SHEFFIELD PLATERS INCORPORATED

QUALITY ASSURANCE MANUAL

REVISION M

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Revision	Description	Date
A	Quality Assurance Manual Initial Release	9/13/2002
B	Revised per ECO# 210	7/23/2004
C	Complete Manual Revision to incorporate ISO9001:2000 standard	10/5/2005
D	Page1,2,8,12,14 & 28 to improve upon findings during ISO 9001:2000 pre-assessment findings, see red lined notes on ECO # 300, and grammatical corrections <class II changes, see ECO attached red lines>.	12/21/2005
E	Whole Document edited from Excel to Word Format, re-organized cross reference chart for easier understanding. SPI Q. Policy left in a single page. All per ECO # 301.	4/06/2006
F	Clerical Revision of Entire document. Updated approvals and org chart. Revised per ECO # 308	10/8/2007
G	Incorporated AC7108 NadCap Requirements, extensive add-ons to existing ISO9001:2000 compliant structure to align with AC7004 & AC7108 requirements. See ECO#309	2/01/2008
H	Minor revisions to clarify requirements. Org chart updated. See red-lined doc, and ECO # 321	7/16/08
I	Updated to ISO 9001:2008 revision.	9/21/09
J	Clerical Revision	9/21/10
K	Revised org chart, quality policy, clerical revisions.	3/1/13
L	Updated to ISO 9001:2015 revision. Addendum to Appendix B added 11/30/2017.	9/30/2017
M	Updated to refine scope of Quality System and remove overly broad exclusions,	12/7/2018

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Introduction

Sheffield Platers Inc. has developed and implemented a quality management system which uses the ISO 9001:2015, Nadcap AC7004 and AC7108 standards as a framework that allows our organization to document and improve our practices in order to better satisfy the needs and expectations of our customers, stakeholders and other interested parties.

This Quality Manual describes that system, including defining the scope of the Quality Management System, summarizing the processes within that system and identifying inter-relationships between them, and assigning responsibilities and authorities of personnel working within that system.

References

ISO 9001:2015, Quality Management System Requirements
Nadcap AC7004, Quality Management System- Requirements for Nadcap Accreditation
Nadcap AC7108 (and associated slash sheets) , Nadcap Audit Criteria for Chemical Processing

Context of the Organization

Sheffield Platers operates in the wider context of our community and industry, on a local, national and global scale; the organizational processes of Sheffield Platers both affect and are affected by this context. Sheffield Platers identifies, analyzes, monitors and reviews those factors that may affect our ability to satisfy our customers and stakeholders (both internal and external), or that may affect the stability or integrity of our management system.
As part of the implementation of the Quality Management system, Sheffield Platers executive management will identify internal and external issues that may have an effect on achieving the organization's strategic goals and values. These issues will be monitored and reviewed by Sheffield Platers management at least annually for relevance and impact. Consideration will be given to these issues when evaluating potential risks and improvements to Sheffield Platers processing, business interests and Quality Management System.

Relevant Interested Parties and Their Interests

Sheffield Platers recognizes that we have a unique set of interested parties and stakeholders whose needs and expectations change and develop over time. SPI will identify those interested parties and stakeholders and those of their interests that are relevant to our processing and Quality Management System; this information will be reviewed at least annually, and will be considered when making process or system changes and evaluating risks and opportunities.

Scope of the Quality Management System

This Quality Management System is designed and will be implemented in such a way as to cover and support the following Scope:

- Chemical Processing of customer product
- Those production, inspection, administration and management processes that directly impact or are directly impacted by our chemical processing of customer product

Some organizational processes and practices do not fall within the stated Scope and are thus excluded from coverage by this Quality Management System(QMS). Additionally, Sheffield Platers does not perform product design; thus, design and development clauses of ISO 9001:2015 will be addressed within this QMS only as they apply to process design and development.

The purpose of this Quality Management System is to:

- Ensure conformity to customer, statutory and regulatory requirements, as applicable, thereby increasing customer satisfaction
- Drive continuous improvement in processing and organizational practices
- Provide a framework by which the company can define its business processes
- Provide policies and procedures by which the company can achieve and maintain complaince to the ISO 9001:2015, AC7004 and AC7108 standards.

Quality Management System Processes

Sheffield Platers' uses a process-based approach in developing, implementing and maintaining its Quality Management System. Sheffield Platers will define and document the processes necessary for the Quality Management System, and describe the interaction of those processes. A diagram showing the interaction of Quality Management System Processes can be found in Appendix A of this Quality Manual.

Management Responsibility

The executive management is responsible for establishing, implementing and maintaining the QMS. Specific responsibilities include but are not limited to:

- Formulating the Quality System
- Defining processes necessary for operation of the Quality System
- Identifying & Addressing the Organizational Context and Interested Parties
- Defining the organizational structure
- Assigning authorities and responsibilities
- Evaluating the quality system and when appropriate, implementing changes to ensure it acheives intended results
- Providing resources, including human resources, to implement and maintain the system
- Defining the Quality Policy and Quality Objectives
- Addressing risks and opportunities to the QMS
- Performing activities to improve the QMS
- Provide for necessary procedures and records to document the Quality System

Responsibilities and Authorities

The interrelation of personnel who manage, perform and verify work affecting quality is defined in the organizational chart in Appendix C. Sheffield Platers' organization is comprised of the following departments:

- The Production Department, headed by the General Manager
- The Quality Department, headed by the Quality Assurance Manager

- The Administration Department, headed by the President
- The Customer Support Department, headed by the Vice President

Each department head reports directly to the President. The President and department managers constitute the executive management; the president may designate additional executive managers as appropriate.

The responsibilities for each department manager are defined below:

<u>President</u>
- Environmental, Human Resources and Safety Compliance
- Leads Executive Management Team
- Evaluate overall company performance
- Leads formulation of Quality Policy and Objectives
- Provides necessary resources to maintain the Quality System
- Conducts management review meetings
- Oversees Continuous Improvement Activities
- Certifies Internal Audits
- Leads Facilities and Maintenance Department

<u>Vice President</u>
- Marketing, New Business & Sales
- Identify and initiate process for development of new processes
- Determination and communication of product requirements, including statuatory and regulatory requirements
- Oversee purchasing and vendor control activities
- Promote customer focus – act as the voice of the customer within the organization
- Monitor customer satisfaction and initiate improvement activities when needed
- Lead customer communication activities

<u>General Manager</u>
- Leads process development and control activities
- Defines production processes through work order design
- Leads and oversees plating production activities
- Oversees the Lab and Chemical Analysis department
- Identifies resource needs for production provision, including human, facility and equipment resources
- Leads production improvement activities

<u>Quality Manager</u>
- Leads activities related to establishment and maintenance of the Quality Management System
- Leads Quality Management System Planning activities, including ensuring the integrity of the QMS when changes are planning and implemented.
- Reports performance of the QMS to management
- Acts as Management Representative for the QMS

- Ensures conformance to ISO, AC7004 and AC7108 standards
- Oversees product inspection and testing and certifies product compliance
- Oversees Process Control Testing
- Oversees control of Monitoring and Measurement Equipment
- Oversees activities related to Control of Nonconforming Product, including scrap and rework
- Coordinates document and record control activities
- Maintains inspection and testing records
- Responsible for internal and external audits
- Leads development and implementation of new procedures
- Coordinates Continuous Improvement Program

Management Representative

The Quality Manager has been appointed as the Management Representative for the quality system at Sheffield Platers. In the absence of the Quality Manager, the company President will act as the Management Representative. The Quality Manager has the authority and responsibility to ensure that the processes needed for the quality management system are established, implemented and maintained, the efficacy of the QMS is continuously improved, and the established system complies with the requirements of the ISO 9001, AC7004 and AC7108 standards and any applicable customer requirements. The Management Representative promotes awareness of QMS requirements throughout the organization. The Management Representative reports to the executive management on the performance of the QMS and any needs for improvement.

Management Commitment

Top management will provide evidence of is leadership and commitment with relation to the development, implementation, maintenance and continuous improvement of the Quality Management System. They will acommplish this by:

- Communicating to the organization the importance of meeting QMS requirements, as well as customer, statutory and regulatory requirements
- Establishing and communicating a quality policy
- Establishing quality objectives and the necessary activities to achieve and monitor them
- Conducting management reviews
- Ensuring availability of resources, including necessary infrastructure, work environment, materials and human resources required to achieve conformity to product requirements.
- Ensuring customer requirements are determined and met with the aim of enhancing customer satisfaction
- Promoting a process-based approach and risk-based thinking

Management Review

The executive management shall systematically review the peformance of the quality system at least annually. The purpose of this review is to assess the effectiveness and suitability of the quality system and evaluate its compliance to company policy. The executive management is responsible for scheduling and conducting management reviews. Review inputs and outputs will be defined, and the review will be documented.

Provision of Resources

The management will determine and provide the resources necessary to establish and maintain the Quality Management System, and the processes that are part of the Quality Management System. This includes human resources, infrastructure, work environment, and the materials necessary to carry the necessary activities.

Communication

Top management will ensure that appropriate processes are established for communications, both internal and external, necessary to the QMS.

Internally, management will ensure that employees at all levels of the organization are aware of the quality policy, relevant quality objectives, their contribution to the quality system, and the implications of not conforming to the requirements of the quality system. This will be accomplished through training, documentation, and integration of these items in the operation of the organization.

Necessary external communications will be determined by the management; what information to communicate, to whom it will be communicated, the method by which it will be communicated, and who and when the information will be communicated will be determined.

Quality System

Sheffield Platers maintains a documented quality system which has been established to fulfill the requirements of the the ISO 9001, AC7004, and AC7108 standards, and applicable customer requirements. These standards create a framework for ensuring control of materials, processes and verification activities, thus providing our customers with confidence that their products are processed in a controlled environment.

Sheffield Platers Inc. fulfills the following items:

- Determine the processes needed for the quality management system and their application throughout the facility.
- Determine the sequence and interaction of these processes.
- Determine the criteria and methods needed to ensure that both the operation and control of these processes are effective.
- Ensure the availability of resources and information necessary to support the operation and monitoring of these processes.
- Monitor, measure and analyze (where applicable) these processes.
- Implement actions necessary to achieve planned results and continuous improvements of these processes.

The above-mentioned processes are controlled by Sheffield Platers Inc. in accordance with related standards and customer requirements. If Sheffield Platers Inc. should choose to outsource certain processes that could affect the integrity of the QMS, SPI will ensure these proceses are controlled. The type and extent of control to be applied to outsourced processes shall be defined. Customers will be made aware of changes to the QMS as required by contract.

Quality System Documentation

Sheffield Platers Inc has established a Quality Assurance Manual (QM100) and supporting procedures, forms and other documents, which will define and establish the processes and practices required to achieve the goals of the QMS. These documents are maintained and controlled through the Document Control system. Quality System documentation is available to employees at defined stations in the facility, and individual copies will be made available through the Document Control department.

Quality Manual

Sheffield Platers has established a Quality Manual(QM 100), describes the guidelines of the quality management system. In addition, the Quality Manual:

- Establishes the scope of the quality management system including the details of, and justification for, any exclusions.
- Summarizes the requirements of the QMS
- Describes the processes required for the QMS and the interactions between them
- Establishes the Quality Policy

Quality Policy

A Quality Policy has been established by SPI top management and will be maintained as a part of the Quality Management System. The SPI Quality Policy reflects the business objectives of the SPI organization, and the commitment of the organization to comply with and continually improve the efficacy of the Quality Management System. The SPI Quality Policy is utilized as a framework to establish and analyze SPI Quality Objectives and other activities of the QMS. The Quality Policy will be reviewed at least annually through the Management Review process. The Quality Policy is posted in conspicuous locations throughout the SPI facility and is communicated to employees at all levels of the organization, and is available to interested parties by request or on the company website.

Quality Objectives

Sheffield Platers will monitor and measure quality system processes through the establishment of Quality Objectives. Quality Objectives will be established by management based on customer and business requirements. They will be measurable and be in accordance with the quality policy. Objectives will be established annually, and will focus on key quality processes, with the goal of maximizing product conformity and customer satisfaction. Review and reporting of Quality Objectives will be performed during Management Review meetings. Quality Objectives will be communicated to relevant employees at all levels of the organization.

Quality System Planning

Establishment and implementation of the quality system and changes to the quality system will be planned. Sheffield Platers will consider the effect of the organizational context and the needs of interested parties as part of the planning process. The planning will also include identification of risks and opportunities, actions to address them and a plan to evaluate the effectiveness of those actions. The Quality system, when established or changed, will be evaluated to ensure that the QMS will achieve intended results, that desirable effects are enhanced, undesirable effects are minimized, and that improvement is achieved. When changes are made to the quality system,

Sheffield Platers will evaluate the purpose of the changes and their potential consequences (and identify actions necessary to avoid or minimize undesirable consequences). Prior to implementing changes, management will ensure that the integrity of the system will be maintained, that necessary resources are allocated and new or changing responsibilities are assigned.

Process Development and Control

New process development will be planned and performed under controlled conditions. New process development activities will be performed with the intention of ensuring the process will produce product that meets specification and customer requirements. Changes to existing processes will be controlled, though they may not require all processes and controls used for new process development.

Planning for Product Realization

SPI plans and develops quality and production processes needed to meet customer requirements. This includes:

- definition of quality objectives and requirements for the product,
- establishment of processes, procedures and other documentation specific to product processing,
- determination and provision of resources necessary to produce product meeting customer requirements,
- establishment of verification, validation, monitoring, measurement, inspection and test activities specific to the product and criteria for product acceptance
- establishment of documents and records to provide evidence that realization processes and the resulting product meet customer, standard and specification requirements.

Determination and Communication of Product Requirements

Sheffield Platers has established processes to ensure that customer and product requirements are determined, reviewed and communicated within the organization. All contracts and orders are reviewed to ensure customer requirements are adequately defined and understood and confirm that Sheffield Platers has the capacity to meet the contract requirements.

Determination of Product Requirements

Prior to processing of product, SPI determines that requirements are adequately defined through the contract review process to ensure appropriate processing. This may include any or all of the following requirements:

- customer requirements specified on purchasing documents or blueprint, including requirements for delivery and post-delivery activities
- requirements not stated by the customer but necessary for specified or intended use, when known by Sheffield Platers (including flight parts)
- Requirements of the processing standard specified by the customer or blueprint
- Statutory or regulatory requirements applicable to the product (including ITAR/EAR and ROHS requirements)

- Contract or order requirements differing from previous orders, quotes or communications
- Any additional requirements considered necessary by the organization

Any contract or requirement discrepancies must be resolved prior to acceptance of the contract. When the customer does not provide documentation of their requirements, their requirements must be confirmed prior to acceptance of the contract. The results of these processes will be documented.

Communication of Product Requirements

Product requirements will be communicated within the organization through the work order and accompanying documents, forms, etc. The work order will contain a description of the process, including required process parameters, inspection, testing and measurement of the product, shipping/packaging requirements, legal and statuatory requirements, and other information deemed necessary by the organization to meet stated and unstated customer requirements.

Changes to Product Requirements

Change orders are received and reviewed by Planning and Quality to ensure that the new requirements are incorporated into the operations plan and all other functions which are affected by the change. Relevant personnel will be made aware of the changed requirements through notation on the order documents or through verbal or written communication from the planning departments. Changes to product requirements will be documented.

Document and Data Control

Sheffield Platers has established processes to establish, maintain and control the documents and data necessary for the implementation of the Quality System and the processes to which it applies. The Quality Manager or their designee is responsible for coordinating, enforcing and auditing all document control related activities.

Document and Data Approval and Issue

All documents and data will be reviewed and approved for adequacy by authorized personnel prior to issue; document changes will undergo the same review and approval processes as new documents. A document control system has been established to control and identify the current revision status of all documents to preclude the use of invalid or obsolete documents. Operational procedures shall be reviewed by the Quality Department on an annual basis and updated or reapproved as appropriate. Records of this review will be maintained by the document control department. Documents of all forms, including those in electronic format, will be approved and controlled.

This control will ensure that:

- The pertinent revisions of appropriate documents are available at all locations where operations essential to the effective functioning of the quality system are performed.
- Document changes and the current revision status of documents are identified.
- Documents remain legible, readily identifiable, and in appropriate condition for use
- Invalid and/or obsolete documents are promptly removed from all points of issue or use, or otherwise assured against unintended use;
- Any obsolete documents retained for legal and/or knowledge-preservation purposes are

suitably identified

- Externally issued/controlled documents utilized in the course of SPI operations will be controlled by SPI as appropriate to ensure that appropriate documents necessary to ensure compliance to customer requirements are available, usable, and readily identifiable. Externally issued documents will be reviewed as appropriate to determine that the most recent or appropriate revision is used. (Previous revisions may be maintained and used as required by the customer, but will be noted as Obsolete).

Documents and document changes may be initiated by anyone in the organization, but may only be issued by an authorized department. In the event that a process or procedure is changed, the Document Control Department shall review and revise the applicable procedure as needed prior to its use, to ensure compliance with ISO 9001, Nadcap, contractual and statuatory requirements.

Purchasing and Vendor Control Processes

Sheffield Platers has established processes and procedures to ensure that purchased products and services meet the process and contract requirements. Purchasing and vendor control activities are performed by the designee of the Vice President.

Supplier Approval and Evaluation

Sheffield Platers assesses its suppliers and purchases products and services only from those that can satisfy the company's quality requirements. Requirements for the approval of suppliers are established. Customer-approved vendors will be used when required by contract. The performance of suppliers and vendors is monitored on an ongoing basis. Supplier approval and evaluation activities will be documented and records retained.

Supplier Control

When Sheffield Platers chooses to delegate verification of purchased products/processes to the supplier, the requirements for delegating shall be defined and the supplier shall have demonstrated a level of system and product/process quality as defined in the purchasing procedure.

Purchasing Documents

Purchasing documents clearly describe ordered products and processes, including quality requirements, which may include requirements for the approval of product, procedures, processes or equipment, requirements for the qualification of personnel, and quality management system requirements. Purchasing documents are reviewed and approved prior to release. Flow down of customer requirements, when required, will be communicated through the purchase order document. All purchase order documents will include requirement for right of entry to vendor facilities. The provision allows Sheffield Platers, Sheffield Platers' customer, and regulatory agencies to determine and verify the quality of work, records and material at any place, including the plant of the supplier. When required by customer contract, purchase order documents will also include the requirement for customer access to verify conformance of purchased product.

Purchased Product Verification

Purchased products/processing are verified by Sheffield Platers through inspection or other

verification activities performed by the requesting department, to ensure that products or services received meet purchase order requirements. Compliance of products and services may be established through various means, as defined by procedure, which may include supplier-provided certification or test reports, which will be reviewed and verified as necessary by Sheffield Platers. When Sheffield Platers chooses to verify product at their supplier's facility, the intended verification arrangements and method of product release will be stated in the purchasing document, and the result of the verification will be documented.
Sheffield Platers assumes responsibility for the quality performance of their suppliers, including customer designated suppliers.

Control of Customer Product

Sheffield Platers has established controls to ensure that customer product is properly handled, identified, preserved and that delivery and post-delivery activities are carried out as required.

Identification and Traceability

Materials, components, subassemblies and products supplied by the customer are identified throughout the process, through use of a unique job/work order number and identification to the corresponding shop traveler and purchase order. These documents will be identified to the product during all phases of processing from receipt to shipment. Customer supplied product or property is identified, verified, protected and safeguarded as appropriate. Unique product identification (such as serial number) will be controlled when traceability is required.

Preservation of Customer Product

Customer supplied property will be handled with care while under the control or use of SPI; handling protocols will be dependent on qualities of the product and customer needs. When specified by contract, special handling instructions from customers will take precedence over Sheffield Platers' standard procedures; this includes special packaging or shipping requirements. Any product that is damaged or is otherwise unsuitable for use will be recorded, controlled to prevent use or further damage and reported to the customer.

Process Control

Processing and individual operations are planned and documented. The method to control the processing of the customer product will be per required industry or customer specifications and/or proprietary processes that meet customer requirements. Personnel performing complex or critical operations are provided with a work order, and when applicable, workmanship criteria. Processing equipment is checked and maintained to ensure continuing process capability. Production areas are maintained to provide a suitable production and working environment (See QP4.9P).

Processing will be carried out under controlled conditions, which will include ensuring that the necessary information, work instructions, equipment (including equipment needed for inspection and measuring activities) are available, and the necessary activities are carried out to meet customer requirements (including inspection/measurement, product release, delivery and post-delivery activities).

Production Planning

The production plan is specified by the work order prepared by Planning. The work order lists all processing and inspection operations necessary to process and verify parts. The work order will be monitored for verification of sequential operations and acceptance. Processes are controlled by written procedures, process operator training and/or certification, process equipment qualification or continuous process monitoring.

The Operation Manager is responsible for selecting appropriate process control methods for particular processes. The quality planning process includes documenting references to applicable specifications on the work order as required. Evidence that all processing and inspection operations have been completed in sequence, as planned or as otherwise documented and authorized is verified at the final inspection process. Production process changes are to be approved by the General Manager or personnel designated by the General Manager. Production process changes will be controlled and documented, including changes to processes, production equipment, tools and software programs. Results of production process changes will be considered prior to approval, and will be monitored and assessed to confirm that the desired effect was achieved, and there are no adverse effects to product conformity.

Work order Configuration Control

Work orders are established and control the configuration, part number, and revision of all products as defined by the customer during all phases of processing. Each operator and inspector will be responsible to verify that the part number and revision is documented on the work order.

Process Verification

Sheffield Platers validates processes where the resulting output cannot be readily evaluated through subsequent monitoring and measurement activities. Validation will demonstrate the ability of the process to achieve the desired results, and the following requirements will be defined for validation activities:

* Criteria for review and approval of process
* Equipment and Personnel qualifications
* Specific methods and procedures to be used
* Record requirements
* Criteria, process and frequency of revalidation

Sheffield Platers monitors and validates chemical processes through the Periodic Testing program, monitoring and validation of process solutions, and use of test coupons to validate product requirements.

Inspection and Testing

Inspection and testing are conducted on received materials at significant stages of processing and prior to shipment of the final product. The objective of inspection and testing is to verify product conformance with specified requirements. Records of inspections and tests are established and maintained to show evidence that products comply with stated requirements. These records may be acceptance of work order operations, certifications, inspection or test data, or tech data

records. If Sheffield Platers, selects to have inspection and tests performed by an outside suppliers, the supplier used shall be an approved, qualified supplier of Sheffield Platers. Inspection and production personnel use appropriate and calibrated measuring and test equipment. The level of inspection performed will be determined based on specification and customer requirements, part and process characteristics and end use.

Receiving Inspection

All incoming parts will not be released for processing until they have been inspected or verified as conforming to the customer specified requirements. The conformity verification will be visual inspection in accordance with the processing work order or customer shipper or purchase order. The extent and nature of inspections performed will be dependent on the type/kind of inspection required to provide evidence of conformity. Inspection may be visual, dimensional, or certification review.

When incoming product is released for urgent production purposes prior to verification, it will be positively identified and recorded in order to permit immediate recall and replacement in the event of nonconformity to the specified requirements. In the event that incoming product is released for urgent production purposes prior to verification, Sheffield Platers shall ensure product conformity or obtain customer approval prior to shipment.

In-Process Inspection

In-process inspections are specified on work orders accompanying the products during their processing operation. The actual features monitored during in-process inspection will be specified on the work order and are performed by the processing personnel.

In-process inspections are performed at the required place in the processing flow, as defined by the job traveler. In-process inspection may be verification of processing equipment such as verification of time, temperature, solution or visual inspection for attribute characteristics (as determined by customer or specification). In-process testing (adhesion, finish, dimensional, panels, and solution) may be required based on the applicable specification. Further processing will not be performed until the required in-process inspections have been completed.

Final Inspection

All finished product is subjected to final inspection and/or testing in accordance with the work order and documented procedures, to conformity of the finished product to customer and specification requirements.

The Final QA Inspectors will verify that all reqired receiving and in-process inspections and testing have been carried out and the results meet the specified requirements before proceeding.

No product shall be dispatched until all the activities specified in the operations work order and the final inspection plan has been completed and the associated documentation is available and authorized.

First Article Inspection

When required by customer or specification, or advised by the General Manager or Quality Manager, a first production article will be run and inspected for conformity to requirements. The first article will be documented as required on the work order, an inspection report, or certification as All first article documentation will be retained and shall list the inspections performed and, the actual results/characteristics observed in performance of the inspection or tests. The process may be adjusted, as appropriate, by the General Manager or Quality Assurance Manager, or their designee, based on the first article inspection and customer feedback.

Inspection and Test Records

All types of inspections performed are documented to show the product has been inspected and whether the product has passed or failed any inspection or test according to defined acceptance criteria. These records identify the inspection authority responsible for the release of the product.

Inspection Options

Sheffield Platers may perform sampling as required by customer/contract or processing specification. Sampling will be per specification customer requirements. When no sampling plan is specified by the specification or customer, sampling will be performed by ANSI Z1.4. Statistical process control may be performed when determined to be as appropriate by the Quality Manager or required by the customer.

Inspection requirements identified by the engineering drawing or specification take precedence over the inspection options described here.

Inspection, Measuring and Test Equipment

Appropriate monitoring and measuring equipment to ensure conformity to product requirements is obtained and maintained by Sheffield Platers. All measuring and test equipment used for verification of products is calibrated using calibration standards traceable to National Institute of Standards and Technology. The accuracy of the required measurements is defined and the appropriate equipment is selected to perform the measurements. Calibration certificates are documented and maintained. The calibration status of measuring equipment is identified with calibration stickers and/or traceable back to individual calibration records. All calibration systems meet the intent of ISO 10012-1.

All inspection, measuring, and test equipment and comparative references (gages) used for acceptance of product and for control of production processes are calibrated at established intervals against certified equipment having a known valid relationship to nationally recognized standards. Equipment will be re-calibrated as necessary after performance of maintenance that may compromise the calibration status. Equipment will be safeguarded from adjustments that may invalidate the measurement results, and will be protected from damage and deterioration during handling, maintenance and storage. Equipment requiring calibration will be identified as to calibration status.

Equipment used for purposes other than acceptance of products or control of production processes is exempt from the requirements for calibration. Such equipment is labeled with "Reference Only" stickers. Uncontrolled measuring equipment will not be stored in the inspection

area.

Inspection and Test Status

The inspection and test status of all products is identified to indicate the conformance or nonconformance of the product. This identification is maintained throughout the processing of product to ensure that only product that has passed the required inspections and tests is utilized. Inspection and test requirements will be identified at applicable stages of the process to determine the compliance of the product to customer and process requirements. The inspection or test status of product being processed shall be identified by the sequential operations of the work order. Inspectors and other personnel authorized to perform inspections and testing are responsible for stamping or initialing the work orders with their inspection stamp or signature. The status of all phases of inspection, is indicated with the acceptance or rejection stamp or a signature in the appropriate area of the operations work order. Each inspection stamp is traceable to an individual employee. Traceability to the employee is maintained through the signature/stamp log.

The inspector performing the final inspection has the authority to release product for shipment once he/she has deemed it acceptable. An acceptance stamp in the final inspection operation of the operations work order is evidence the product has been released for shipment.

When stamps are used to indicate product status, the stamps are designed to clearly identify the personnel to whom the stamps are issued. A stamp log listing all issued stamps is maintained by the Sheffield Platers Quality Control Department. Stamps will be audited on a periodic basis to ensure legibility.

Control of Nonconforming Material

All nonconforming material is identified, documented, evaluated, segregated to prevent the product from being used, installed or shipped, and dispositioned by The Quality Manager or the designated person(s). Responsibility for disposition of nonconforming product is maintained by the Quality Manager and when required, the customer will maintain the authority for product disposition. All Sheffield Platers personnel are responsible for rejecting material that does not meet defined requirements.

Sheffield Platers procedure for Non-conforming product shall be limited at preliminary review to “rework to specification”, “scrap”, return to customer” or “submit to the customer on a concession”. Re-grading will not be allowed by Sheffield Platers. “Repair” or “use as is” dispositions will be made by the customer Nonconformities, inculding customer returned material, will be documented.

All product that is reworked to specification will be re-inspected per documented instructions, and all re-inspections will be documented. Scrap product shall be marked or separated from production material identified and returned to the customer with documented reports of the nonconformance. Scrap material will be segregated in shipment and clearly identified to the customer. Sheffield Platers will notify the customer when a nonconformity is discovered in our

process or product which may affect products already delivered.

Corrective Action

Causes of product and quality system nonconformities are investigated and corrective actions are implemented to prevent their recurrence when appropriate. Controls are applied to ensure that corrective actions are implemented and that they are effective.

Any employee of Sheffield Platers may initiate a corrective action request; issuance of corrective actions, follow-up and close-out of corrective actions will be performed by the Quality Manager or their designee. Corrective actions will entail a review of the customer complaint, product or process nonconformity, investigation of the cause of the nonconformity (including root cause determination when appropriate), determination of the corrective action needed to eliminate the cause of the nonconformity, application of controls to ensure the nonconformity does not recur, and verification that corrective actions have been carried out and are effective.

Handling, Packaging, Preservation and Delivery Activities

Sheffield Platers will take appropriate measures to prevent damage and deterioration of customer or purchased product. Receipt to and from processing areas are controlled. The condition of stored products is assessed at established intervals. Packaging is specified and controlled. Products are protected prior to and during delivery.

Handling and Preservation

SPI will ensure that purchased product and customer property is handled during processing and delivery operations in such a way that the integrity and conformity to requirements of the product is preserved. Activities to preserve product will include identification, handling, packaging, storage and protection.

Packaging, Shipment and Delivery

Hardware will be packaged as received, as specified by the customer, or as needed to preserve the product during shipment and delivery. When packaging is not specified by the customer, hardware shall be packed for protection based on part characteristics and delivery method. Hardware will be shipped or delivered as specified by the customer. Packaging will be verified by the Inspection and/or Shipping Department. Shipping documentation and certification documents will meet customer requirements.

Control of Quality Records

Quality records will be controlled and maintained to demonstrate achievement of the required quality and the effective operation of the quality system. Records are identified, indexed and stored in a suitable environment to minimize deterioration and to prevent loss. Records will be maintained such that they remain legible, readily identifiable and retrievable. Records are stored and maintained by the Quality and Administration Departments. Retention periods for quality records are established and recorded; procedures for the disposal of records are established.

The standard retention period for quality documents is 8 years minimum. Records for any

customer that requires retention beyond 8 years will be controlled as required by contract. Quality records will be available for customer and regulatory agencies for examination as required.

Internal Quality Assessments

Planned and documented quality assessments/audits are conducted once per external audit cycle (typically, once per year) to ensure compliance of the quality system and associated processes to ISO 9001, AC7004 and AC7108 and SPI QMS requirements. Audits are planned and will be carried out as planned. Audits are conducted by qualified personnel independent of those having direct responsibility of the audited activities. Auditors are selected with the goal of ensuring impartiality and objectivity; auditors do not audit their own work. Identified nonconforming conditions are brought to the attention of the responsible managers and, when appropriate, corrective action will be required to eliminate nonconformances and their causes.

The Quality Manager is responsible for directing the internal audit, and will typically act as the lead auditor. The Quality Manager may assign auditing responsibilities to other qualified individuals within the organization, or may contract outside auditors when deemed necessary.

Audit Results are certified by the company president and will be reviewed by top management during Management Review meetings.

Training and Assessment

Personnel assigned to perform specific tasks are qualified on the basis of appropriate education, training or experience. Records of personnel qualifications and training are maintained in their personnel file, training files, or the department records.

Training programs are based on the skills and knowledge required to perform specific tasks in their related departments. This training will be provided to each employee directly by their department supervisors, or by other properly qualified individuals.

Employees will be assessed to ensure competence in their assigned functions. Identified deficiencies will be addressed, and the employee re-assessed to confirm that the required competence has been achieved.

Continuous Improvement

Sheffield Platers will continually improve 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. Continual Improvement plans will be documented and include goals, descriptions of the current status and resources required.

Analysis of Data

Sheffield Platers collects and analyzes process and quality data to demonstrate the suitability and effectiveness of its processing and its Quality Management System, and to evaluate where improvements to the system can be made. Data will be gathered from monitoring and

measurement activities of both process and product, and from other relevant sources. Analysis of data will be provide information related to customer satisfaction, conformity to product requirements, characteristics and trends of processes and products, including opportunities for preventive action, and supplier performance. Performance data will be analyzed for trends on a periodic basis.

Customer Satisfaction

Sheffield Platers will monitor information related to customer satisfaction, including customer feedback regarding whether SPI has met customer requirements. Documented procedures for collecting and analyzing customer satisfaction data have been established by Sheffield Platers, and records documenting customer satisfaction data will be maintained.

Sheffield Platers is a customer-focused organization. The ability to meet customer requirements, with the goal of enhancing customer satisfaction, is taken into consideration when determining company policy and business objectives.

Customer feedback and customer satisfaction data will be reviewed by top management at Management Review meetings.

Customer Communication

SPI has established effective arrangements for communication with customers in relation to product information, inquiries regarding order handling and contracts, including amendments, nonconforming product, and customer feedback, including customer complaints.

Appendix A – Quality Policy

SHEFFIELD PLATERS INCORPORATED

Quality Policy

It is the mission of Sheffield Platers Inc:

- **to provide exceptional customer service, using industry leading technical capabilities and flawless teamwork to consistently exceed our partners' quality and delivery requirements**
- **to be the industry leader in environmental stewardship**
- **to commit to forming long-lasting partnerships, thus providing a solid platform for Sheffield Platers to continuously improve.**

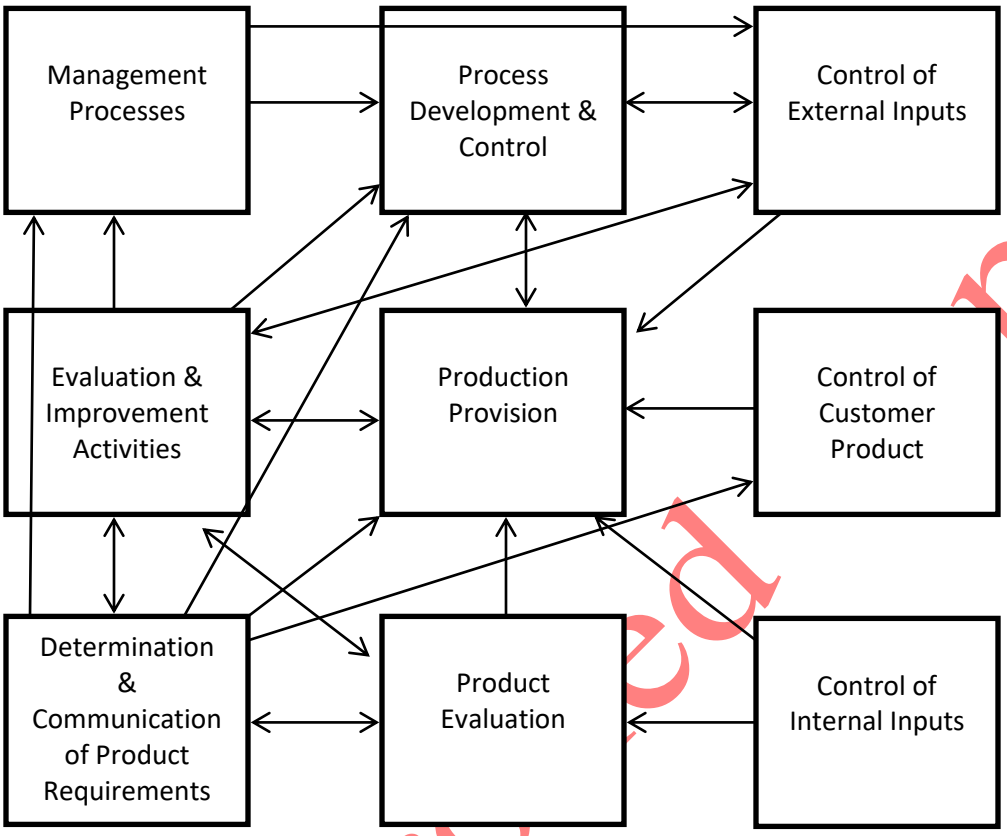
Política de Calidad

Es la misión de Sheffield Platers, Inc:

- **Proveer servicio excelente al cliente, usando capacidades técnicas que son primeras en la industria, y colaboración perfecta para exceder los requisitos de calidad y entrega de nuestros socios.**
- **Ser el líder de la industria en administración ambiental.**
- **Cometer en establecer asociaciones perdurables, para proveer un andamio fuerte en hacer mejoras continuas en la empresa.**

Sheffield Platers President
Dale Watkins

Appendix B – Quality Process Interactions



Management Processes	Process Development & Control	Control of External Inputs	Evaluation & Improvement	Production Provision
-QMS Management -Resource Provision -Determine Roles & Responsibilities -Identify & Address Risks & Opportunities -Management Review -Quality Planning - Documents & Records - Set Objectives & Targets - Determine & Monitor Organizational Context	- New Process Development & Approval - Process Changes - Solution Control -Process Control	-Vendor Approval & Evaluation -Vendor Control -Purchasing -Verification of Purchased Material	-Internal Audit -Corrective Action -Continuous Improvement -Quality Objectives	-Production Control - Planning for Product Realization
	Control of Customer Product	Determination & Communication of Product Requirements	Product Evaluation	Control of Internal Inputs
	-ID & Traceability -Packaging & Shipment - Preservation of Product	-Contract Review -Order Planning -Customer Communication	-Inspection -Product Testing/Measurement -Nonconforming Material Activities	-Facilities & Maintenance -Equipment -Calibration -Environment - Human Resources

Appendix B (Addendum) – Quality Process Inputs & Outputs

Process	Inputs	Outputs
Management Processes	External Specs/Standards Internal Party Needs & Reqs Organizational Context Needs & Reqs of Interested Parties	Resources (incl facility, human resources) Product & Process Improvements Business Plan/Decisions
Process Development & Control	Customer Needs/Reqs Business Needs Vendor Information	Process Plan & Procedures Process Changes
Control of External Inputs	Production Needs for Purchased Product	Purchased Product Needed by Production
Evaluation & Improvement	Production Data QMS Data Nonconforming Material	Product and Process Improvements
Production Provision	Customer product Process & Inspection Plan Product Information/Reqs Purchased Product Facility & Equipment Human Resources Results of Process Development/Control Processes Process Procedures	Completed Product Process Data
Control of Customer Product	Customer Product Customer/Product Requirements Process & Inspection Plan	Product Identification & Traceability Shipment Documentation Acceptable Product
Determination & Communication of Product Requirements	Customer Product Product Information External Specs/Standards	Process & Inspection Plan (Shop traveler)
Product Evaluation	Completed Product Process Data Inspection Plan Product Requirements	Accepted Product Product Acceptance Certification
Control of Internal Inputs	Production Resource Needs Resources Provided by Management	Resources Needed to Produce Product Meeting Customer Needs

Appendix C – Organizational Chart