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# Quality Manual

QM-01 Revision 6

Uncontrolled



854 Westport Crescent  
Mississauga, Ontario  
L5T 1N5, Canada

Uncontrolled

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#### Attachments

<b>QM-02</b>	<b>Organization Chart.....</b>	<b>29</b>
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## **INTRODUCTION**

### **0.1 Location and Contact**

This Quality Manual applies to activities carried out by Ampere Metal Finishing Ltd. At the location listed below. Contact information is provided under the Communications heading.

#### **Location**

854 Westport Crescent

Mississauga, Ontario

L5T 1N5, Canada

#### **Communications**

Telephone: (905) 670-5275

Fax: (905) 670-8941

Email: [ampere@amperemetal.com](mailto:ampere@amperemetal.com)

Web site: [www.amperemetal.com](http://www.amperemetal.com)

### **0.2 Products and Services**

Ampere Metal Finishing Ltd. has been serving industry throughout Canada since 1976. We have provided metal finishing for applications in electronics, automotive, aerospace and the military. We have the expertise to provide our customers with quality workmanship and quality service at a competitive price.

The company offers a variety of choices in specialty coatings and metal finishing services in both large and small production runs. Our coatings comply with a wide range of industry specifications including military, aerospace, automotive and commercial.

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### **0.3 Organization**

Ampere Metal Finishing Ltd. has a flat, horizontal structure in order to promote communication and innovation. The Organization Chart, document QM-02 is included as an attachment of this document.

### **0.4 Distribution of the Quality Manual**

This quality manual is considered company confidential, and may only be released under authority of the Quality Representative. Such release will be recorded as required under document control.

The quality manual may be supplied to customers upon request to the Quality Representative and will be supplied as uncontrolled copies.

Internal distribution of the quality manual is controlled through the document control procedure. Complete copies of the quality manual, associated procedures and work instructions are held by: Quality Representative.

All other copies are distributed as required where they apply to the work being performed, and to support training of employees.

### **0.5 Approval of Quality System**

All employees must apply this quality system. Individual documents are approved in accordance with the master document control system.

By their attached signatures, the senior management team hereby approves and commits the resources for compliance to this quality system.

### **0.6 Quality Policy and Objectives**

The organization maintains a quality policy and objectives, which are defined in document QM-03, Quality Policy and Objectives. This document is included with this quality manual as an attachment.



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**0.7 Authorizing Authority**

The following members of the management team are tasked with the responsibility to ensure the adherence of the company to this quality system, hereby approve their understanding of the system and commit to its implementation and maintenance.

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General Manager

Date

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Quality Assurance Manager/Management Representative

Date

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Comptroller

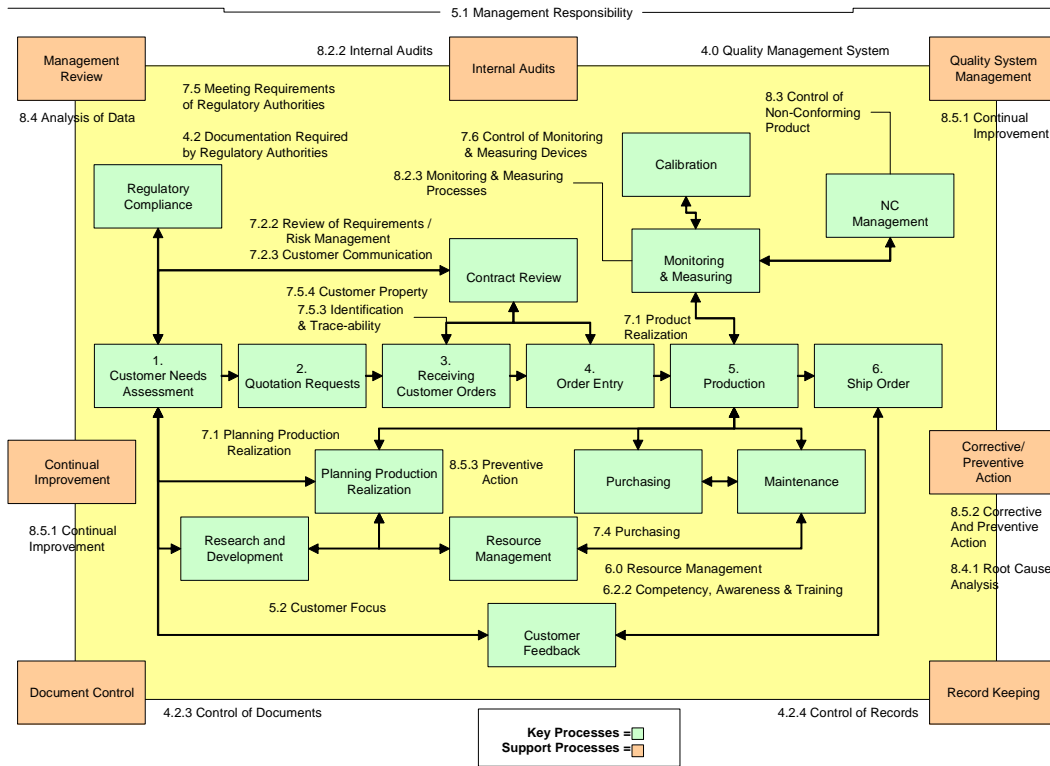
Date

**0.8 Processes**

The following flowchart (Figure 1) represents the relationships between the first level Key processes and support processes within the organization.

Further sub-processes are defined in further documentation not included in this manual.

**QMS Process Approach**



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**Figure 1**

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## **SECTION 1 PURPOSE**

The purpose of this document is to establish the Policies and reference the applicable Procedures for the Quality Management System at Ampere Metal Finishing Ltd.

## **SECTION 2 SCOPE**

The Ampere Metal Finishing Quality Manual applies to all processes which contribute to providing our customers with quality products and services. Policies and Procedures have been developed based upon the requirements set forth in the International Standard, ISO 9001:2008 (with the exclusion of 7.3 Design and Development as not applicable to the work performed within the organization).

All company employees and subcontractors must comply with the requirements set forth in this manual.

## **SECTION 3 RESPONSIBILITY**

The Management Team is responsible for ensuring the Quality Management System is documented, implemented, maintained, and continually improved.

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## **SECTION 4 QUALITY MANAGEMENT SYSTEM**

### **Policy**

#### **4.1 General Requirements**

Ampere Metal Finishing Ltd. is committed to document, implement, maintain and continually improve a quality management system.

The Quality Management System will meet the requirements of the ISO 9001:2008 standard.

In order to meet this commitment, Ampere Metal Finishing Ltd. will:

- 1) determine the processes needed for the quality management system and their application throughout the organization;
- 2) determine the sequence and interaction of these processes;
- 3) determine criteria and methods required to ensure the effective operation and control of the process;
- 4) ensure the availability of information necessary to support the operation and monitoring of these processes;
- 5) measure, monitor and analyze these processes;
- 6) implement actions necessary to achieve planned results and continual improvement.

When Ampere Metal Finishing Ltd. chooses to outsource any processes that affect product conformity requirements, we will ensure control over such processes. Control of outsourced processes is identified within the Quality Management System.

#### **4.2 Documentation Requirements**

##### **4.2.1 General**

The Quality Management System documentation will include:

- 1) documented statements of a quality policy and quality objectives;

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- 2) a quality manual;
  - 3) documented procedures as required by ISO 9001:2008;
  - 4) documents needed by the organization to ensure the effective planning, operation and control of its processes;
  - 5) quality records.
  - 6) records or documents required by all applicable regulatory authorities.

Personnel at Ampere Metal Finishing have access to the Quality System documentation and are instructed on all procedures relevant to their job functions. Customer and regulatory authorities are allowed access to Quality Management System documentation.

The extent of the documentation in our Quality Management System is dependent on:

- 1) the size and type of organization;
- 2) the complexity and interaction of the processes;
- 3) the competence of personnel.

#### **4.2.2 Quality Manual**

Ampere Metal Finishing Ltd. will create and maintain a Quality Manual that includes:

- 1) scope of the Quality Management System (including details of any exclusions and justifications);
- 2) documented procedures established for the Quality Management System or reference to them;
- 3) a description of the interaction between the processes of the Quality Management System.

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#### **4.2.3 Control of Documents**

Documents required by the Quality Management System shall be controlled. Quality Records are a special type of document and are controlled as described below.

A documented procedure will be maintained that defines the controls needed:

- 1) to approve documents for adequacy prior to issue;
- 2) to review and update as necessary and re-approve documents;
- 3) to ensure that changes and the current revision status of documents are identified;
- 4) to ensure that relevant versions of applicable documents are available at points of use;
- 5) to ensure documents remain legible and readily identifiable;
- 6) to ensure that documents of external origin are identified and their distribution controlled;
- 7) to prevent the unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose.
- 8) ensuring coordination of any document changes with the appropriate customer(s) and/or regulatory authorities in compliance with contract and/or regulatory requirements.

#### **4.2.4 Control of Records**

Quality Records are established and maintained to provide evidence of conformity to requirements and the effective operation of the Quality Management System.

Quality Records shall remain legible, readily identifiable and retrievable. A documented procedure will define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of quality records created and/or retained by the company. Records are available for review by

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customers and regulatory authorities in compliance with contract or regulatory requirements.

#### **4.3 Configuration Management**

Ampere Metal Finishing shall establish, document and maintain a configuration management process appropriate to the product offered by the organization.

#### **Procedures**

See attachment QM-04, Quality System Procedures.

### **SECTION 5 MANAGEMENT RESPONSIBILITY**

#### **Policy**

##### **5.1 Management Commitment**

The Management Team will demonstrate its commitment to the development and improvement of the QMS by:

- 1) communicating to the organization the importance of meeting customer, regulatory and legal requirements;
- 2) establishing the Quality Policy and Quality Objectives;
- 3) conducting Management Reviews;
- 4) ensuring the availability of necessary resources.

##### **5.2 Customer Focus**

The Management Team will ensure that customer needs are determined, converted to requirements and fulfilled with the aim of achieving customer satisfaction.

##### **5.3 Quality Policy**

The Management Team will ensure the Quality Policy:

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- 
- 1) is appropriate to the purpose of the organization;
  - 2) includes a commitment to meeting requirements and continual improvement;
  - 3) provides a framework for establishing and reviewing quality objectives;
  - 4) is communicated and understood throughout the organization;
  - 5) is reviewed for continuing suitability.

## **5.4 Planning**

### **5.4.1 Quality Objectives**

The management team shall ensure that quality objectives, including those needed to meet requirements for product [see 7.1 a)], are established at relevant functions and levels within the organization. The quality objectives shall be measurable and consistent with the quality policy.

### **5.4.2 Quality Management System Planning**

The management team shall ensure that

- 1) the planning of the quality management system is carried out in order to meet the requirements given in 4.1, as well as the quality objectives, and
- 2) the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

## **5.5 Responsibility, Authority and Communication**

### **5.5.1 Responsibility and Authority**

The Management Team shall ensure that the responsibilities, authorities and their interrelation are defined and communicated in order to facilitate effective quality management.





### **5.5.2 Management Representative**

The General Manager will appoint a member of the Management Team who, irrespective of their other responsibilities will have responsibility and authority that includes:

- 1) ensuring that the processes of the quality management system are established and maintained;
- 2) reporting to top management on the performance of the quality management system, including the need for improvement;
- 3) promoting awareness of customer requirements throughout the organization.

The management representative will be a full time member of Ampere Metal Finishing's corporate entity.

### **5.5.3 Internal Communication**

The management Team shall ensure that appropriate communication processes are established within the organization and that communication takes place regarding the effectiveness of the quality management system.

## **5.6 Management Review**

### **5.6.1 General**

The Management Team will review the Quality Management System at planned intervals to ensure its continuing suitability, adequacy and effectiveness. The review will evaluate the need for changes to the organization's quality management system including the quality policy and quality objectives.

### **5.6.2 Review Input**

Inputs to management review will include current performance and improvement opportunities related to the following:



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- 1) results of audits;
  - 2) customer feedback;
  - 3) process performance and product conformance;
  - 4) status of preventive and corrective actions;
  - 5) follow-up actions from earlier management reviews;
  - 6) changes that could affect the quality management system.
  - 7) recommendations for improvement.

### **5.6.3 Review Output**

The outputs from the management review shall include actions related to:

- 1) improvement of the quality management systems and its processes;
- 2) improvement of product related to customer requirements;
- 3) resource needs.

### **Procedures**

See attachment QM-04, Quality System Procedures.

## **SECTION 6 RESOURCE MANAGEMENT**

### **Policy**

#### **6.1 Provision of Resources**

The General Manager in consultation with the Quality Management Team will determine and provide the necessary resources to:

- 1) implement and maintain the quality management system;

- 
- 2) continually improve the effectiveness of the quality management system;
  - 3) and to meet customer requirements in order to ensure and enhance customer satisfaction.

## **6.2 Human Resources**

### **6.2.1 General**

Personnel performing work or making decisions that may, directly or indirectly, affect product quality shall be competent on the basis of appropriate education, training, skills and experience.

### **6.2.2 Competence, Awareness and Training**

Ampere Metal Finishing Ltd. will:

- 1) determine the necessary competence for personnel performing work affecting product quality;
- 2) provide training or take other action to satisfy these needs;
- 3) evaluate the effectiveness of the training provided and actions taken;
- 4) ensure that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives;
- 5) maintain appropriate records of education, training, skills and experience as per QMS-03 Quality Records.

## **6.3 Infrastructure**

The General Manager in consultation with the Quality Management Team will determine, provide and maintain the infrastructure needed to achieve conformity to product. Infrastructure includes, as applicable:

- 
- 1) Buildings, workspace and associated utilities
  - 2) Process Equipment (both hardware and software)
  - 3) Supporting services such as software and data management systems, information systems and technology, transportation, communication.

#### **6.4 Work Environment**

The General Manager in consultation with the Quality Management Team will determine and manage the work environment needed to achieve conformity to product requirements.

#### **Procedures**

See attachment QM-04, Quality System Procedures.

### **SECTION 7 PRODUCT REALIZATION**

#### **Policy**

##### **7.1 Planning of Product Realization**

The Quality Management Team plans and develops the processes needed for product realization.

In undertaking the product planning exercise the following shall be determined, as applicable:

- 1) Quality objectives and requirements for the product , as defined in the Quality Policy;
- 2) The need to establish processes, documents and provide resources specific to the product;
- 3) All required verification, validation, monitoring, **measurement**, inspection and test activities specific to the product to ensure appropriate delivery;

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- 4) Records needed to provide objective evidence that the planning processes and resulting product fulfills all requirements.

## **7.2 Customer Related Processes**

### **7.2.1 Determination of Requirements Related to the Product**

Ampere Metal Finishing Ltd. will determine:

- 1) requirements specified by the customer, including those for delivery and post-delivery activities;
- 2) requirements not stated by the customer but necessary for specified use or known and intended use;
- 3) statutory and regulatory requirements related to the product;
- 4) any additional requirements as defined by Ampere Metal Finishing Ltd.

### **7.2.2 Review of Requirements Related to Product**

The General Manager / Sales Staff will review the requirements related to the product. The review is done before Ampere Metal Finishing Ltd. makes a commitment to supply a product to the customer and will ensure that:

- 1) product requirements are defined;
- 2) contract or order requirements differing from those previously expressed are resolved;
- 3) the organization has the ability to meet the requirements defined by the customer.

Records of the review are maintained as per QMS-03.

Where the customer does not provide a documented statement or requirement, the customer requirements will be confirmed by the organization before acceptance.

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Where product requirements are changed, Ampere Metal Finishing Ltd. will ensure that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

### **7.2.3 Customer Communication**

Ampere Metal Finishing Ltd. implements effective arrangements for communicating with customers in relation to:

- 1) product information;
- 2) enquiries, contracts or order handling including amendments;
- 3) customer feedback, including customer complaints.

### **7.3 Design and Development**

Not applicable to Ampere Metal Finishing's operations.

### **7.4 Purchasing**

#### **7.4.1 Purchasing Process**

Ampere Metal Finishing Ltd. develops and implements procedures to ensure that product conforms to specified purchase requirements. The type and extent of control applied to the supplier and purchased product is dependent upon the effect of the purchased product on product realization and the final product produced by Ampere Metal Finishing Ltd.

The Comptroller evaluates and selects suppliers based upon their ability to supply product in accordance with Ampere Metal Finishing's requirements.

The Comptroller establishes criteria for selection, evaluation and re-evaluation of suppliers.

The Comptroller records results of evaluations of suppliers to ensure that all requirements for the purchase are defined and met.

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#### **7.4.2 Purchasing Information**

Purchasing information describes the product to be purchased and includes where appropriate:

- 1) requirements for approval of product, procedures, processes and equipment;
- 2) requirements for qualification of personnel;
- 3) quality management system requirements.

Ampere Metal Finishing Ltd. will ensure the adequacy of specified purchase requirements prior to their communication to the supplier.

#### **7.4.3 Verification of Purchased Products**

Ampere Metal Finishing Ltd. inspects or verifies purchased product to ensure that it meets specified purchase requirements.

Where Ampere Metal Finishing Ltd. or its customer intends to perform verification at the supplier's premises, Ampere Metal Finishing Ltd. will state the verification arrangements and method of product release in the purchasing information.

### **7.5 Production and Service Provisions**

#### **7.5.1 Control of Production and Service Provisions**

The Quality Management Team will ensure that Production operations are carried out under the following controlled conditions:

- 1) the availability of information that describes the characteristics of the product;
- 2) the availability of work instructions, as necessary;
- 3) the use of suitable equipment;
- 4) the availability and use of monitoring and measuring devices;
- 5) the implementation of monitoring and measurement;

- 
- 6) the implementation of release, delivery and post-delivery activities.

### **7.5.2 Validation of Processes for Production and Service Provision**

The Quality Management Team ensures validation of any processes where the resulting output cannot be verified by subsequent monitoring or measurement; this includes processes where deficiencies become apparent only after the product has been in use. Validation shall demonstrate the ability of these processes to achieve planned results.

The documented processes for validation includes:

- 1) Defined criteria for review and approval of the processes, qualification and approval of special processes prior to use.
- 2) Approval of equipment and qualification of personnel.
- 3) Use of specific methods and procedures.
- 4) Control of the significant operations and parameters of special processes in accordance with documented process specifications.
- 5) Requirements for records.
- 6) Revalidation.

### **7.5.3 Identification and Traceability**

The Quality Assurance Manager ensures that:

- 1) The identification of materials being processed is identified by suitable means throughout product realization.
  - 2) The product status is identified with respect to measurement and monitoring requirements.
  - 3) Where traceability is required, the organization will control and record the unique identification of the product.
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#### **7.5.4 Customer Property**

Ampere Metal Finishing Ltd. exercises care with customer property while it is under our control or being used by our company. Ampere Metal Finishing Ltd. identifies, verifies, protects and safeguards customer property provided for processing or incorporation into the product. If customer property is lost, damaged or otherwise found to be unsuitable for use, this information will be reported to the customer and records maintained.

#### **7.5.5 Preservation of Product**

The Production Manager will ensure that the conformity of product during internal processing and delivery to the intended destination. 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**

Ampere Metal Finishing Ltd. determines the monitoring and measurement to be undertaken and the devices needed to provide evidence of conformity of product to determined requirements.

Ampere Metal Finishing Ltd. establishes processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements.

Where necessary to ensure valid results, measuring equipment shall:

- 1) be calibrated or verified at specified intervals or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification shall be recorded;
- 2) be adjusted or readjusted as necessary;
- 3) be identified to enable the calibration status to be determined;

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- 4) be safeguarded from adjustments that would invalidate the measurement results;
  - 5) be protected from damage and deterioration during handling, maintenance and storage.

Ampere Metal Finishing Ltd. will assess and record the validity of the previous measuring results when the equipment is found not to conform to requirements. The organization shall take appropriate action on the equipment and any product affected. Records of the results of calibration and verification shall be maintained.

When used in the monitoring and measurement of specified requirements, the ability of computer software to satisfy the intended application shall be confirmed. This shall be undertaken prior to initial use and reconfirmed as necessary.

### **Procedures**

See attachment QM-04, Quality System Procedures.

## **SECTION 8 MEASUREMENT, ANALYSIS AND IMPROVEMENT**

### **Policy**

#### **8.1 General**

Ampere Metal Finishing Ltd. plans and implements the monitoring, measurement, analysis and improvement processes needed:

- 1) to demonstrate conformity of the product;
- 2) to ensure conformity of the quality management system;
- 3) to continually improve the effectiveness of the quality management system.

This includes determination of applicable methods, including statistical techniques and the extent of their use.

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## **8.2 Monitoring and Measurement**

### **8.2.1 Customer Satisfaction**

Ampere Metal Finishing Ltd. monitors information relating to customer perception as to whether the organization has met customer requirements. Monitoring customer satisfaction is one of the measurements of the performance of the quality system. The methods for obtaining and using this information will be documented.

### **8.2.2 Internal Audit**

Ampere will conduct internal audits at planned intervals to determine whether the Quality Management System:

- 1) conforms to the planned arrangements;
- 2) conforms to the ISO 9001:2008 International Standard;
- 3) conforms to company defined requirements for the quality system as defined in this Quality Manual;
- 4) is effectively implemented and maintained.

The audit program is planned, taking into consideration the status and importance of the processes and areas to be audited. Consideration is also given to the results of previous audits when planning the audit program.

The audit criteria, scope, frequency and methods shall be defined.

Selection of auditors and conduct of auditors will ensure objectivity, and impartiality of the audit process. Auditors will not audit their own work.

Documented procedures will define responsibilities and requirements for:

- 1) planning audits;
- 2) conducting audits;
- 3) reporting audit results;
- 4) maintaining audit records.

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Management responsible for the area being audited will ensure action is taken without undue delay to eliminate detected nonconformities and their causes. Follow up activities will include the verification of the actions taken and the reporting of verification results.

### **8.2.3 Monitoring and Measurement of Processes**

Ampere Metal Finishing Ltd. applies suitable methods for monitoring and, where applicable, measurement of the quality management system processes. The type and extent of monitoring or measurement for these processes are determined by their impact upon the conformity to product requirements and the quality management system.

These methods shall demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action shall be taken as appropriate to ensure conformity of the product.

### **8.2.4 Monitoring and Measurement of Product**

Ampere Metal Finishing Ltd. monitors and measures the characteristics of the product to verify that product requirements have been met. This shall be carried out at appropriate stages of the product realization process in accordance with the planned arrangements.

Evidence of conformity with the acceptance criteria shall be maintained. Records will indicate the persons authorizing release of product.

Product release and service delivery will not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable by the customer.

## **8.3 Control of Nonconforming Product**

Ampere Metal Finishing Ltd. ensures that product and services that do not conform to product requirements are identified and controlled to prevent their unintended

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use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product are documented in a procedure.

Ampere Metal Finishing Ltd. deals with nonconforming product and services by one or more of the following ways:

- 1) by taking action to eliminate the detected nonconformity;
- 2) by authorizing its use, release or acceptance under concession and where applicable have it authorized by the customer;
- 3) by taking action to preclude its original intended use or application;
- 4) by taking action appropriate to the effects, or potential effects, of the nonconformity when nonconforming product is detected after delivery or use has started.

Records of nonconformance are maintained. Records include the problem, action taken and concessions (where applicable).

When nonconforming product is corrected, the effectiveness of the action taken is verified to demonstrate conformity to the requirements.

#### **8.4 Analysis of Data**

Ampere Metal Finishing Ltd. will determine, collect and analyze appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of the quality management system can be made. This shall include data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data shall provide information relating to:

- 1) customer satisfaction;
- 2) conformity to product requirements;
- 3) characteristics and trends of processes and products including opportunities for preventative action;
- 4) suppliers.

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## **8.5 Improvement**

### **8.5.1 Continual Improvement**

Ampere Metal Finishing Ltd. 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.

### **8.5.2 Corrective Action**

Ampere Metal Finishing Ltd. takes action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered.

Ampere Metal Finishing's corrective action procedure defines the requirements for:

- 1) reviewing nonconformities including customer complaints;
- 2) determining the causes of nonconformities;
- 3) evaluating the need for action to ensure that nonconformities do not recur;
- 4) determining and implementing action needed;
- 5) recording the results of the action taken;
- 6) reviewing the effectiveness of corrective action taken.

### **8.5.3 Preventive Action**

Ampere Metal Finishing Ltd. takes 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.

Preventive Action procedures define requirements for:

- 1) determining potential nonconformities and their causes;
- 2) evaluating the need for action to prevent occurrence of nonconformities;

- 3) determining and implementing action needed;
- 4) recording the results of action taken;
- 5) reviewing the effectiveness of preventive action taken.

**Procedures**

See attachment QM-04, Quality System Procedures.

**SECTION 9 REVISION HISTORY**

Revision	Description of Change
0	Revision Date: October 25, 2001
	Initial Release
1	Revision Date: March, 2005
	PDF Version with individual quality policies
2	Revision Date: June 20, 2006
	Format quality policies into quality manual that better reflects ISO9001:2000
3	Revision Date: December 6, 2007
	Redefined the QMS Process Approach in Figure 1
4	Revision Date: January 14, 2009
	Remove the Organization Chart, Quality Policy and Quality System Procedures list from the quality manual. Add the Organization Chart, Quality Policy and Quality System Procedures list as separate attachments. This will allow modifying these documents without the need to perform a complete quality manual upgrade.

5	Revision Date: April 26, 2010	
	Global	Replaced references to ISO 9001:2000 with references to ISO 9001:2008.
	Para 4.1	Replaced “identify” with “determine” to emphasize that careful consideration is given to what processes are needed to fulfill requirements. This meets the revision requirements of ISO 9001:2008.
	Para 4.2.1, Item 6	Added requirement that the quality management system documentation shall include records or documents required by applicable regulatory authorities. This meets the requirements of the AS 9100 International Standard.
	Para 4.2.1	Added the requirement that all personnel have access to the quality system documentation and be instructed on all procedures relevant to their job functions, and that customer and regulatory authorities are allowed access to the documentation. This meets the requirements of the AS 9100 International Standard.
	Para 4.2.3, Item 8	Added the requirement that document changes shall be coordinated with the relevant customer and/or regulatory authority. This meets the requirements of the AS 9100 International Standard.
	Para 4.2.4	Extended the requirement to include records created and/or maintained by the company and stipulate that they are available for review by the customer or regulatory authority. This meets the requirements of the AS 9100 International Standard.
	Para 4.3	Added requirement for configuration management process appropriate to the product offered. This meets the requirements of the AS 9100 International Standard.
	Para 5.5.2	Added requirement that the management representative shall be a member of Ampere Metal Finishing’s corporate entity. This meets the revision requirements of ISO 9001:2008.



Para 6.2.1	Extended requirement from “Personnel performing work affecting product quality” to “Personnel performing work affecting product quality”. This meets the revision requirements of ISO 9001:2008.
Para 6.2.2	Revised the requirement from “evaluate the effectiveness of actions taken” to “evaluate the effectiveness of the training provided and actions taken”. This meets the revision requirements of ISO 9001:2008.
Para 6.3	Extended the examples of infrastructure listed in item 3 from “transport and communication” to “software and data management systems, information systems and technology, transportation, communication”. This meets the revision requirements of ISO 9001:2008.
Para 8.2.2, Item 2	Changed the reference to ISO 9001:2000 to ISO 9001:2008. This meets the revision requirements of ISO 9001:2008.
Para 8.2.2, Item 3	Changed the statement “conforms to company defined requirements in the Quality Manual” to “conforms to company defined requirements for the quality system as defined in this Quality Manual” to clarify that the quality manual defines the quality system. This meets the revision requirements of ISO 9001:2008.
Para 8.2.3	Added the statement: “The type and extent of monitoring or measurement for these processes are determined by their impact upon the conformity to product requirements and the quality management system.” This meets the revision requirements of ISO 9001:2008.
Para 8.3, Item 4	Added the requirement: “by taking action appropriate to the effects, or potential effects, of the nonconformity when nonconforming product is detected after delivery or use has started”. This meets the revision requirements of ISO 9001:2008.

	Para 8.5.2, Item 6	Changed the requirement from: “reviewing corrective action taken” to “reviewing the effectiveness of corrective action taken”. This meets the revision requirements of ISO 9001:2008.
	Para 8.5.3, Item 6	Changed the requirement from: “reviewing corrective action taken” to “reviewing the effectiveness of corrective action taken”. This meets the revision requirements of ISO 9001:2008.
6	Revision Date: April 14, 2014	
	Section 2	Scope: Removed statement of exclusion for 7.5.2 Validation of Processes and Service Provision. This exclusion was in error and validation processes were in place.
	Para 7.5.2	Revised the policy statement for validation to include defined content for validations.
	Section 9	Revision History: Added revision dates to the revision history.

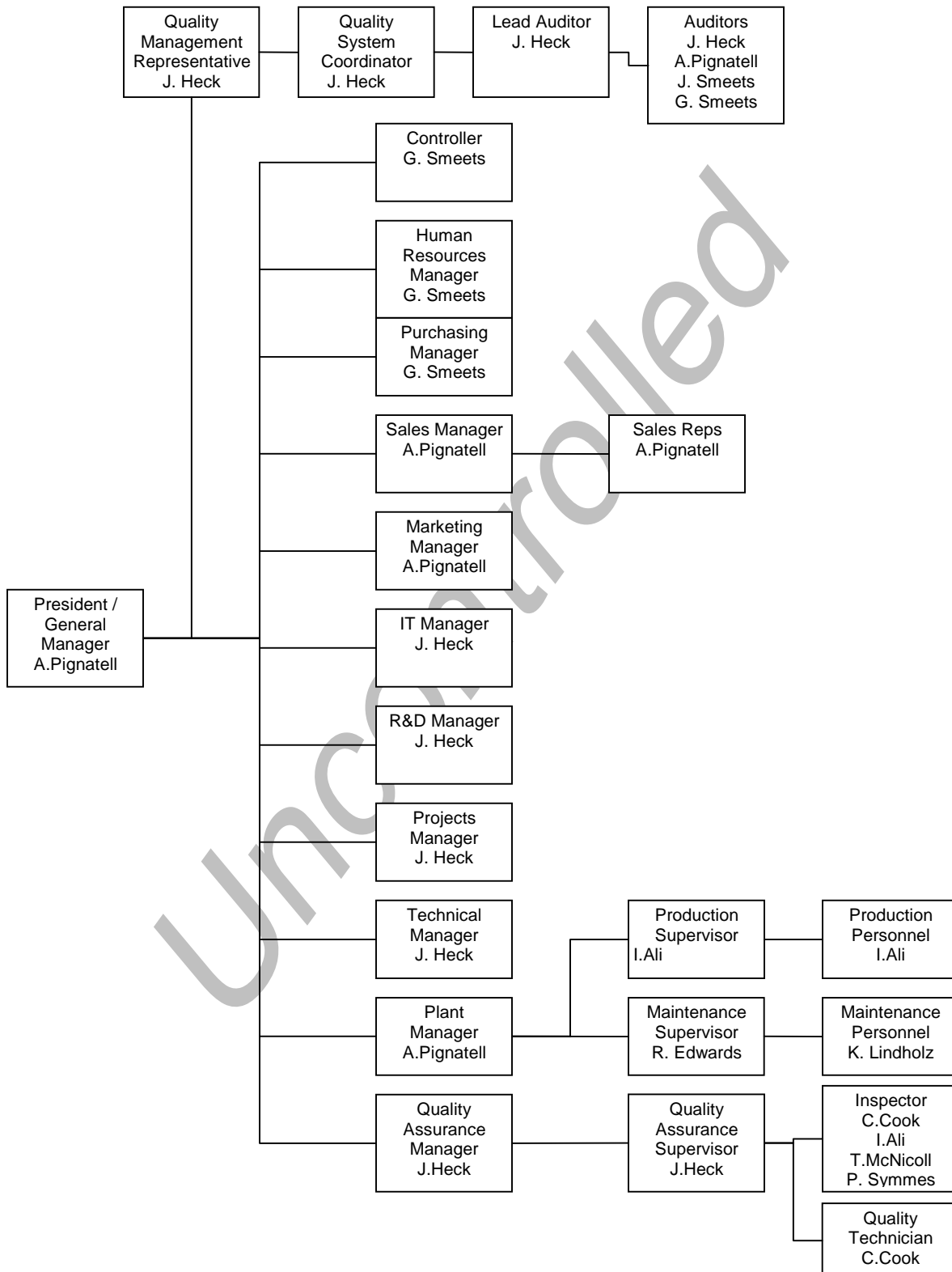
# Quality Manual

## Attachments

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## Organization Chart



## Quality Policy and Objectives

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Ampere Metal Finishing Ltd. aims to provide products and services that meet or exceed the requirements of our customers and to accomplish this on time.

We further strive to create and maintain a safe and healthy environment for our staff, and to provide them with opportunities for advancement through training, education and promotion.

The Organization operates a Quality Management System, registered to the ISO 9001:2008 Quality Standard, in order to facilitate the following objectives:

1. Develop and improve the Quality Management System
2. Continually improve productivity while meeting or exceeding customer requirements
3. Continually work toward 100% on time delivery
4. Develop and improve an Organizational Health & Safety Program
5. Develop and improve a training and educational program for our Staff