementation of monitoring activities;
f) the implementation of product release, delivery, and applicable post-delivery activities.
g) Accountability for all product during production;
h) Evidence that all production and inspection/verification operations have been completed as planned, or as otherwise documented and authorized;
i) Provisions for the prevention, detection, and removal of foreign objects;
j) Monitoring and control of utilities and supplies (e.g., water, compressed air, electricity, chemical products) to the extent they affect conformity to product requirements, and
k) Criteria for workmanship specified in the clearest practical way.

Metuchen Capacitors Incorporated will consider planning production and service, to include as applicable:

- **The establishment of process control and development of control plans where key characteristics have been identified.**
- **The identification of in-process verification points when adequate verification of conformance cannot be performed at a later stage of realization.**
- **Where applicable, the design, manufacture and use of tooling so that variable measurements can be taken, particularly for key characteristics including any special processes (see 7.5.2)**

7.5.1.1 Production Process Verification (ISO 9001 / AS 9100 Rev. C, Clause 7.5.1.1)
Procedure Manual (PRM 06)

Metuchen Capacitors Incorporated shall use a representative item from the first production run of a new part or assembly to verify that the production processes, production documentation and tooling are capable of producing parts and assemblies that meet requirements. This process shall be repeated when changes occur that invalidate the original results (e.g., engineering changes, manufacturing process changes, tooling changes). NOTE This activity is often referred to as first article inspection.

7.5.1.2 Control of Production Process Changes
(ISO 9001 / AS 9100, Clause 7.5.1)
Procedure Manual (PRM 06)

Personnel authorized to approve changes to production processes shall be identified. **Metuchen Capacitors Incorporated** shall control and document changes affecting processes, production equipment, tools, or software programs. The results of changes to production processes shall be assessed to confirm that the desired effect has been achieved without adverse effects to product conformity.

7.5.1.3 Control of Production Equipment, Tools and Software Programs
(ISO 9001 / AS 9100, Clause 7.5.1.3)
Procedure Manual (PRM 06)

Production equipment and tools and software programs used to automate and control/monitor product realization processes, shall be validated prior to release for production and shall be maintained

Storage requirements, including periodic preservation/condition checks, shall be defined for production equipment or tooling in storage.

7.5.2 Validation of Processes for Production and Service Provision
(ISO 9001 / AS 9100, Clause 7.5.2)
Procedure Manual (PRM 01)

Metuchen Capacitors Incorporated will validate any processes for production and service where the resulting output cannot be verified by subsequent monitoring or measurement and as a consequence, deficiencies become apparent only after the product is in use. The validation of these special processes shall demonstrate the ability to achieve planned results. **Metuchen Capacitors Incorporated** shall establish arrangements for these processes including,

a. defining criteria for review and approval;
b. approval of equipment and qualification of personnel;
c. use of specific methods and procedures
d. requirements for records;
e. revalidation requirements;

7.5.3 Identification and Traceability *(ISO 9001 / AS 9100, Clause 7.5.3)*

Procedure Manual (PRM 06)

Metuchen Capacitors Incorporated maintains a documented procedure for identifying the product by suitable means or customer requirements throughout all stages of production and delivery.

Metuchen Capacitors Incorporated maintains the identification of the configuration of the product in order to identify any differences between the actual configuration and the agreed configuration.

Metuchen Capacitors identifies the status of the product with respect to measurement and monitoring requirements throughout product realization.

Metuchen Capacitors Incorporated have established and documented the controls for acceptance authority media (e.g. stamps, electronic signatures, or passwords),

Where traceability is a requirement, Metuchen Capacitors will control the unique identification of the product and maintain records in accordance with Clause 4.2.4.

Note: Traceability requirements can include

- **identification to be maintained throughout the product life.**
- **the ability to trace all products manufactured from the same batch of raw material or from the same manufacturing batch, to the destination (e.g., delivery, Scrap)**
- **For an assembly, the ability to trace its components to the assembly and then to the next higher assembly**
- **For a product, a sequential record of its production (manufacture, assembly, inspection/verification) to be retrievable.**

Product identification and traceability are maintained and controlled through **Metuchen Capacitors Incorporated's** Identification and Traceability Procedure (PRM 06). All records relating to product traceability will be maintained per contract or longer.

7.5.4 Customer Property *(ISO 9001 / AS 9100, Clause 7.5.4)*

Procedure Manual (PRM 06)

Metuchen Capacitors Incorporated exercises care with customer property while it is under our control or being used by **Metuchen Capacitors Incorporated** as defined in the Control of Customer Supplied Product Procedure (PRM 06). **Metuchen Capacitors Incorporated** ensures identification, verification against specified requirements, protection and safeguarding of customer property provided for use or incorporation into the product.

Any customer property that is lost, damaged, or otherwise found to be unsuitable for use **Metuchen Capacitors Incorporated** will report this to the customer and records maintained.

Return all documents, records, gaging, stamps, or other customer supplied product upon written notification from customer or when business with the customer has ceased.

Note: Customer property can include intellectual property and personal data,

7.5.5 Preservation of Product *(ISO 9001 / AS 9100, Clause 7.5.5)*

Procedure Manual (PRM 06)

Metuchen Capacitors Incorporated has developed and maintains documented procedures to preserve the product during internal processing and delivery to the intended destination in order to maintain conformity to requirements.
As applicable, preservation shall include identification, handling, packaging, storage and protection. Preservation shall also apply to the constituent parts of a product.

Preservation of product shall also include, where applicable in accordance with product specifications and applicable statutory and regulatory requirements, provisions for

a. cleaning,
b. detection and preventing foreign object damage,

c. special handling for sensitive products,
d. marking and labeling including safety warnings
e. shelf life and stock rotation
f. special handling for hazardous materials.

7.6 Control of Monitoring and Measuring Equipment

(ISO 9001 / AS 9100, Clause 7.6)
Procedure Manual (PRM 07)

Metuchen Capacitors Incorporated ensures that the monitoring and measurement activities are identified, and that the necessary monitoring and measuring equipment is available to assure conformance of the product to specified requirements.

Metuchen Capacitors Incorporated's Control of Monitoring and Measuring Devices Procedure is used to control measuring and monitoring devices so that measurement capability is consistent with the measurement requirements.

Metuchen Capacitors Incorporated maintains a register of all monitoring and measuring equipment, and defines the process employed for their calibration/verification including details of equipment type, unique identification, location, frequency of checks, check method and acceptance criteria.

Metuchen Capacitors Incorporated will ensure that environmental conditions are suitable for the calibration, inspection, measurement and testing being carried out.

Measuring and Monitoring Equipment:

- Are maintained in a register
- Are calibrated using approved procedures
- Are protected from damage and deterioration during handling, maintenance, and storage
- Have the results of their calibration recorded
- Have the validity of previous results re-assessed if they are subsequently found to be out of calibration and corrective action is taken
- Are calibrated In environmental conditions which are suitable and consistent with calibration process

Where necessary to ensure valid results, measuring equipment shall

a. be calibrated or verified, or both at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exit, the basis used for calibration or verification shall be recorded (see 4.2.4). In accordance with the industry standard

ANSI/NCSL Z540, stated reliability goals, accuracy ratios and Significant–Out–Of–Tolerance condition criteria must be established.

1) The Calibration interval analysis methodology used to maintain the reliability of Measuring and Test Equipment (M&TE) shall have a stated reliability goal to meet a minimum 95% reliability target for M&TE in–tolerance at the end of their interval schedule.
2) Significant–Out–Of–Tolerance conditions are defined as any M&TE out–of–tolerance condition exceeding 25% of the product tolerance. These conditions require documented review of impact on quality and notification to the Member if product received by the Member has been affected.

b. be adjusted and re-adjusted as necessary
c. have identification in order to determine its calibration status
d. be safeguarded from adjustments that would invalidate the measurement result
e. be protected from damage and deterioration during handling, maintenance and storage.

Metuchen Capacitors Incorporated shall establish, implement and maintain a process for the recall of monitoring and measuring equipment requiring calibration or verification.

Metuchen Capacitors Incorporated shall assess and record the validity of the previous measuring results, when the calibrated equipment is found to be nonconforming. **Metuchen Capacitors Incorporated** will take appropriate action to equipment and product affected. Record of calibration shall be maintained.

Software used for monitoring of specified requirements is validated according to defined guidelines prior to release for use in production and installation. It shall be reconfirmed as necessary.

8.0 Measurement, Analysis and Improvement *(ISO 9001 / AS 9100, Clause 8.)*

Procedure Manual (PRM 09)

8.1 General *(ISO 9001 / AS 9100, Clause8.1)*

Metuchen Capacitors Incorporated will plan and implement the monitoring, measurement, analysis and improvement processes needed

a. to demonstrate conformity to product requirements,
b. to ensure conformity to the quality management system;
c. to continually improve the effectiveness of the quality management system

This shall include determination of applicable methods, including statistical techniques, and to the extent of their use.

Note: According to the nature of product, and depending on specified requirements, statistical techniques can be used in the support

- ***Design verification (e.g., reliability, maintainability, safety),***
- ***process control,***
  - ***selection and Inspection of key characteristics,***
  - ***Process capability measurements,***
  - ***Statistical process control,***
  - ***Design of experiment,***
- ***Inspection, and***
- ***Failure mode, effect and criticality analysis***

8.2 Monitoring and Measurement *(ISO 9001 / AS 9100, Clause8.2)*

8.2.1 Customer Satisfaction *(ISO 9001 / AS 9100, Clause 8.2.1)*

A key indicator of our quality system performance is the information obtained on customer satisfaction. The methodologies for obtaining and using customer satisfaction data are documented in the Monitoring and Measuring Customer Satisfaction Procedure (PRM 09).

Information to be monitored and used for the evaluation of customer satisfaction shall include, but is not limited to, product conformity, on-time delivery performance, customer complaints and corrective action requests. Organizations shall develop and implement plans for customer satisfaction improvement that address deficiencies identified by these evaluations, and assess the effectiveness of the results.

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

8.2.2 Internal Audit *(ISO 9001 / AS 9100, Clause 8.2.2)*

Procedure Manual (PRM 08)

Metuchen Capacitors Incorporated conducts periodic planned internal audits, in accordance with the Internal Audits Procedure (PRM 08) to ensure that the quality system:

a) conforms to the planned arrangements (see 7.1), to the requirements of the applicable standards and regulations and to the quality management

system requirements established by **Metuchen Capacitors Incorporated** and
Note Planned arrangements include customer contractual requirements.

b) is effectively implemented and maintained.

This procedure will define the responsibilities and requirements for planning and conducting audits, establishing records and reporting results.

Metuchen Capacitors Incorporated plans, conducts, and reports on internal audits in accordance with the Internal Audits Procedure (PRM 08). The audit scope, frequency, and methodologies are defined. Audit plans take into consideration the status and importance of the activities and areas to be audited as well as the results of previous audits. Records of the audits and their results will be maintained (see 4.2.4). The audits are conducted by personnel, independent of the activities being audited. Timely corrections and corrective actions are taken on deficiencies found during the audits. Follow-up actions include the verification of the implementation of the corrective actions and the reporting of verification results per the Corrective and Preventive Action Procedure (PRM 11).

8.2.3 Monitoring and Measurement of Processes *(ISO 9001 / AS 9100, Clause 8.2.3)*

Procedure Manual (PRM 09)

Metuchen Capacitors Incorporated shall apply suitable methods for monitoring and where applicable, measurement of the quality management system processes. These methods shall demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action shall be taken, as appropriate.

NOTE When determining suitable methods, it is advisable that the organization consider the type and extent of monitoring or measurement appropriate to each of its processes in relation to their impact on the conformity to product requirements and on the effectiveness of the quality management system.

In the event of process nonconformity, Metuchen Capacitors Incorporated shall

- **a. take appropriate action to correct the nonconforming process**
- **b. evaluate whether the process nonconformity has resulted in product nonconformity**
- **c.** determine if the process nonconformity is limited to a specific case or whether it could have affected other processes or products, and
- **d. identify and control any nonconforming product (see 8.3)**

8.2.4 Monitoring and Measurement of Product *(ISO 9001 / AS 9100, Clause 8.2.4)*

Procedure Manual (PRM 09)

Metuchen Capacitors Incorporated measures and monitors the characteristics of the product to verify that requirements for the product are met. This is carried out at appropriate stages of the product realization process in accordance with the planned arrangements (see 7.1). Evidence of conformity with acceptance criteria shall be maintained.

Measurement requirements for products acceptance shall be documented and shall include

- ***a. criteria for acceptance and rejection;***
- ***b. where in the sequence, measurement and testing operations are to be performed;***
- ***c. required records of the measurement results (at a minimum, indication of acceptance or rejection), and***
- ***d. any specific measurement instruments required and any specific instruments associated with their use.***

When critical items, including key characteristics, have been identified Metuchen Capacitors Incorporated shall ensure they are controlled and monitored in accordance with the established processes.

When Metuchen Capacitors Incorporated uses sampling inspection as a means of product acceptance, the sampling plan shall be justified on the basis of recognized statistical principles and appropriate for use (i.e., matching the sampling plan to the criticality of the product and to the process capability)

Where product is released for production use pending completion of all required measurement and monitoring activities, it shall be identified and recorded to allow recall and replacement if it is subsequently found that the product does not meet requirements.

Only authorized persons are permitted to sign the Certificate of Conformance (CofC). The product can only be released if the Certificate of Conformance is signed. The authorized persons permitted to sign the Certificate of Conformance are as follows:

- Quality Assurance Inspectors
- Material Handlers

- Production/Engineering Managers

The last person performing final inspection is considered the "authorized CofC signer" as long as they meet the previous condition.

Evidence of Conformity with acceptance criteria shall be maintained and products are not released until all planned monitoring and measuring activities have been satisfactorily completed. Records shall indicate the person(s) authorizing release of product for delivery to the customer (see Clause 4.2.4).

Where required to demonstrate product qualification, Metuchen Capacitors Incorporated shall ensure that records provide evidence that the product meets the defined requirements.

Metuchen Capacitors Incorporated will ensure that all documents required to accompany the product are present at delivery.

8.3 Control of Nonconforming Product *(ISO 9001 / AS 9100, Clause8.3)*
Procedure Manual (PRM 10)

To ensure that product that does not conform to specified requirements is properly identified and managed, to prevent unintended use or delivery**, Metuchen Capacitors Incorporated** has established and maintains a documented Control of Nonconforming Product Procedure (PRM 10) to define the controls and related responsibilities and authorities for dealing with nonconforming product.

NOTE: The term "nonconforming product" includes nonconforming product returned by a customer.

Metuchen Capacitors Incorporated documented procedure shall define the responsibility for review and authority for disposition of nonconforming product and the process for approving personnel making these decisions.

Where applicable Metuchen Capacitors Incorporated shall deal 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.
d. By taking action appropriate to the effects, or potential effects of the nonconformity when nonconforming product is detected after delivery or use has started

- ***Metuchen Capacitors Incorporated's nonconforming product control process shall provide for timely reporting of delivered nonconforming product;***

NOTE Parties requiring notification of nonconforming product can include suppliers, internal organizations, customers, distributors and regulatory authorities.

e. ***by taking actions necessary to contain the effect of the nonconformity on other processes or products.***

Metuchen Capacitors Incorporated shall not use dispositions of use-as-is or repair, unless specifically authorized by the customer, if the product is produced to customer design or the nonconformity results in a departure from the contract requirements.

Product disposed of as Scrap, shall be conspicuously and permanently marked, or positively controlled, until physically rendered unusable.

When nonconforming product is corrected it shall subject to re-inspected to demonstrate conformity to all requirements.

Records of the nature of nonconformity and any subsequent actions taken, including concessions obtained, shall be maintained.

8.4 Analysis of Data *(ISO 9001 / AS 9100, Clause8.4)*

Procedure Manual (PRM 09)

Metuchen Capacitors Incorporated collects and analyzes appropriate data to determine the suitability and effectiveness of the quality system and to identify improvements that can be made. This includes data generated by measuring and monitoring activities and other relevant sources.

Metuchen Capacitors Incorporated analyzes this data to provide information on:

a) customer satisfaction;
b) conformance to product requirements;
c) characteristics and trends of processes and products including the opportunities for preventive action;
d) suppliers.

8.5 Improvement *(ISO 9001 / AS 9100, Clause8.5)*

Procedure Manual (PRM 09)

8.5.1 Continual Improvement: ***(ISO 9001 / AS 9100, Clause 8.5.1)***

It is the overall responsibility of top management at **Metuchen Capacitors Incorporated** to continually improve the effectiveness of the quality management system in accordance the Continual Improvement Procedure (PRM 09). This process describes facilitation of the continual improvement of the quality system through the use of the quality policy, objectives, audit results, analysis of data, corrective and preventive action, and management review. Each manager/supervisor is responsible for the continual improvement of the quality management system in his or her respective areas. Effectiveness of continual improvement activity is assessed during the Management Review Process as described in the Management Review Procedure (PRM 02).

Metuchen Capacitors Incorporated shall monitor the implementation of improvement activities and evaluate the effectiveness of the results.

NOTE Continual improvement opportunities can result from lessons learned, problem resolutions and the benchmarking of best practices.

8.5.2 Corrective Action: ***(ISO 9001 / AS 9100, Clause 8.5.2)***

Procedure Manual (PRM 11)

Metuchen Capacitors Incorporated has established and maintains a documented Corrective and Preventive Action Procedure (PRM 11) for eliminating the causes of non-conformance in order to prevent recurrence. Corrective actions taken are appropriate to the impact of the problems encountered. The Corrective and Preventive Action Procedure defines requirements for:

a) reviewing non-conformities (including customer complaints),
b) determination of the causes of non-conformities;
c) evaluation of the need for actions to ensure that non-conformities do not recur;
d) determination and implementation of corrective actions needed;
e) recording the results of actions taken;
f) reviewing the effectiveness of the corrective actions taken;
g) flow down of the corrective action requirement to a supplier, when it is determined that the supplier is responsible for the root cause and;
h) specific actions where timely and/or effective corrective actions are not achieved.
i) determine if additional nonconforming product exists based on the causes of the nonconformities and taking further action when required

8.5.3 Preventive Action: ***(ISO 9001 / AS 9100, Clause 8.5.3)***

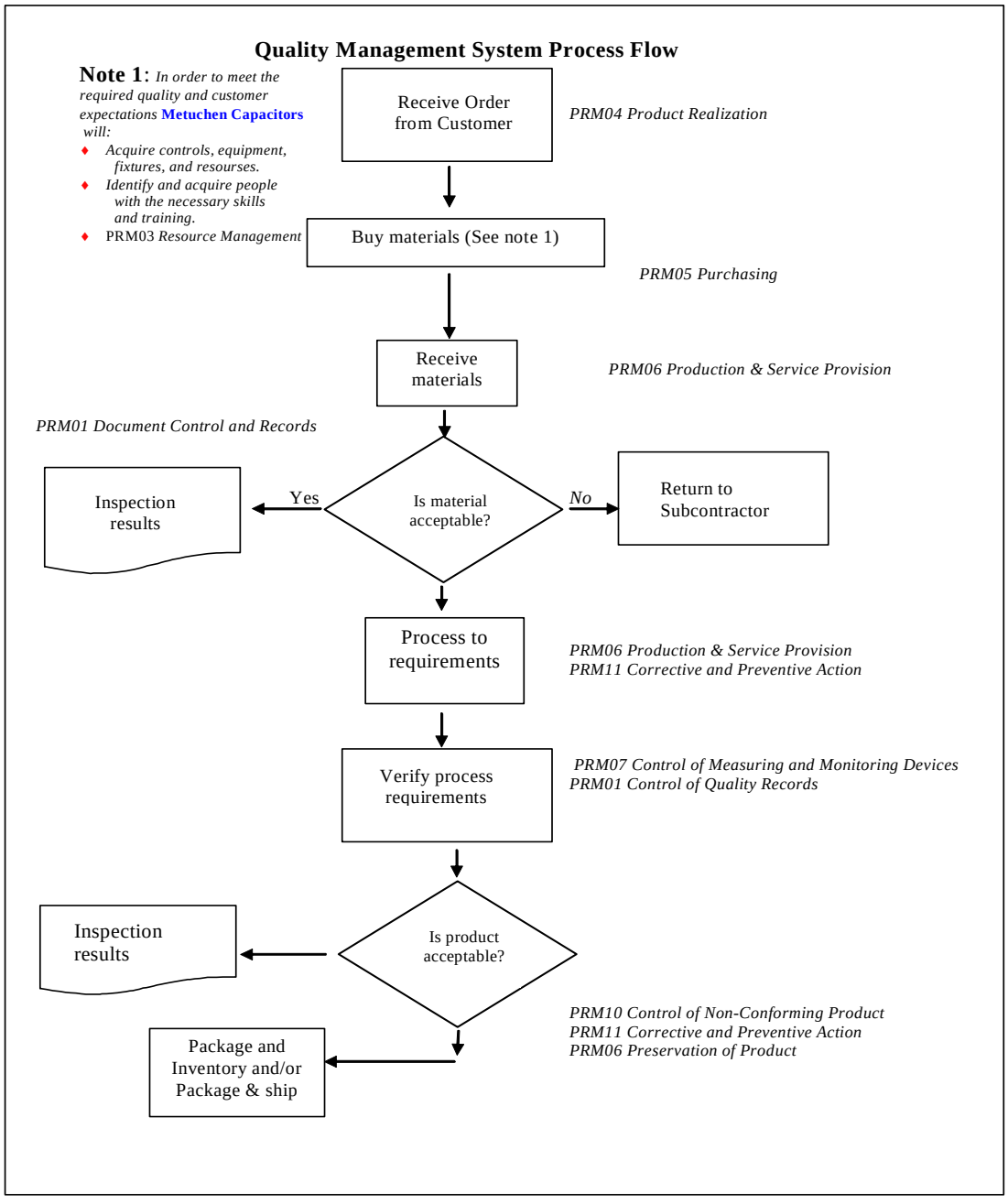
Procedure Manual (PRM 11)

Metuchen Capacitors Incorporated has established and maintains documented quality plans, Corrective and Preventive Action Procedure (PRM 11) for eliminating the causes of potential non-conformities to prevent occurrence. Preventive actions taken are appropriate to the impact of the potential problems. Quality plans and the procedures define requirements for:

a) determining potential non-conformities and their causes;
b) evaluating the need for action to prevent occurrence of nonconformity;
c) determination and implementation of action needed;
d) recording results of action taken;
e) reviewing the effectiveness of the preventive action taken.

NOTE Examples of preventive action opportunities include risk management, error proofing, failure mode and effect analysis (FMEA), and information on product problems reported by external sources.

Appendix "A"


Quality Management System Process Flow
Note 1: In order to meet the required quality and customer expectations Metuchen Capacitors will:
Acquire controls, equipment, fixtures, and resourses.
Identify and acquire people with the necessary skills and training.
PRM03 Resource Management
Receive Order from Customer
PRM04 Product Realization
Buy materials (See note 1)
PRM05 Purchasing
Receive materials
PRM06 Production & Service Provision
PRM01 Document Control and Records
Inspection results
Yes
Is material acceptable?
No
Return to Subcontractor
Process to requirements
PRM06 Production & Service Provision
PRM11 Corrective and Preventive Action
Verify process requirements
PRM07 Control of Measuring and Monitoring Devices
PRM01 Control of Quality Records
Inspection results
Is product acceptable?
PRM10 Control of Non-Conforming Product
PRM11 Corrective and Preventive Action
PRM06 Preservation of Product
Package and Inventory and/or Package & ship