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Quality and Environmental Manual

“Teamwork for Total Quality and Conservation”

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A: List of Procedures

This operations manual provides an overview of the quality and Environmental management system utilized by Hayes Manufacturing, Inc. to manage the design, development, manufacture and supply of their product line sold to the power transmission industry.

This manual is issued under the authority of the President and Chief Executive Officer and represents the intentions of the Executive Management of the Corporation in the management of the business.

The original of this document is maintained on the company network under the heading of "Quality and Environmental Manual." All paper copies are considered uncontrolled and will not be maintained. It is the responsibility of the user to ensure that any paper copy is current.

Corporate Goals, Policies and Objectives

The corporate goals of Hayes Manufacturing are to become the premier supplier in the power transmission product industry, to fully satisfy customer expectations, and to continually strive for improvements that will benefit our customers, employees and community.

Policies and objectives

Quality and Environmental Policy

Hayes Manufacturing seeks to provide its customers with products that are dependable, affordable, and easily obtained from a knowledgeable representative.

We are committed to prompt communication with our customers to help them determine the product they require and insure on-time deliveries.

We continually analyze our quality and environmental management system and its outputs to identify opportunities for improvement and minimize risk.

We seek to employ objectives and targets that benefit our stakeholders and continually reduce our environmental impact by minimizing sources of pollution.

Our employees are provided with clearly stated requirements to help them accomplish our goal of 100% customer satisfaction.

We are committed to compliance with all relevant environmental laws and regulations.

These quality and environmental policy statements indicate top management's commitment to "Teamwork for Total Quality and Conservation." This commitment is evident and verifiable at all levels within the organization.

The goals and objectives of Hayes Manufacturing management team can be summarized as follows:

- Core Policy: To consistently provide conforming products and services on-time at the quoted price.
- Plan: To eliminate any chance of non-conformities and minimize risk wherever possible.

- Goal: 100% customer satisfaction for all our customers and achievement of environmental objectives.
- Pledge: To provide our customers with dependable, affordable products promptly and courteously from a knowledgeable representative, while conforming to agreed upon requirements and minimizing risk and our environmental impacts.
- Customer Value: To provide our customers with products that are designed and manufactured by skilled personnel, carefully packaged, easily installed that perform for their requirements; to back our products with the expertise of all Hayes personnel for optimum customer service.
- Results: To establish and measure our quality objectives and environmental aspects for the benefit of all our stakeholders.
- Partnership: Build long-term relationships with our employees, customers and suppliers.
- Process: Supervise all processes that are involved in the delivery of conforming products to our customers.
- Problem Solving: Improve performance by systematically identifying and eliminating the root causes of problems that inhibit us from our goals.
- Our Environment: To fulfill our business goals while ensuring that we continually seek ways to minimize our impact on the environment and meet or exceed all statutory and regulatory requirements.

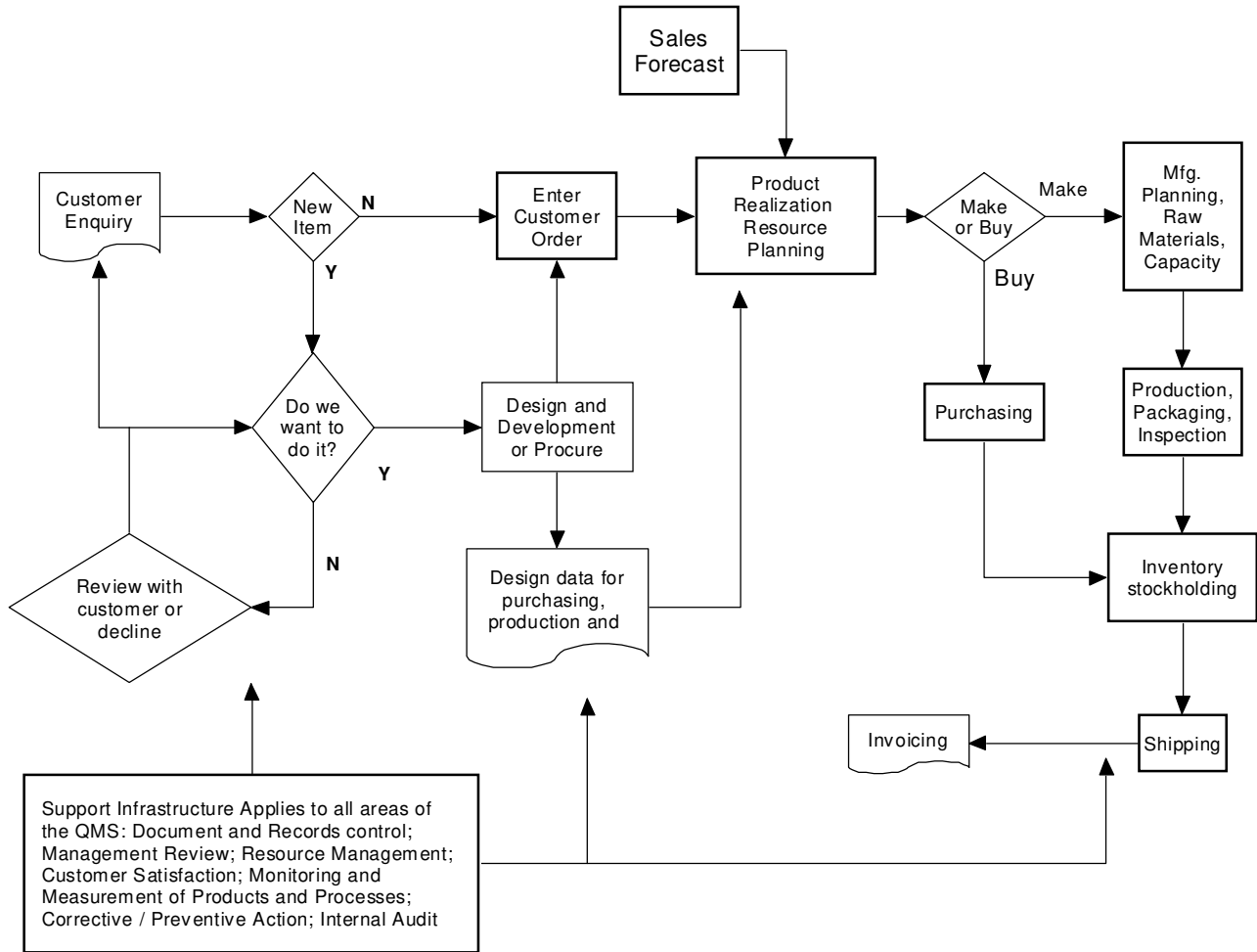
1. Scope

The scope of the management system described in this manual is as follows:

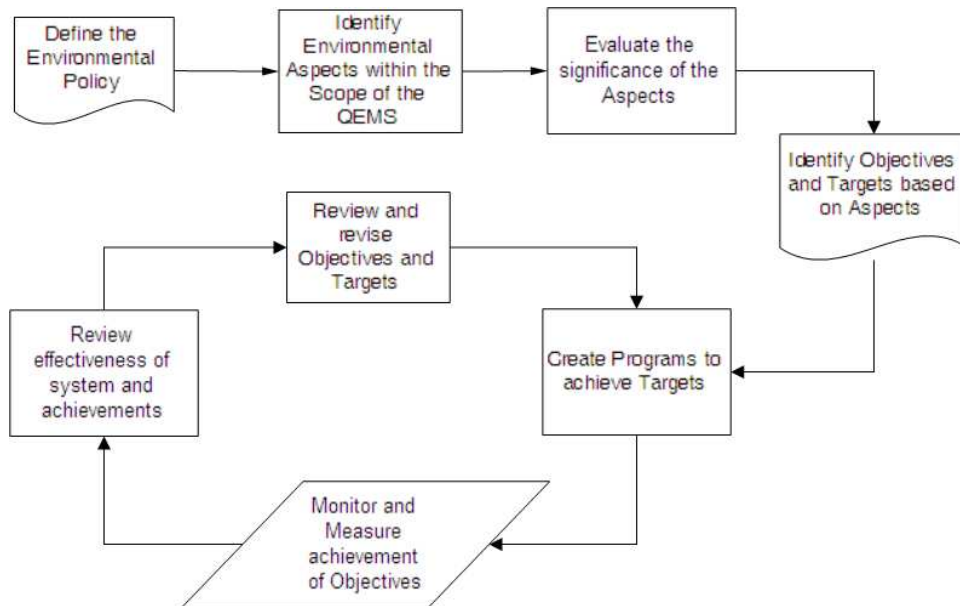
"The design, manufacture and assembly of power transmission products including flywheel couplings, flexible couplings, drive shaft assemblies, bearing supported stub shaft assemblies and components, including engine housings and pump mounting plates. Power application range for our products is 0.5 to 350 horsepower and above. The environmental management of the business includes grounds maintenance."

Note that the geographical boundaries are shown on the Scope of property map reference dd. Scope of Property

An overview of the QEMS which supports the scope of business



The operational principle for environmental aspects



2. Reference documents and definitions

This management system is based on the current revisions of ISO 9001 and ISO 14001. The terms and definitions contained in the appropriate revisions of ISO 9000 and ISO 14001 are utilized in this system.

3. Management System Description and Content

3.1 Structure and Outline of the Management System

The management system is the main way of communicating the requirements of the system, regulation, customers and suppliers to all members of the organization. It consists of three main levels of documentation, each of which is documented to a level appropriate to the complexities of the tasks described and the skills, experience and training of the user.

The first level is this manual, which acts as a road map to direct users through our Quality and Environmental Management System documentation.

The second level consists of operational procedures (which can be company wide or departmental). These describe the crucial processes of the management system for all activities that are within the system scope.

The third level consists of specific task instructions which are provided, where necessary, to ensure consistency of processes and operations. The majority of these are comprised of the engineering drawings from which products are manufactured. The engineering drawings also carry the necessary routing information describing the manufacturing, sub-contracted, and assembly processes.

The successful operation of our QEMS also relies on information contained in standards and specifications produced by outside agencies. These documents are maintained by the engineering manager who is responsible for ensuring that data is appropriate for required applications. Commercial catalogs are used to source parts. Catalogs are not controlled within the management system and it is the responsibility of the user to ensure the accuracy of catalog information.

System documentation is produced by suitably qualified staff and is subject to a review process before release. All documentation is regularly reviewed through internal audit activities, employee input and supervisory oversight. To ensure the availability of current documents to all personnel, distribution is through the company network, to which all staff have direct access to read-only versions. With the exception of the engineering drawings and associated routers, all paper copies are considered uncontrolled, and the user is responsible for verifying the status of printed documents by comparing the revision level to those on the network prior to use (or by consulting management).

Documents that are rendered obsolete (or are superseded) are destroyed, unless specifically required for reference purposes.

Records created within the system are identified in the individual procedures which also provide identification requirements and retention times. Records exist in both paper and electronic format and care is taken to ensure the safety, legibility and retrieval of records. Unless otherwise specified, disposal of paper records is handled through the paper-recycling program.

3.2 Management Commitment and Organization

The executive management of Hayes Manufacturing, Inc. has committed the organization to the declared policies, goals and expectations documented in this manual. All personnel are made aware of these during QEMS and task specific training, which is provided as required. The policies and objectives are published and displayed throughout the facility.

The primary responsibility and authority for implementing the system and monitoring its effectiveness is delegated to the Quality Control Manager, whose duties include:

- Ensuring the system is operational;
- Managing the internal management system audit processes;
- Reporting to executive management on the performance of the system, and on opportunities for improvement.

All members of the executive management share responsibility for ensuring that customer, regulatory and legal requirements are properly determined, converted into requirements and communicated and understood throughout the organization. Executive management are also involved in the identification and determination of significant environmental aspects, setting objectives and targets and overseeing the programs which implement the QEMS.

Executive management is engaged in the ongoing review of the management system through informal management meetings at which performance indicators are reviewed and discussed. On an annual basis, formal reviews are held which examine cumulative system data to detect any performance trends that require further investigation and to ensure the continuing suitability, adequacy and effectiveness of the system, the quality and environmental policy and progress on quality and environmental objectives. These reviews examine, among other data, information concerned with:

- a) The results of audits and evaluations of compliance with legal and other requirements;
- b) Customer feedback and other relevant external communications;
- c) Process performance and product conformance;
- d) The status of preventive and corrective actions;
- e) Follow-up actions from earlier management reviews;

- f) Changes that could affect the quality and environmental management system including known or anticipated changes in law and regulation;
- g) Opportunities for cost-effective improvement of the system, products and processes;
- h) Current and future resource requirements
- i) Effectiveness of actions to address risk and opportunities

Minutes of formal management reviews are maintained.

Key executive management responsibilities are as follows:

President

The President is responsible for overseeing all departments within Hayes Manufacturing, Inc. The President also functions as the head of Production Control and is responsible for feeding work into production/assembly departments, requisitioning materials and controlling the flow of product assigned to subcontractors.

Vice-President of Manufacturing

The Vice-President of Manufacturing works with the President to oversee manufacturing, assembly, and engineering processes performed within Hayes Manufacturing. In addition, he is responsible for overseeing the maintenance and housekeeping of the plant (and its machinery) to optimize production efficiency.

Vice-President of Operations

The Vice-President of Operations is responsible for overseeing all assembly, packaging and shipping processes within Hayes Manufacturing. In addition, she is responsible for advertising and promoting the Hayes product line.

Vice-President of Engineering/Sales

The Vice-President of Engineering and Sales is directly responsible for all design and development activities and the identification and implementation of all relevant requirements. In addition, he is responsible for insuring regular communication between Management and volume customers.

Chief Financial Officer

The Secretary/Treasurer is responsible for all financial transactions within Hayes Manufacturing.

Quality Control Manager

The Quality Control Manager is responsible for managing the QEMS system within Hayes Manufacturing. In addition, the Quality Control Manager oversees all quality and inspection processes in the plant. The Quality Control Manager reports directly to the President and Vice-Presidents.

The Executive team described above is responsible for the effective and profitable operation of Hayes Manufacturing. All members of the Management

Team are involved in ongoing efforts to minimize risk at all levels of the business (Including the organization's environmental impacts) and direct the company's continual improvement program.

3.3. Resource Management

One of the principal roles of the Executive Management team is the ongoing review of current and projected business to ensure that the company has adequate resources to meet its contracted and planned commitments. The current order book and projected business are analyzed on an ongoing basis to ensure that the customer requirements will be met and that sufficient resources exist both internally and within the supply chain.

The executive team is also responsible for determining capital expenditures concerned with the acquisition, improvement or updating of physical plant and facilities, as well as addressing all housekeeping, environmental and safety concerns. Safety meetings are held as required by the Vice-President of Manufacturing. Immediate safety concerns are addressed by any member of the Management Team. A "Right-to-Know" station containing Material Safety Data Sheets is updated, as required, and located in a centralized area for all employees.

The Management Team is responsible for ensuring that all departments possess the technical skills, equipment, technologies and services required to fulfill the business plan and for identifying and providing any training or skill enhancements which the business may require. Where required, records are maintained by the Management Team or the Quality Control Manager. Training records are maintained by the Quality Control Manager.

3.4. Identification of Customer Requirements

The identification of customer requirements, whether for design and development work or for the manufacture of existing products, is primarily the responsibility of the Sales and Engineering Personnel. The Vice-President of Engineering and Sales is responsible for overseeing any requirements related to product and the successful fulfillment of orders. The Quality Control Manager addresses customer requirements of an environmental nature.

Hayes Manufacturing is committed to ensuring that contractual customer requirements (to include environmental/quality requirements, process and quality control activities and the reporting of relevant data) are identified and completely fulfilled. To ensure that this happens on a regular basis, documented procedures exist which describe the process for the review of customer requirements. These reviews involve production control and other departments, on an as-required basis, to analyze and review all work requests. Only Executive Management has the authority to sign contracts on behalf of the company.

The review process is designed to assure both parties that all technical, regulatory and legal issues have been suitably addressed and that the organization has the capacity to either meet the customer's requested delivery date or an alternate date agreeable to both parties.

Where an order is received following a formal quotation, the review process assures that the received order is the same as the original proposal submitted by the company.

The primary responsibility for contact with the customer is with the Sales and Customer Service Personnel, however the President and the Vice-Presidents are frequently part of customer communication concerning technical issues and changes to requirements. Sales personnel work with the Management Team (including the Quality Control Manager) to review issues of customer satisfaction and the resolution of customer complaints.

Records are maintained for all contract-related activities. These records include the quotation process, contract documentation, design and manufacturing information and related records. The records are maintained as directed by the Management Team.

3.5. Planning Activities

Planning activities (such as the PDCA cycle) are utilized in support of business goals and are devised by the Executive Management Team. Planning includes the regular evaluation of the suitability of the management system and assessment of manufacturing processes to optimize efficiency and minimize risk. Central to the review of all manufacturing processes is consideration of ways to minimize environmental impacts.

Product related objectives (including customer-specific objectives) are deployed throughout the organization via scheduling and performance specifications. Environmental objectives are deployed through the QEMS processes and procedures.



3.6. Control of Design and Development

Hayes Manufacturing has documented procedures to plan and control all design and development activities. The Vice-President of Engineering determines the resources required for design activity and plans the work using a design planning document.

Design and development planning follows a concurrent methodology using advanced automated and modular design approaches.

Every design is subject to:

- The review, verification and validation activities appropriate to the design and development state;
- The required design and development input documentation relating to product, regulatory and legal requirements (including environmental, functional and performance requirements), relevant customer supplied information and any "lessons learned" from previous similar designs.

Prior to being approved and issued, the project plan is reviewed by the Vice-President of Engineering and all supporting departments.

Reviews of design activity are done in accordance with design plans to ensure that the design has the ability to fulfill requirements, to identify problems and determine the best way to eliminate such problems. Due to the nature of the activity and the product, projects typically require a single design review.

Records of design review activity and any subsequent follow-up actions are maintained in the project folder in either paper or electronic format. Actions are uniquely numbered and tracked to completion.

As required by the design and development project plan, verification activities are undertaken to ensure that the output meets the input requirements. Design verification is demonstrated by the ability to build the product. Due to the nature of the product, design validation can only be achieved when the customer uses the product as it was intended.

Every effort is made to minimize the environmental impact of designs through minimizing waste and manufacturing time.

A completed design package includes:

- A completed DFMEA, PFMEA, and Control Plan, or other methods of risk assessment (as necessary)
- Documents recording any customer requirements, technical or otherwise Design information tracking output against inputs and demonstrating that the design meets the requirements;
- Any special delivery, installation and maintenance information;
- Necessary information for production activities;
- Installation, maintenance and safety information, where applicable;

- Formal design acceptance sign-off (either internal or external) as required by the contract terms.
- Any special environmental requirements

Design changes can occur at any time after the formal release of the product to manufacturing, and may be initiated as a result of manufacturing concerns which have not been anticipated during the design process. Any requests for change are documented through the Design Change Control process and carry a unique identifier. The evaluation of each change proposal is the responsibility of the Engineering Manager, who operates in accordance with documented procedures. The effect of each change on performance, current production, products, environmental aspects and materials in process and delivered products is carefully considered. All Design Change Requests are required to be verified as appropriate, and approved before implementation.

Records are maintained of all engineering change activities.

3.7. Materials Management

Materials management is the responsibility of the President/Production Control Manager, who works closely with the Purchasing staff and the Vice-President of Engineering to identify the material requirements (and any other supply chain requirements) including the deployment of relevant environmental objectives to suppliers of both goods and services. Purchasing personnel are responsible for sourcing appropriate suppliers and ensuring timely availability of all materials.

The process of identifying suppliers is initiated during the design process. Engineering, procurement and quality personnel work together to find competent and reliable sources for new or changed components and to source alternatives for difficult or obsolete items. Supplier review ensures that designs are cost effective. The Hayes website invites prospective vendors to go through the vendor approval process, creating a pool of qualified vendors to choose from.

The supplier selection process varies according to the requirements and complexity of the item to be procured. The decision can be based on a range of factors, from price and delivery for OEM and standard industrial items to a complete analysis of a potential supplier's technical capability, capacity, ability to comply with environmental requirements and fiscal reliability when a high-risk, custom item is required. The processes used are defined in the appropriate procedures.

The performance of material suppliers is monitored by exception. Reports of nonconforming deliveries are monitored and the Hayes Management takes appropriate action when a nonconformance occurs.

When crucial development or manufacturing processes need to be outsourced, the selection and monitoring of the supplier becomes part of the design activity. Critical outsource decisions are made by the President, Vice-President of Engineering and the Quality Control Manager. The level of control exercised

depends on the criticality of the outsourced activity including the risk associated with outsourcing and the potential for negative environmental impacts.

All purchasing activity is managed by purchasing personnel. Only approved suppliers are used, and records of these are maintained in the purchasing database. Purchase orders contain all relevant information to ensure that the supplier can correctly identify and fulfill the requirements, and all orders for custom designed items are accompanied by engineering drawings. When necessary, certificates of conformity are required from appropriate suppliers.

The Vice-President of Operations manages customer-supplied materials in accordance with contract-specific requirements to ensure that they are properly identified and utilized as intended.

Inspection of purchased products is performed on an exception basis in accordance with documented procedures, and the requirement is identified on individual purchase orders. Most items are purchased on a "ship to stock" basis, and the receiving process is limited to verifying part number, quantity and purchase order. Records are maintained of nonconforming items. When inspection is performed, records are maintained.

Hayes Manufacturing does not normally perform source inspection. On a quarterly basis (or sooner, if needed), critical suppliers will be evaluated using vendor report cards. Vendor report cards may result in corrective action appropriate to the situation. The results will be reported during Management Review. If circumstances arise where an on-site supplier audit is deemed necessary, it is the responsibility of the Quality Control Manager, in conjunction with the Management Team, to make arrangements with the supplier.

3.8. Process Management

The President is responsible for process management. This includes all manufacturing, inspection, assembly and test activities.

The President and the Vice-President of Engineering ensure that designs are matched to process capabilities. When new processes are required they are developed in a timely manner to meet customer requirements.

Manufacturing is scheduled by Production Control and a master schedule is produced on a daily basis and updated as production proceeds. Parts are identified throughout the manufacturing process with a drawing and a router, which also indicates the inspection status of the parts. Traceability will be maintained from material certification through the manufacturing process, by means spelled out in documented procedures. Any customer requirements for traceability above and beyond our current procedures will be performed on parts under a customer specific contract.

Hayes Manufacturing utilizes HPC (Hayes Process Control) to ensure that processes running in the facility will produce conforming product.

There are no processes operated within Hayes Manufacturing, which are incapable of verification on-site. Processes requiring special controls are subcontracted under the guidance of the President and Vice-Presidents.

Hayes Manufacturing has process control documentation available at locations where it is required to ensure product conformity and environmental compliance (as well as achieving the QEMS objectives). Appropriate handling methods are utilized to ensure that product conformity is maintained at all stages in the manufacturing and shipping process. Cutting fluids and cleaning agents used in process are controlled to minimize any adverse environmental impacts.

Visual inspections are performed, as required by process documentation, and recorded. When contractually required, appropriate statistical process controls are implemented on individual batches and orders, and the data used to identify and implement appropriate process improvement activities through the use of the corrective action process.

Inspection failures are reported and all correction measures recorded and identified for the item in question. Documented procedures require management approve all rework activity.

Regular analysis of failures are undertaken to detect trends or potential future problems. At formal management reviews, reports of failure data are presented by the Quality Control Manager to detect any long-term trends in performance.

Additional corrective actions (triggered as a result of these reviews and summaries of actions taken) form a part of the management review activities.

A comprehensive preventive maintenance program is utilized to minimize unplanned downtime. Records of equipment maintenance are maintained, and the results used to adjust the preventive maintenance program as required.

Routine facilities maintenance is recorded monthly and the records maintained for a minimum of 2 years. Records are maintained by the Maintenance supervisor.

The Quality Control Manager (under supervision of the Vice-President of Engineering) is responsible for the calibration program. All test and measurement equipment procurement is routed through the Quality Control Manager, who specifies the calibration requirements. Where possible, equipment is purchased that has the initial calibration certification from the supplier and incoming equipment is routed through the Quality Control Manager to ensure that the correct identification is on the equipment before it is put into use. Initial calibration intervals are set in accordance with manufacturers' recommendations or utilization, and modified as required as a result of ongoing experience.

Records of all calibrated equipment are maintained. It is the responsibility of the user to ensure that any measuring equipment which requires calibration is valid prior to use.

There is a documented procedure that specifies how each category of equipment is to be calibrated. If calibration is to be performed by an external calibration

facility, they will be selected on the basis of their ability to provide traceability to national or international standards for calibration. If the calibration is to be performed in-house, the equipment used to calibrate will have its own traceability back to national or international standards for calibration. The Quality Control Manager is responsible for maintaining all calibration certificates and associated data in accordance with documented procedures.

3.9. Control of nonconforming products or services

Nonconforming products can occur at any stage in the process, from receiving to installation. Nonconforming products are identified and segregated when possible. Certain nonconformities are regarded as "routine in process" and result in repair activities being undertaken using established procedures. The Vice-President of Engineering, in conjunction with the President/Production Control Manager and the Quality Control Manager, are responsible for the disposition of nonconforming materials, which may be returned to the supplier, reworked, repaired or scrapped, as appropriate. If required by contract, nonconformities are reported to the customer for disposition.

If the material is customer provided, production control or engineering management is immediately notified and is responsible for determining the disposition of the material.

The QEMS operates a shared process for the management of both quality and environmental nonconformities and any member of the organization can initiate a nonconformance report.

Records are maintained of all nonconformities and the actions taken, including any corrective actions, which may be initiated as a result of an identified nonconformity.

3.10 Emergency Planning and Response

Management has developed a response plan to address potential emergencies which may arise. The plan provides guidance on the initial response to defined events and identifies those responsible for overseeing actions. Management has also identified relevant steps to be taken to mitigate any adverse environmental effects which may result from an emergency including a contingency plan.

3.11 Corrective action program

A documented corrective action program is in place to facilitate the resolution and future prevention of nonconformance in product, process, environmental or service deficiencies. The program is managed by the President, as assisted by the Quality Control Manager.

A regular analysis of inspection results is done during the machining process. Reports of any nonconformities are maintained. Any unusual situation may

result in the initiation of a corrective action request, as typically will customer complaints. Any staff member can initiate a corrective/preventive action report if an opportunity for improvement is identified in product or process or environmental activities.

All corrective action requests start with a CA form, which is available through the Hayes Directory, which identifies the precise information of the product or process concerned. CA forms are submitted to the Quality Control Manager, where they are logged and numbered in a computer database before being allocated to an appropriate member of staff for investigation.

The investigation will initially determine whether further activity is necessary. Results of investigations are reported to the Management.

Active CAs are reviewed weekly by the Quality Control Manager and are reported to the Management Team at formal review meetings. Critical CAs are reported to the Management Team at monthly (or even daily) meetings.

The results of investigations include details of recommended corrective actions and associated timelines (based on the seriousness of the situation), including any changes to maintenance procedures.

Records of all corrective actions are maintained, and summary reports submitted for management review.

3.12 Risk Based Thinking

The main source of Risk minimization comes from the careful design of product and the matching of designs to technical capabilities. Various performance and historical data are analyzed (as considered appropriate) to identify possible areas of concern for risk minimization. All areas of the business are evaluated to a level appropriate to the risk involved. Actions are taken based upon the severity of the issue.

3.13 Management System Audit

Quality and environmental system audits are scheduled annually and performed by trained staff. The audits and follow-up activities are carried out in accordance with documented procedures, which reflect the requirements of ISO 19011. This verifies the effective implementation of the management system and identifies opportunities for improvement.

The initial audit schedule is established based on the importance of the activities concerned, and modified, as required, as a result of audit findings. The schedule and planning activities identify the scope of each audit, and ensure that audits are performed by trained personnel who are independent of the activities being audited.

On an annual basis, the internal audit process verifies the ongoing conformity of the management system to the requirements of ISO 9001:2015 and ISO 14001-2015.

All audit findings are reported to the management of the area under review, and timely corrective action is taken to correct any deficiencies found. Follow-up audits are scheduled, as required, to verify the effectiveness of the corrective actions taken.

Summary reports of the results of audits are submitted to executive management review meetings.

The company reserves the right to out-source the internal audit process.

3.14 Quality and Environmental Information and Improvement

The operation of the management system generates considerable volumes of data on product, process and system effectiveness, supplier performance, level of product conformity, production equipment performance, service and maintenance issues as well as on the achievement of environmental objectives and targets.

Customer satisfaction comments regarding the products and services provided by Hayes is proactively sought through telephone interviews, surveys and discussions between senior staff and both end-user customers and distributors.

This data is collated through various procedures, which are documented throughout the management system and regularly reviewed by management at various levels to promote the continual improvement of products, processes and systems. Ongoing improvement activities are driven by the constant need to add value to the organization, its customers and stakeholders. The efficient use of the CA program, the internal audit program and the management review process provide a constant source of improvements, as well as minimization of risk to the business and its processes.

To ensure that the quality and environmental management system objectives are communicated to the employees, the following information is posted monthly:

- Delivery Tracking
- Customer Satisfaction/Complaints
- Corrective/Preventive Actions
- Safety concerns
- Quality and Environmental Management System revisions, updates, etc. (if any)
- Scrap Reports/Disposition of Nonconforming Product
- Progress on EMS objectives
- External communications concerning the QEMS

Certain defined activities are regularly reviewed by executive management, and others may be reported during management review. Urgent matters involving the quality of our products and/or quality and environmental management system will be addressed at a company meeting called by the President or any member of Executive Management.

Appendix A: List of Procedures

- a. Assembly and Shipping Procedure (7.4.3)
- b. C.M.M. Inspection Procedure (7.6)
- c. Calibration Procedure (7.6)
- d. Concession/Production Permit Procedure (8.3)
- e. Control of Nonconforming Product (8.3)
- f. Corrective/Preventive Action Procedure (8.5.2/3)
- g. Customer Order Input and Review (7.2.3/2.2)
- h. Customer Property Procedure (7.5.4)
- i. Customer Satisfaction, Complaints, Returns (8.2.1)
- j. Design and Development Processes (7.3)
- k. Design Change Control Management (7.3)
- l. Internal Audit Procedure (8.2.2)
- m. Management Review Procedure (5.6)
- n. Manufacturing and Production Procedure (7.5.1)
- o. Part Inspection (8.2.4)
- p. Procedure for Document Control (4.2.3)
- q. Procedure for QEMS Procedures (4.2.3)
- r. Sales Order Flow (7.5/7.2.1)
- s. Purchasing Procedure (7.4)
- t. Receiving Inspection Procedure (7.1)
- u. Training Needs Assessment (6.2.2)
- v. Vendor Approval Procedure (7.4.1)
- w. Emergency Response Plan (4.4.7)
- x. Procedure for Control of External Communication (4.4.3)
- y. Environmental Aspect Spreadsheet (4.3.1)
- z. Traceability Procedure (7.5.3)
- aa. FMEA Procedure (8.5.3)
- bb. Part Preservation Procedure (7.5.5)
- cc. Scope of Property

See Document Control Master List for Revisions