



BRENDELL
MANUFACTURING, INC.

BRENDELL
MANUFACTURING INC.
Quality Management
System Manual

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North Salt Lake City, UT.
84054



Quality System Manual

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G	Revised Document hierarchy and new training procedures	11/06	BD
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Introduction

Brendell Manufacturing Inc. developed and implemented a Quality Management System in order to document and continually improve the company's best business practices, better understand and satisfy the requirements and expectations of its customers and improve the overall performance of the company.

The Quality Management System of Brendell Manufacturing Inc. complies with the intent of the international standard ISO 9001 (2000) and Aerospace standard AS9100. This system addresses the development, production, and servicing of the company's products.

The manual is divided into eight sections that correlate to the Quality Management System sections of ISO 9001 - 2000. Each section begins with a policy statement expressing Brendell Manufacturing Inc. obligation to implement the basic requirements of the referenced Quality Management System section. Each policy statement is followed by specific information pertaining to the procedures that describe the methods used to implement the necessary requirements.

This manual describes the Quality Management System, delineates authorities, inter relationships and responsibilities of the personnel responsible for performing within the system. The manual also provides procedures or references for all activities comprising the Quality Management System to ensure compliance to the necessary requirements of the standard.

This manual is used internally to guide the company's employees through the various requirements of the ISO standard and the company's best business practices. These business practices are dynamic and maintained in order to ensure customer satisfaction and continuous improvement.

This manual is used externally to introduce our Quality Management System to our customers and other external organizations or individuals. The manual is used to familiarize them with the controls that have been implemented and to assure them that the integrity of the Quality Management System is maintained and focused on customer satisfaction and continuous improvement.

Managing director: _____



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Quality Manual Distribution

Brendell Manufacturing Inc. is a small company with less than 25 employees. The QMS Documentation; Quality Manual, procedures, process flows and many of the forms are digital documents, and the most current and updated versions are kept on the BMServer for data integrity insurance. Only employees with proper authorization can access these files as they are password protected. The most current revision of each document is the version found on the BMServer. An updated copy will be kept in the inspection room at all times for employee reference. In any case that the master copy on BMServer is altered or updated the copy kept in the inspection room for employee reference will also be updated. All other QMS documents are considered "reference only" and their current revision level verified before use. Training on how to access the QMS documentation will be provided to all employees as part of their new employee orientation.



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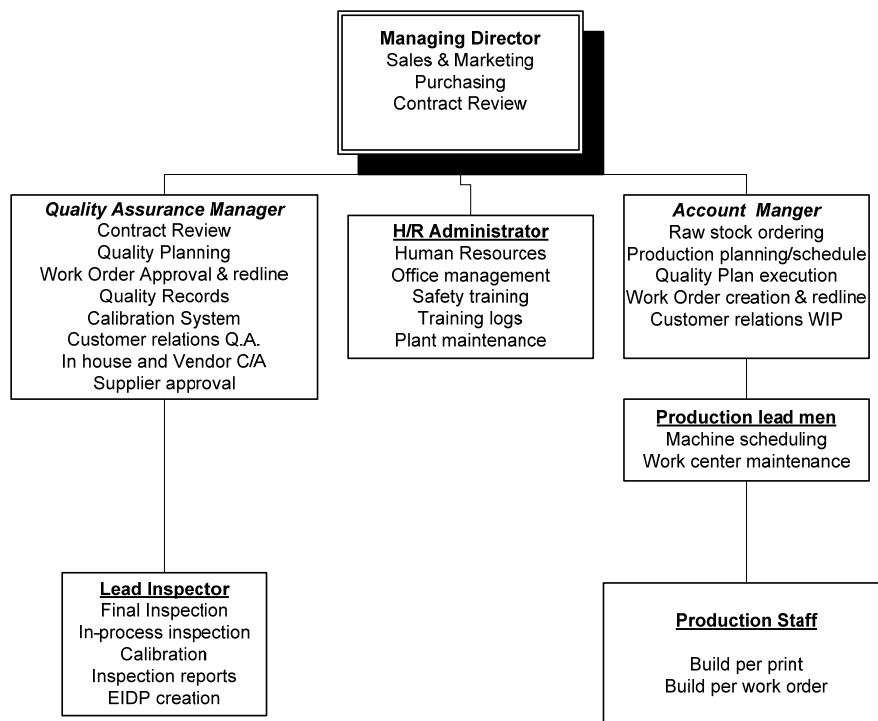
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Brendell Manufacturing Inc

January 5, 2005





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Section 1: Scope

1.1 General

The quality manual outlines the policies, procedures and requirements of the Quality Management System. The system is structured to meet the intent of the conditions set forth in the International Standard ISO 9001:2000 and to comply with market specific customer needs.

1.2 Application

Brendell Manufacturing Inc. has determined that the following requirements are not applicable to the operations at this site and are documented as exclusions:

- Brendell Manufacturing Inc. does not design products for manufacture. The scope of their supply to the customer is to manufacture to customer furnished specifications and/or drawings. Based upon this defined scope of work, the requirements of section 7.3 of the ISO 9001:2000 standards has been excluded from this Quality Management System.
- Additionally, Brendell Manufacturing services a wide range of customers. To assure all customer needs are met, Brendell has a robust system for determining customer needs through the contract review activity BMF-102. This wide range of customers often has dramatically different needs from the QMS. In support of these diverse needs, Brendell Manufacturing maintains three distinct different levels of performance and documentation within the QMS. These levels are identified during contract review and are communicated to the customer for approval. The three distinct levels are defined in this manual under section 3.0 Definitions.



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Section 2: Normative Reference

2.0 Quality Management System References

The following documents were used as reference during the preparation of the Quality Management System:

- U.S. Department of Defense Specification and standards Mil-Q-9858A
- U.S. Department of Defense Specification and standards Mil-45208A
- American National Standard ANSI/ISO/ASQ Q9000-2000, Quality Management Systems - Vocabulary.
- American National Standard ANSI/ISO/ASQ Q9001-2000, Quality Management Systems – Requirements
- American National Standard ANSI/ISO/ASQ Q9004-2000, Quality Management Systems – Guidelines for performance Improvements



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Section 3: Definitions

3.0 Quality Management System Definitions

This section is for definitions unique to Brendell Manufacturing Inc.

- **Source Inspection-** An agreement made with the customer, government or their designee, to verify conformance of a product at Brendell Manufacturing Inc. or at Brendell Manufacturing Inc. supplier's premises.
- **Customer owned property** - Any type of instrumentation, accessories, manuals, or shipping containers that belong to a customer.
- **Customer supplied product** - Any type of service or material supplied to be utilized in the manufacture, modification or repair of customer-owned property.
- **Product** – The end item result of meeting all contract terms and conditions. (eg: manufactured goods, merchandise, services etc.)
- **Work Order-** The documentation that describes the methodology for production and records pertinent data for a given component or assembly. This document may be for individual components, a lot of components or a static document tied to a production line of products.
- **Quality Records** – Documentation of those activities wherein records of said activities must be maintained will be specified in the procedure or work instruction level documents, as applicable
- **Quality Level I-** Applies to work that is simple in nature and minimal quality, inspection and documentation is required at the customers discretion. Approval of quality related activities can be made by the area supervisor.
- **Quality Level II-** Applies to work that has some degree of complexity where quality planning is based upon Brendell standard practice and internal documentation. Specifications of performance will be determined for each work package and Brendell reserves the right to perform Material Review activities on Quality level II projects.
- **Quality Level III-** Applies to work where the customer provides all specification, drawings and applicable inspection plans. The customer will be closely involved in all stages of production and shall reserve the right to conduct the material review activity on these programs.
- **Key Feature-** Those characteristics of the product that have the greatest impact on the end users fit, form and function of the component.



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Section 4:

General

Requirements

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4.1 General requirements

Brendell Manufacturing Inc. has established, documented and implemented a Quality Management System (QMS) to meet the intent of the requirements of ISO 9001:2000. The system is maintained and continually improved through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive action and management review.

To design and implement the QMS Brendell Manufacturing Inc. has:

- Identified the processes needed for the QMS and their application throughout the organization and documented them on the Macro Business Process Diagram at the end of this section of the Quality Manual
- Determined the sequence and interaction of these processes, and illustrated them on the Business Process Diagram
- Determined criteria and methods needed to ensure that the operation and control of the processes are effective, and documented them in the component specific Work Order, the floor work instructions and the Performance metrics table.
- Ensured the continuing availability of materials personnel and documents necessary to achieve planned results and continual improvement of these processes
- Established systems to monitor, measure and analyze these processes
- Established processes to identify and implement actions necessary to achieve planned results and continual improvement of these processes

4.2 Documentation Requirements

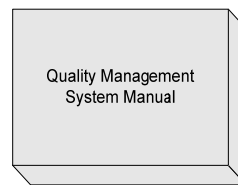
4.2.1 General

Figure 1 demonstrates the relationship of the QMS documentation. The QMS documentation includes:

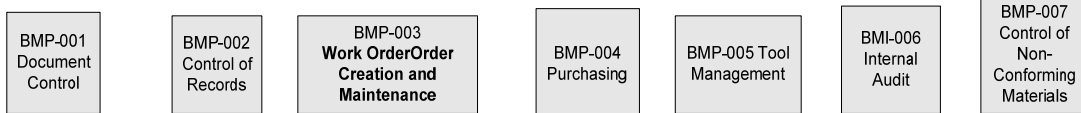
- A documented Quality Policy
- This Quality Manual
- Documented Procedures
- Documents identified as needed for the effective planning, operation and control of our processes, and
- Quality Records

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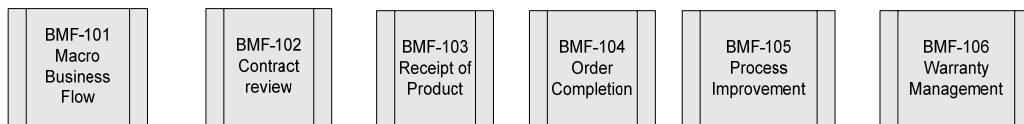
Brendell Manufacturing Document Hierarchy



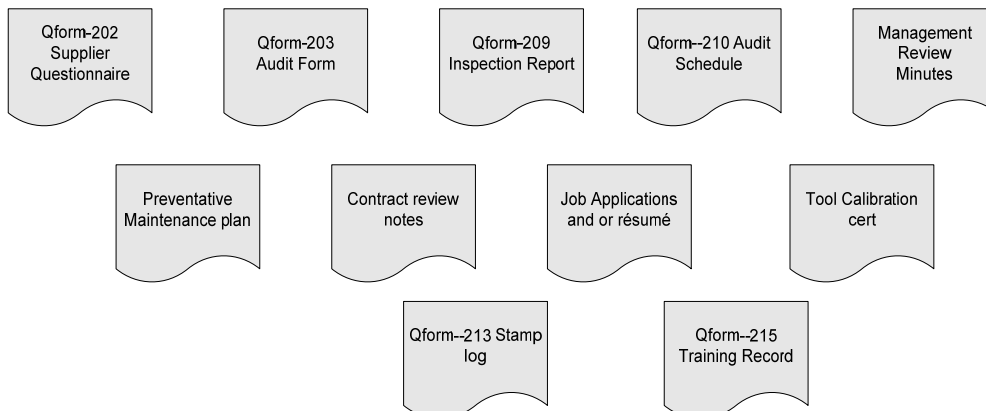
Level 1 Documented Procedures



Level 2 Process Flows



Level 3 forms & records



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4.2.2 Quality manual

This Quality Manual has been prepared to describe Brendell Manufacturing Inc. QMS. The scope and permissible exclusions of the QMS are described in section one of this manual. Each section of the manual references documented QMS procedures relating to the requirements outlined in that section. The Business Process Diagram at the end of section 4 provides a description of the interaction between the processes of the QMS system.

4.2.3 Control of documents

All of the QMS documents are controlled according to the Document Control Procedure (BMP-001). This procedure defines the process for:

- Approving documents for adequacy prior to issue
- Reviewing and updating as necessary and re-approving documents
- Ensuring that changes and current revision status of documents are identified
- Ensuring that relevant versions of applicable documents are available at points of use
- Ensuring that documents remain legible and readily identifiable
- Ensuring that documents of external origin are identified and their distribution controlled, and
- Preventing the unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose

4.2.4 Control of quality records

Quality records are maintained to provide evidence of conformity to requirements and of the effective operation of the QMS. The records are maintained according to the Control of Quality Records Procedure (BMP-002). This procedure requires that quality records remain legible, readily identifiable and retrievable. The procedure defines the controls needed for identification, storage, protection, retrieval, retention time and disposition of quality records.

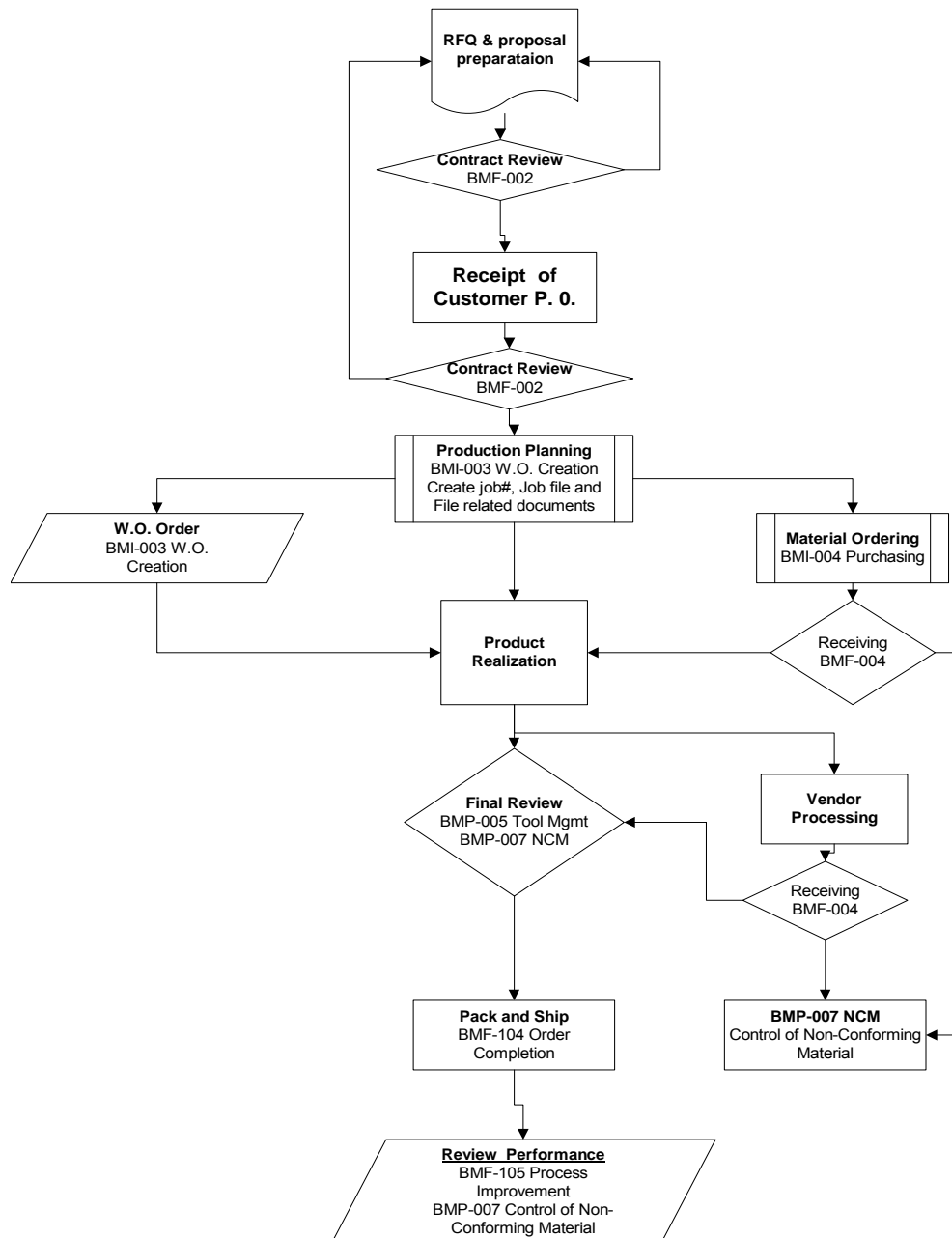
Related Procedures

Document Control	BMP-001
Control of Quality Records	BMP-002
Work Order Creation and Maintenance	BMP-003

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BMI Macro Business Process

BMI-101 Rev A





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Section 5: Management Responsibility



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5.1 Management commitment

Brendell Manufacturing Inc. is a small entity that is managed with a very hands on approach by the Managing Director of the company. The Director and his management staff have been actively involved in implementing the quality management system (QMS). The Team has provided the vision and strategic direction for the growth of the QMS, and established quality objectives and the quality policy.

To continue to provide leadership and show commitment to the improvement of the QMS, management will do the following.

- Communicate the importance of meeting customer, statutory, and regulatory requirements by direct communication with the staff.
- Establish quality objectives
- Establish the quality policy.
- Conduct Annual management reviews.
- Ensure the availability of resources.

5.2 Customer focus

Brendell Manufacturing Inc. strives to identify current and future customer needs, to meet customer requirements and exceed customer expectations. This is accomplished through direct customer interface and discussion of current and future projects

Top management ensures that customer requirements are understood and met, by requiring strong customer interface throughout the proposal and initial contract stage of all projects. Customer requirements are determined and confirmed, converted into internal requirements, and communicated to the appropriate staff in our organization in accordance with BMF-104 Contract Review.

5.3 Quality policy

Quality Policy: Brendell Manufacturing Inc. objectives are to provide the customer with quality products and services, provide the best cost solution, meet or exceed all delivery needs and maintain business success.

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Top management ensures that the quality policy is communicated to all employees. It is included in new employee training and training on the QMS. It is posted in prominent places throughout the facility to maintain high standards within our organization.

Management reviews the quality policy at each management review meeting to determine the policy's continuing suitability for our organization.

5.4 Planning

5.4.1 Quality objectives

Quality objectives are established to support our organization's efforts in achieving our quality policy and reviewed annually for suitability. Objectives have been established for the following:

- ❑ ***Scrap and rework cost to be less than 5% of revenue***
- ❑ ***Warranty returns to be less than 2% of revenue***
- ❑ ***Variance of less than 10% between target hourly earnings(\$/hour) and actual hourly earnings.***

These Quality objectives are measurable, and are reviewed against performance goals at each management review meeting.

5.4.2 Quality management system planning

The quality system has been planned and implemented to meet our quality objectives and the requirements of 4.1 of the ISO 9001 standard. Quality planning takes place as changes that affect the quality system are planned and implemented.

5.5 Responsibility, authority and communication

5.5.1 Responsibility and authority

An organizational chart has been established to show the interrelation of personnel in the organization. As Brendell Manufacturing Inc. is a small company and individual employees perform many functions; discrete job descriptions do not exist for each employee. The specific tasks assigned to each employee are noted on the organizational chart. Job functions and the organizational chart are reviewed and approved by top management for adequacy. This chart is available throughout the organization to help employees understand responsibilities and authorities. An organizational chart is located on page 4 of this manual.

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5.5.2 Management representative

The Quality Assurance manager has been appointed by the Managing Director as the management representative. As management representative, they have the following responsibility and authority:

- Ensure that processes needed for the quality management system are established and implemented.
- Report to top management on the performance of the quality management system, and note needed improvements.
- Promote awareness of customer requirements throughout the organization.
- Act as a liaison with external parties such as customers or auditors on matters relating to the QMS.
- Assist with training of new and revisions to existing procedures.

5.5.3 Internal communication

Processes are established for communication within the organization. Methods of communicating the effectiveness of the QMS are performed and include regular staff meetings and the annual management review. This communication may take the form of review of the quality objectives, results of both internal and customer audits and new business opportunities.

5.6 Management review

5.6.1 General

Top management reviews the QMS annual at management review meetings. This review assesses the continuing QMS suitability, adequacy and effectiveness, identifying opportunities for improvement and needed changes. Records are maintained for each management review meeting.

5.6.2 Review input

Assessment of the QMS is based on a review of information inputs to management review. These inputs include the following:

- Results of audits
- Customer feedback
- Specific job performance variance
- Scrap and rework cost
- On time delivery



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- Status of preventive and corrective actions
- Follow-up actions from previous management reviews
- Planned changes that could affect the quality management system
- Recommendations for improvement

5.6.3 Review output

During these review meetings, management will identify appropriate actions to be taken regarding the following issues:

- Improvement of the effectiveness of the quality management system and its processes
- Improvement of product related to customer requirements
- Resource needs

Responsibilities for required actions are assigned to members of the staff in attendance. Any decisions made during the meeting, assigned actions, and their due dates are recorded in the minutes of management review.

Related Procedures:

Process Improvement	BMF-105
Non-Conforming Material	BMP-007
Work Order Creation and Maintenance	BMF-003



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Section 6: Resource Management

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6.1 Provision of resources

Brendell Manufacturing Inc. has implemented a Quality Management System that complies with the ISO 9000 2000 standard. This implementation was achieved with management commitment and with sufficient resources for the implementation. To effectively maintain and continually improve the system, management determines and provides necessary resources.

6.2 Human resources

6.2.1 General

To ensure competence of our personnel new employees are hired depending upon their qualifications in the manufacturing industry. New employees are given an orientation by a senior employee which includes a copy of the QMS documentation. A senior employee then provides on the job training to the new employee, evaluating the new employee's performance at each task to determine their competence

6.2.2 Competence, awareness and training

Qualifications are reviewed upon hire, when an employee changes positions or the requirements for a position change. If any differences between the employee's qualifications and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence for the job.

All employees are trained on the relevance and importance of their activities and how they contribute to the achievement of the quality objectives. Periodic training will occur based on quality required and management specified needs. At each training Q-form 215 "Quality Training Log" will be used to ensure attendance of appropriate personnel, and to make certain that training effectively is measured.

6.3 Infrastructure

To meet quality objectives and product requirements Brendell Manufacturing Inc. has determined the infrastructure needed. The infrastructure has been provided, and includes buildings, workspace, utilities, process equipment and supporting services. As new infrastructure requirements arise, they will be documented in the management review and or regular staff meetings. Existing infrastructure is maintained as required as noted in the machine maintenance records.



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6.4 Work Environment

A work environment suitable for achieving product conformance is maintained. Requirements are determined during the contract review BMF-102 and Work Order creation BMP-003 as required. The work environment is managed for continuing suitability. Data from the quality system is evaluated to determine if the work environment is sufficient for achieving product conformance, or if preventive or corrective action related to the work environment is required.

Related Documents

Contract Review	BMF-102
Work Order creation	BMP-003



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Section 7: Product Realization

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7.1 Planning of product realization

Quality planning is required before new products or processes are implemented. The quality planning takes place as the Work Order is created per BMP-003. During this planning, management or assigned personnel identify:

- The quality objectives and requirements for the product,
- Processes, documentation and resources required
- Verification, validation, monitoring, inspection and test requirements, and
- Criteria for product acceptance

The output of quality planning is included in the completed Work Order for the specific work to be performed.

7.2 Customer-related processes

7.2.1 Determination of requirements related to the product

Brendell Manufacturing Inc. determines customer requirements before acceptance of an order. Customer requirements include those:

- Requested by the customer
- Customer specifications
- Required for delivery and post-delivery activities
- Not stated by the customer but necessary for specified use or known and intended use
- Statutory and regulatory requirements related to the product
- Additional requirements determined by Brendell Manufacturing Inc.

Customer requirements are determined according to the Contract Review BMF-102.

7.2.2 Review of requirements related to the product

Brendell Manufacturing Inc. has a process in place for the review of requirements related to the product Contract Review BMF-102.

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The review is conducted before the order is accepted. The process ensures that:

- Product requirements are defined
- Contract or order requirements differing from those previously expressed are resolved
- Brendell Manufacturing Inc. has the ability to meet the defined requirements
- Records are maintained showing the results of the review and any actions arising from the review. These records are letters and notes generated in accordance with BMF -102 contract review
- Where a customer does not provide a documented statement of requirement, the customer requirements are confirmed before acceptance
- When product requirements are changed, Brendell Manufacturing Inc. communicates changes to relevant personnel and amends relevant documents

7.2.3 Customer communication

Brendell Manufacturing Inc. is always in close contact with their customers. As an order progresses thru the manufacturing cycle the customer is kept up to date on progress and problems. Regular communication with the customer is maintained in the following areas:

- Product Information
- Enquiries, contracts and order handling, including amendments
- Customer Feedback, including customer complaints

7.4 Purchasing

7.4.1 Purchasing process

A documented procedure control of purchasing BMP-004 is followed to ensure that purchased product conforms to the specified purchase requirements. The procedure outlines the extent of control required for suppliers. Suppliers are evaluated and selected based on their ability to supply product in accordance with requirements as outlined in the procedure. Criteria for selection, evaluation and re-evaluation are documented in the procedure. Records of the evaluation and any necessary actions are maintained as quality records.

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7.4.2 Purchasing information

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

- Requirements for approval of product, processes and equipment
- Requirements for qualification of personnel
- Quality management system requirements

The purchasing documents are reviewed to ensure the adequacy of requirements before orders are placed with the supplier.

7.4.3 Verification of purchased product

The Purchasing Procedure BMP-004 describes the process used to verify that purchased product meets specified purchase requirements and process flow BMF-104 Receipt of product defines the actions upon receipt of the product. If Brendell Manufacturing Inc. or the customer will perform Source Inspection at the supplier's premises, the verification arrangements and method of product release are documented in the purchasing information.

7.5 Production and Service Provision

7.5.1 Control of production and service provision

Brendell Manufacturing Inc. plans and carries out production and service provision under controlled conditions according to the developed Work Order per BMP-003. Controlled conditions include, as applicable:

- The availability of information that describes the characteristics of the product
- The availability of work instructions
- The use of suitable equipment
- The availability and use of monitoring and measuring devices
- The implementation of monitoring and measurement
- The implementation of release, delivery and post-delivery activities

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7.5.2 Validation of processes for production and service provision

Brendell Manufacturing Inc. validates any processes for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement. This includes any processes where deficiencies become apparent only after the product is in use. Validation demonstrates the ability of these processes to achieve planned results. These validation requirements will be defined as required in the creation of the Work Order per BMP-003.

Process validation may include the following:

- Defined criteria for review and approval of the processes
- Destructive test of sample parts
- Compliance to qualified customer or other recognized method of manufacture
- Approval of equipment and qualification of personnel
- Use of specific methods and procedures
- Requirements for records
- Revalidation

7.5.3 Identification and traceability

Brendell Manufacturing Inc. identifies the product throughout product realization in accordance with BMP-003 Work Order Creation and Maintenance. The Work Order is the primary document for identifying all identification requirements and capturing all traceability needs. Brendell Manufacturing Inc. controls and records the unique identification of the product where ever traceability is a contract specified requirement. The specific method of identification will be determined on a case by case basis and will be defined in the Work Order.

7.5.4 Customer property

Brendell Manufacturing Inc. exercises care with customer property while it is under the organization's control or being used. Control of Customer property is outlined in the following procedures and process flows; BMP-003 M.O. creation BMP -005 Tool Management, BMF-104 Receipt of product and BMP-007 Control of NCM. These processes outline the Identification, verification, protection and safeguarding of customer property provided for use. If any customer property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer and records maintained.

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7.5.5 Preservation of product

Brendell Manufacturing Inc. preserves the conformity of product during internal processing and delivery to the intended destination per process flow BMF-104 actions upon receiving and BMF-107 order completion. This preservation includes identification, handling, packaging, storage and protection. Preservation also applies to the constituent parts of a product.

7.6 Control of monitoring and measuring devices

Brendell Manufacturing Inc. has determined the monitoring and measurement to be undertaken during the manufacture of each component as specified in the component M.O. (BMP-003). The monitoring and measuring devices needed to provide evidence of product conformity have also been identified and are contained on the calibration tool list. Calibration is performed in accordance with BMP-005 Tool Management.

Where necessary to ensure valid results, measuring equipment is:

- Calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards
- Adjusted or re-adjusted as necessary;
- Identified to enable the calibration status to be determined;
- Safeguarded from adjustments that would invalidate the measurement result;
- Protected from damage and deterioration during handling, maintenance and storage.

In addition, during each calibration interval, if a tool is found to be out of calibration, Brendell Manufacturing Inc. takes appropriate action on the equipment and any product affected. Records of the results of calibration and verification are maintained

Related Documents

M.O Creation and Maintenance	BMP-003
Purchasing	BMP-004
Control of Measurement and test equipment	BMP-005
Receipt of product	BMF-103
Order Completion	BMF-104



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Section 8: Measurement, Analysis and Improvement

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8.1 General

Brendell Manufacturing Inc. has planned and implements the monitoring, measurement, analysis and improvement processes as needed

- To demonstrate conformity of the product,
- To ensure conformity of the quality management system, and
- To continually improve the effectiveness of the quality management system.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

As one of the measurements of the performance of the quality management system, Brendell Manufacturing Inc. monitors information relating to customer perception as to whether the organization has fulfilled customer requirements. This is done by continual verbal discussions with the customers concerning past performance and pending orders.

8.2.2 Internal Audit

Brendell Manufacturing Inc. conducts internal audits at planned intervals to determine whether the quality management system

- Conforms to the existing documentation of the quality management system requirements established by the organization
- Is effectively implemented and maintained.

An audit program has been designed and implemented and identifies an audit schedule based on the importance of the areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency, methods, responsibilities and requirements for planning and conducting audits, and for reporting and maintaining results, are defined and documented in the Internal Audit procedure BMP-006.

8.2.3 Monitoring and measurement of processes

Brendell Manufacturing Inc. applies suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These elements are defined previously in section 5.4 above. When targets are not met, correction and corrective action is taken.



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8.2.4 Monitoring and measurement of product

Brendell Manufacturing Inc. monitors and measures the characteristics of the product to verify that product requirements are fulfilled. This is carried out at appropriate stages of the product realization process identified in the component Work Order and as required per BMF-103 receipt of product and BMF -104 order completion.

Evidence of conformity with the acceptance criteria is maintained. Records indicate the person authorizing release of product. Product release does not occur until all the process defined by BMF-104 Order completion has been completed unless otherwise approved by a management authority and where applicable by the customer.

8.3 Control of Nonconforming Product

Brendell Manufacturing Inc. ensures that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product are defined in the Control of Nonconforming Product procedure BMP-107.

8.4 Analysis of Data

Brendell Manufacturing Inc. determines, collects and analyzes performance data to continually evaluate the quality management system to look for improvement opportunities. The data as noted in 5.4 above is collected and reviewed in accordance with BMF-105 Process Improvements. This data may also include information generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data provides information relating to:

- Customer satisfaction
- Conformance to product requirements
- Characteristics and trends of processes and products including opportunities for preventive action
- Suppliers

Revision	Reason for change	Date	Approval
G	Revised Document hierarchy and new training procedures	11/06	BD
H	Updated to reflect current Quality procedures	3/07	BD

8.5 Improvement

8.5.1 Continual improvement

Brendell Manufacturing Inc. continually improves the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

8.5.2 Corrective action

Brendell Manufacturing Inc. takes action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered.

Documented procedures BMP-003, BMP-007, BMF-105 define requirements for

- Reviewing nonconformities (including customer complaints),
- Determining the causes of nonconformities,
- Evaluating the need for action to ensure that nonconformities do not recur,
- Determining and implementing action needed,
- Records of the results of action taken
- Reviewing corrective action taken.

8.5.3 Preventive action

Brendell Manufacturing Inc. determines action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential problems.

A documented procedures BMP-006 Internal audit, BMP-007 control of NCM, and BMF-105 process improvement define requirements for:

- Determining potential nonconformities and their causes
- Evaluating the need for action to prevent occurrence of nonconformities
- Determining and implementing action needed
- Records of results of action taken
- Reviewing preventive action taken



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G	Revised Document hierarchy and new training procedures	11/06	BD
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Related Documents

Process Improvements	BMF-105
Internal Audits	BMP-006
Control of Nonconforming Product	BMP-007