



QUALITY MANUAL

QM-422

Approved By Karl Usher

Date 2/11/19

Controlled Document QM-422, Quality Assurance

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2. Introduction

Usher Precision Manufacturing has developed and implemented a Quality Management System (QMS) in order to document the company's best business practices, better satisfy the requirements and expectations of our customers, and improve the overall management of the company.

The Quality Management System of Usher Precision Manufacturing is intended to address all applicable and current requirements of the International Quality Management System Standards AS9100.

Usher is keenly focused on our customers and their ultimate satisfaction. This is accomplished through the discipline and control of the QMS, continually improving processes, and by the commitment of all employees of Usher.

This manual and all quality system documents are controlled, maintained and issued by the Quality Representative (appointed by top management) and are reviewed and approved by the appropriate staff and executive-level management.

Implementation of the Quality Management System is accomplished through:

- Process and quality plans related to projects, when required,
- Operating procedures,
- Process Specifications,
- Work instructions and,
- Records, forms and other related documents.

Usher is committed to maintain a quality management system in conformance with the current requirements of AS9100. The Management Team fully supports the quality statement and is committed that it be known to each and every employee. Usher has chosen to incorporate the company vision and mission into the quality statement to further describe the commitment of the company to our customers and employees.

3. Purpose

The purpose of this Quality Systems Manual is to:

- Document and provide guidance for consistency of the Quality Systems utilized throughout the organization,
- Communicate Usher's Quality Statement, Objectives, and commitment, to our customers and to our staff,
- Attain and maintain desired quality at optimum cost through planned and efficient utilization of available technology, personnel, and materiel resources and,
- Provide Customers with confidence that Usher can and will deliver products and services which satisfies their needs and requirements.

4. Quality Policy and Objectives

Quality Policy

“Through continuously striving to improve while meeting the proper requirements, we shall deliver the quality that our customers deserve. We will give you what you want when you want it, while having it done right.”

Quality Objectives

Usher Precision Manufacturing is committed to providing the highest level of quality by:

- Product conformity by maintaining NCR to Work order
- Customer on-time delivery
- Supplier on-time delivery
- Supplier product conformity
- A minimum of two times per year, hold employee awareness meetings

General Manager: _____

The Vision, Mission and Quality Statement of **Usher Precision Manufacturing** has been explained and discussed at the general orientation training given to all new employees and has been reviewed with all current employees. All employees are expected to know what the quality policy means to them as it affects their job or position within the company. The policy is posted in prominent locations throughout the facility.

5. Administration of the QMS and the Quality Systems Manual

Top Management will approve the Quality Systems Manual and its revisions and will assure that any revisions are in compliance with the current standards set forth in AS9100.

The Quality Representative is responsible for controlling and maintaining the Quality Systems Manual and defining any controlled editions through a distribution list.

Interested parties outside the company that require a copy of the Quality Systems Manual may access the current revision of the Quality Manual on the Usher Precision Manufacturing company website.

6. Scope

Usher Precision Manufacturing provides contract machining, laser cutting, hydroforming, limited welding and assembly related to the aerospace industry and other industrial manufacturing segments.

The Quality System Manual outlines the policies, procedures and requirements of the Quality Management System of Usher Precision Manufacturing. The system is structured to comply with the conditions set forth in the International Standards AS 9100.

Usher Precision Manufacturing has determined that the following requirements are not applicable to the operations at this site and are documented as exception of the requirements:

- Usher Precision Manufacturing does not perform design and development, therefore all sections of the standards relevant to design and/or the design process are excluded from the QMS system (Section 8.3 of the standards).

7. Documented Procedures

Doc Number	Title	Description
QM-422	Quality Manual	Quality Management System Overview
QP-423	Document Control	Defines the identification, storage, protection, retrieval, retention, and disposition of records
QP-424	Control of Quality Records	Describes process to control records
QP-425	Electronic Transmission and Data Storage	Defines process to protect data
AP-500	Management Responsibility	Describes management commitment
AP-622	Competence, Training and Awareness	Defines process to ensure competence of staff
AP-630	Infrastructure	Describes the process for providing necessary infrastructure
AP-640	Work Environment	Describes the conditions under which work is performed
MP-710	Planning of Product/Process Realization	Describes process to quote, plan, and schedule product
SP-720	Customer Related Processes	Describes review of customer requirements
AP-740	Purchasing	Defines Purchasing process
MP-750	Control of Production and Service Provision	Defines Production process
MP-753	Identification and Traceability	Describes work flow and batch control
MP-754	Customer Property	Defines handling of customer property
MP-755	Preservation of Product	Describes protecting product from start of build to customer receipt
QP-760	Control of Measuring and Monitoring Equipment	Describes Calibration
AP-821	Monitoring and Measuring of Customer Satisfaction	Describes tracking customer metrics
QP-822	Internal Audits	Describes internal audit process
MP-824	Monitoring, and Measuring of Processes and Product	Describes tracking internal metrics
QP-830	Control of Nonconforming Product	Defines process for control of non-conforming materials, including disposal
QP-850	Improvement	Defines Corrective and Preventative Action process

8. Quality Manual Revisions

Revision	Section	Sub-Section	Paragraph	Date	Authorized By
A	Draft	All	All	10/11/07	B. Bisceglia
B	Initial Release	All	All	05/12/08	B. Bisceglia
C	Vision, Mission & Quality statement	Page 4	Added continuously improvement of the QMS to the quality policy.	06/16/08	B. Bisceglia
	Section 4	4.3	Changed configuration management to including it in document control		
	All sections	As needed	Added references to QMS procedures and added the word "current" when referencing ISO 9001:2000 or AS 9100		
D	Quality Objectives and Policy, Organizational Chart	Page 4 & 6	Deleted names from organizational chart	07/28/09	B. Bisceglia
			Deleted Vision and Mission statements and added Quality Objective, Changed Quality Statement to Quality Policy		
E	Top Manual	All	Update to ISO 9001:2008	06/10/10	B. Bisceglia
F	All	All	Revised for compliance to AS9100 Revision C	01/27/11	B. Bisceglia
G	7.5.1.4	All	Added post delivery support activity	07/12/11	B. Bisceglia
H	Organizational Chart	N/A	Added Quality Assurance	04/24/14	B. Bisceglia
I	Organizational Chart, 5.6	N/A, 5.6.1	Added dotted line, changed Mgt. Review from quarterly to three times yearly	04/07/15	B. Bisceglia
J	Interaction Diagram	N/A	Updated to include current diagram	03/21/16	L. Robertson
K	ALL	ALL	Reduce excess language while ensuring meets the requirements of the standard.	03/24/16	L. Robertson
L	Quality Policy	None	Add language for commitment	7/25/16	L. Robertson
M	Quality Objectives	None	Clarified the objectives to support measurements	02/07/17	B. Durham
N	ALL	ALL	Rewritten to meet AS9100 rev D Requirements. Renamed QM-001	3/5/18	D. Williams
O	All	All	Incorporated language from QM-001, made QM-001 obsolete	2/11/19	L. Robertson