

1.0 Employee Quality Control Responsibilities

1.1 The Quality Control Manager is responsible for planning, developing, initiating, coordinating, implementing and maintaining the most effective and cost efficient procedures for optimum assurance and control. However, every employee must share in this responsibility.

1.2 The Quality Control Manager shall interface between Xmultiple management and the manufacturers to solve quality-related problems that may occur. Employees must report every incident of a quality issue or problem.

1.3 The quality control department is responsible for maintaining accurate and complete inspection records, documentation and specifications necessary for the Xmultiple quality program. Employees must work closely with the quality control department to assure all data is entered and accurate related to production.

1.4 The quality control department and each employee shall provide or aide with the information and analysis and use of records as a basis or foundation for any action deemed necessary by management.

1.5 The quality control department shall provide or aide with the inspection of all tooling, materials and procedures. Employees will inspect the machines daily as they are working on these machines.

1.6 Personnel performing quality control functions shall have sufficient training, defined responsibilities, authority and the organizational freedom to identify and evaluate quality related problems.

1.7 For best and unrestricted performance, the employees and the quality managers and staff personnel will be directly responsible to the general management of Xmultiple

1.8 To insure the continuing top performance of the quality control department, the management of Xmultiple may at any time conduct an audit to guarantee the status and adequacy of the Quality Assurance Manual and to assure each employee understands and is implementing quality control in their work area.

2.0 In-Process Inspection

2.1 To assure that the proper quality level and all contractual obligations are met, all parts, processes and work-affecting items are subject to inspection. Every employee shares in this responsibility.

2.2 It is the Quality Control Supervisor's responsibility to establish inspection points wherever and whenever it is necessary to guarantee the Xmultiple quality. Employees will understand the inspection points for the products manufactured in their area.

2.3 The preparation, maintenance of and compliance with work instructions shall be monitored as a function of the Quality Control Department. Employees will understand their work instructions and will review work instructions pertaining to their job.

2.4 Any tooling or fixtures being used to produce customer parts is subject to periodic inspection.

2.5 A first part inspection will be performed at every operation outlined on the process sheet or work order as directed by the Quality Control Supervisor in conjunction with the Production Manager. Results of this inspection will be entered on a "First Article inspection Form" and kept on file.

2.6 After first article approval, it is the operator's or workers responsibility to maintain that same quality level as approved by the inspector.

2.7 Roving inspections will be executed during the duration of the operation to assure compliance.

2.8 The Quality Control Department will provide specific inspection procedures in coherence with any special contractual requirements.

2.9 Any parts or material determined to be scrap must be permanently marked and placed in a special holding area and disposed of as quickly as possible.

2.10 Discrepancies that recur either with vendor parts or materials of Xmultiple manufactured parts or assemblies, will trigger a "Trouble Investigation Report." Purchasing (with the assistance of Quality Control) and /or the manager will take the necessary steps for corrective action.

3.0 Pre-Shipment Inspection

3.1 Prior to the shipment of an order, all customer product will be subjected to pre-shipment inspection on a lot sample basis.

3.2 The Quality Control Inspector will ensure that parts are packaged or palletized properly according to customer requirements and that all outside labels or tags list necessary and pertinent information

3.3 Containers of products are identified by the part number and/or the internal lot control number / manufacturers lot control number prior to shipment or placing into stock.

4.0 Material Review

4.1 The purpose of the material review is to determine all materials used in production is of the highest quality.

4.2 In the case nonconforming material is received or produced by mistake the case will be brought to a Material Review Board. The board is to consist of the General Manager, Quality Control Manager, Production Manager, Engineering Department, Purchasing Department and a customer representative.

4.3 The basis for a material review shall be to determine a course of action for the discrepancy in question and the Material Review Board may suggest a corrective action.

4.4 In normal cases the decision would be; use as is, rework, return to vendor or scrap.

4.5 If the discrepancy in question is in violation of a customer requirement the decision of the review board must be approved by the customer and the decision must be in writing.

4.6 Until any such decision is made the parts or material will be on "hold" in a pre-designated area.

4.7 Material review personnel shall have the authority and responsibility to stop production when unsatisfactory corrective action measures are present.

4.8 Xmultiple shall not delegate Material Review Board authority to sub-tier suppliers without customer approval.

5.0 Quality Control Responsibilities

5.1 Management may conduct a periodic audit of the Quality Control Program, at their discretion and without prior notice.

5.2 Adequacy of procedures, Quality Control Documents, Inspection Procedures, Testing Procedures, Controls and Certifications shall be audited by an impartial team of members of management of Xmultiple

6.0 Corrective and Preventive Action

6.1 Corrective action is taken to help assure non conformances are resolved and permanent solutions are implemented. Corrective actions are issued, recorded and verified in accordance with documented procedures.

6.2 Preventive action is taken to assist management in continuous improvement efforts. Preventative actions are issued, recorded and verified in accordance with documented procedures.

6.3 Everyone in the organization is responsible for instituting, monitoring, or requesting corrective / preventive actions. Problems are evaluated for potential impact on production processes, safety, quality, performance, reliability and customer satisfaction. Sources of data and information used in the evaluation may come from failure analysis results, manufacturing operations, or customer feedback.

6.4 Problems are analyzed to determine whether immediate corrective action is required. Action may include production stoppage, shipping hold, stock purge, supplier hold, or product recall. Once immediate control action has been taken, the cause is analyzed to determine required corrective action. Short-term corrective actions may include customer notification, rework, or product screening. Long-term corrective actions may include product redesign or production process revision.

6.5 After the cause of the problem has been identified, measures are taken to prevent its recurrence. Nonconforming items are properly disposed of or corrected. The effects of these measures are audited to assure the desired goals are met and the permanent changes are in place, documented and communicated.

6.6 Preventive actions plans are created to address longer-term trends as represented by quality related data.

7.0 References

7.1 None

8.0 Revisions

Revision	Date	Section	Paragraph	Summary of change	Authorized by
A	8/08/03			Initial issue	MB