

# QUALITY MANUAL

The quality manual establishes and states the policies governing KAMET's Quality Management System. These policies define KAMET's management of operations and activities in accordance with ISO 9001:2000. These top-level policies represent the plans or protocols for meeting customer requirements and achieving customer satisfaction.

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**Quality Manual Revision History**

<b>Revision</b>	<b>Date</b>	<b>Description of changes</b>	<b>Authored by</b>
0	2/4/02	Draft	David Blyth
1	04/07/03	Rewrite	Terry Wigness
2	05/16/03	Change per review of processes	Terry Wigness
A	6/24/03	Initial Release	Terry Wigness
B	8/20/03	Add process map “figure 1 on page 9. Revised paragraph 4.1 Quality Management System, General requirements, 5.5.1 Responsibility and Authority, and 5.6 Management Review. Removed reference to obsolete procedure QP1020 Management Responsibility	Terry Wigness
C	4/2/04	Rewrite paragraph 5.4.1 and remove reference to general objectives.	Terry Wigness
D	5/12/04	Change organization chart. Sales/Marketing and HR now work for the VP of Operations	Terry Wigness
E	10/05/04	Revise paragraph 2.1 Exclusions, to make the justification clear that KAMET does not design or develop products.	Terry Wigness

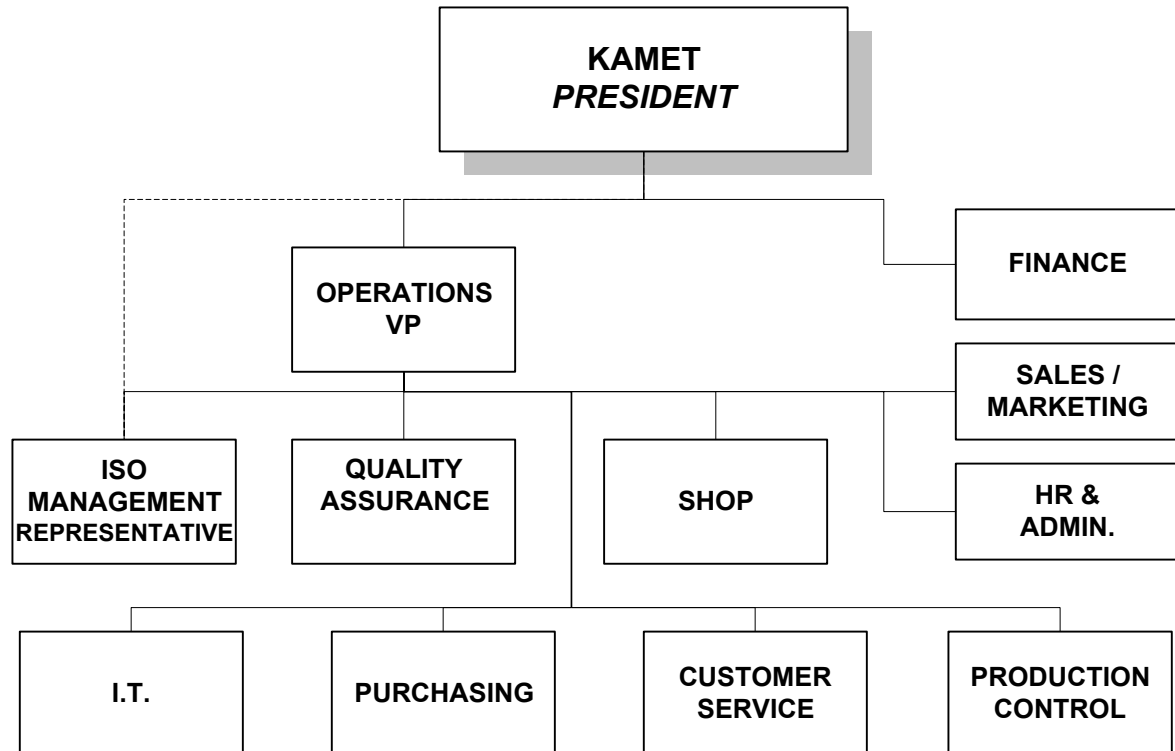
## **THE KAMET MISSION**

**Our Mission is to be recognized by our customers as a provider of enthusiastic customer service, quality products, and on-time delivery**

**The KAMET QUALITY POLICY is to:**

- **Meet our customers' requirements and expectations (by delivering defect free products and services on or before committed shipment dates.)**
- **Continually improve the effectiveness of the Quality System (and the level of customer satisfaction).**

### KAMET ORGANIZATION CHART



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### 1.0 PURPOSE

The purpose of this quality manual is to establish and state the general policies governing KAMET's Quality Management System. These policies define management's intended arrangements for managing our operations and activities in accordance with the framework established by ISO 9001:2000. These are the top-level policies representing the company's plans or protocol for achieving quality assurance and customer satisfaction.

All departmental or functional policies and procedures written must conform and parallel these policies. All changes to policies and procedures are required to be reviewed to ensure that there are no conflicts with these policies stated in this Quality Manual (QM).

### 2.0 SCOPE

The policies stated in this manual apply to all operations and activities at KAMET. The scope of our quality system may be stated as follows:

It is the responsibility of all department managers to help define, implement and maintain the procedures required by this manual and to ensure all processes conform to these requirements. It is the responsibility of all employees to follow procedures that implement these policies and to help strive for continuous improvement in all activities and processes of KAMET.

#### 2.1 EXCLUSIONS:

- ISO 9001 Paragraph 7.3 (*DESIGN AND DEVELOPMENT*) does not apply to KAMET at this time because KAMET does not design or develop products. KAMET's customers design the product and KAMET manufactures the product.

### 3.0 RELATION TO ISO 9001:2000

For ease of reference, the sections of this manual are numbered to coincide with the equivalent section numbers of the ISO 9001:2000 standard.

### 4.0 KAMET QUALITY MANAGEMENT SYSTEM

#### 4.1 GENERAL REQUIREMENTS

Through this manual and associated procedures and documents, KAMET has established, documented, and implemented a Quality Management System conforming to the requirements of ISO 9001:2000. The system is designed to result in continually improving the effectiveness of KAMET in the operation of the quality management system and in our ability to satisfy our customers' requirements.

Maintenance of this system is the responsibility of the ISO Management Representative in conjunction with all Department Managers.

This Quality Manual along with the associated procedures identifies the processes needed for the Quality Management System at KAMET. The sequence and interaction of these processes is shown in Figure 1 KAMET Quality System Processes on page 9 of this manual.

#### 4.2 DOCUMENTATION REQUIREMENTS

##### 4.2.1 General

This Quality Manual and the associated procedures are intended to satisfy the ISO 9001:2000 documentation requirements for a quality manual, procedures and statements of the quality policy and quality objectives. Records required by the ISO 9001 standard are identified in the appropriate procedures or the Quality Records procedure.

Department managers and supervisors are responsible for identifying any additional documents needed to ensure the effective planning, operation and control of processes.

Procedures may vary in detail based on the size of the department or organization involved and the type of activity performed. Procedure developers shall consider this as well as the complexity of the processes and interactions, and the competence of the personnel involved. Where competence is used to minimize the content in procedures, records (see QM section 6.2.2 Competence, Awareness, and Training) must support the decision.

Documents may be any medium including: software programs, electronic text files, or hardcopy documents for example.

##### 4.2.2 Quality Manual

This Quality Manual includes the scope of the KAMET quality system. Exclusions are documented in QM section 2.1. Each section of the manual references appropriate implemented procedures. Interactions between processes are defined in the manual and in referenced procedures. Refer to Figure 1 Quality System Processes on page 9.

### 4.2.3 Control of Documents

All Documents required by the quality management system are controlled.

The Document Control Procedure defines the controls needed to:

- Approve documents for adequacy before issue
- Review and update as necessary and re-approve documents
- Ensure that changes and the current revision status of documents are identified
- Ensure that relevant versions of applicable documents are available at points of use
- Ensure that documents remain legible and readily identifiable
- Ensure that documents of external origin are identified and their distribution controlled
- Prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose

### 4.2.4 Control of Records

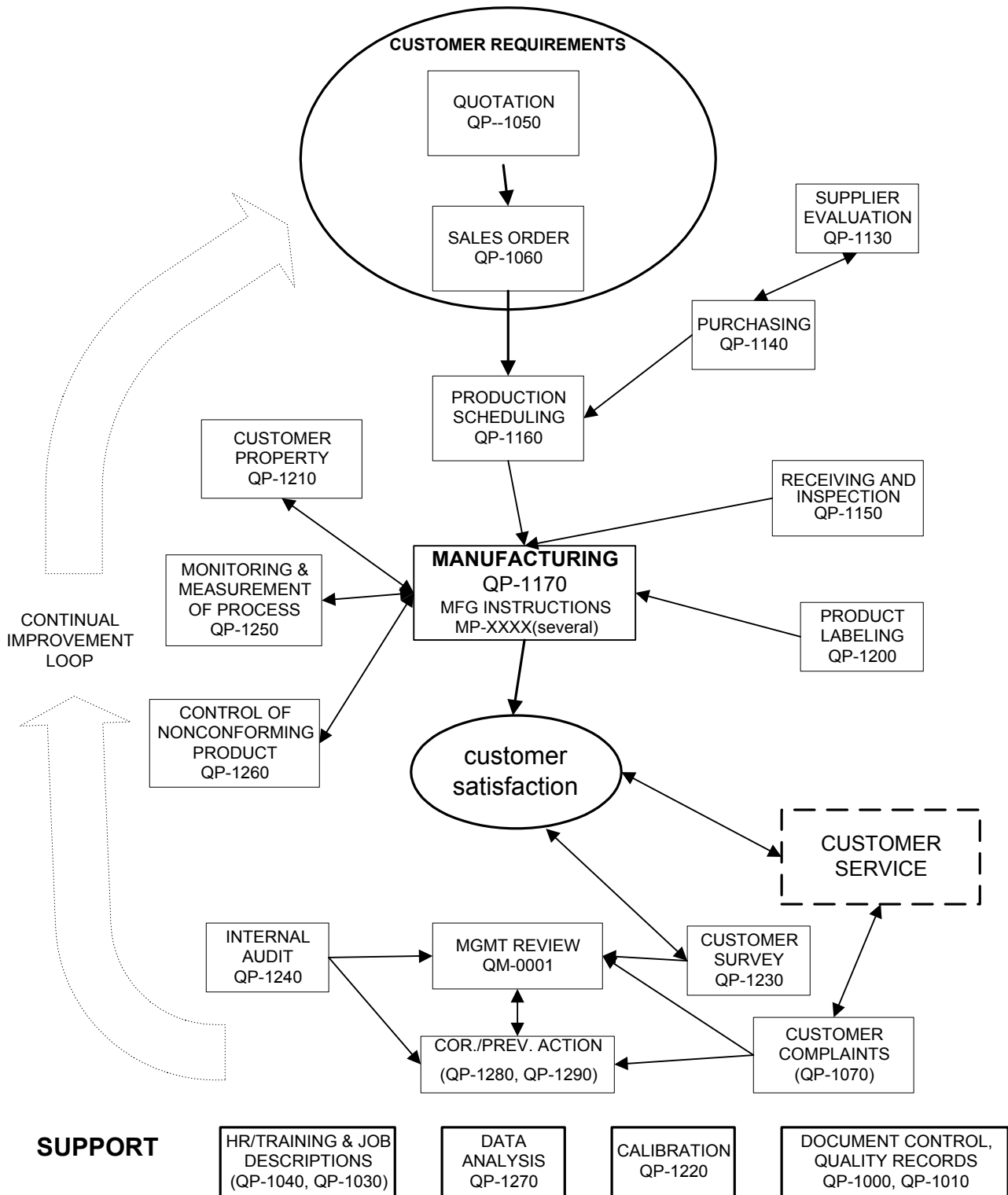
Procedures define appropriate records to be maintained in order to provide evidence of conformity to requirements and of the effective operation of the quality management system. Records shall remain legible, readily identifiable and retrievable. The Quality Records Procedure defines the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records.

### 4.2.5 Referenced Procedures:

QP1000 - DOCUMENT CONTROL

QP1010 - QUALITY RECORDS

**Figure 1 - KAMET QUALITY SYSTEM PROCESSES**



### 5.0 MANAGEMENT RESPONSIBILITY

#### 5.1 MANAGEMENT COMMITMENT

Top Management at KAMET shows its commitment to the quality management system through the development and implementation of this quality manual. Additionally, management commitment is demonstrated through the KAMET Quality Policy, the specific objectives that are set and reviewed during Management Review Meetings and by providing the resources required to meet our objectives for continually improving the effectiveness of our operations and quality system.

The management team consisting of the President and all department managers and direct reports is chartered with ensuring our products and services meet customer as well as statutory and regulatory requirements

#### 5.2 CUSTOMER FOCUS

Top management ensures the focus on improving customer satisfaction is maintained by setting and reviewing objectives related to customer satisfaction at Management Review Meetings.

### 5.3 QUALITY POLICY

KAMET has established a Quality Policy that we feel is appropriate to our organization and meets the requirements set forth in ISO 9001:2000. This policy is communicated throughout the company. Department managers and supervisors are responsible for ensuring all employees understand the policy. To ensure our policy remains appropriate, it is reviewed at least annually at one of our Management Review meetings.

#### 5.3.1 The KAMET Quality Policy is to:

- **Meet our customers' requirements and expectations (by delivering defect free products and services on or before committed shipment dates.)**
- **Continually improve the effectiveness of the Quality System (and the level of customer satisfaction.)**

### 5.4 PLANNING

General: Quality objectives are established to support and implement the quality policy and continual improvement. Quality planning includes identification and determination of quality system processes; priorities for continual improvement; and resources needed to achieve quality objectives, and to maintain and improve the quality system. Quality plans are periodically reviewed and updated to maintain the integrity of the quality system during organizational and other changes.

### 5.4.1 Quality Objectives

Quality objectives are established throughout the organization to implement the quality policy, to meet requirements for products and processes, and to improve the quality system and quality performance..

5.4.1.2 Specific corporate and departmental objectives are determined by each department.

5.4.1.3 These objectives are measurable and consistent with the Quality Policy, and are reviewed at least annually at Management Review meetings.

5.4.1.4 Where appropriate, the specific objectives and trends are posted in the work areas to communicate the importance and status of the objectives to the employees.

### 5.4.2 Quality Management System Planning

As part of annual strategic planning meetings, KAMET establishes strategic objectives for improvement of our products, processes and customer satisfaction. These objectives are supported by specific measures that track performance against those objectives. Department managers in turn set departmental objectives with specific performance measures and targets that support the company objectives.

As situations arise that demand changes to the quality management system either to meet objectives or because of changing business conditions, all changes will be reviewed by the management team to ensure the integrity of the quality system is maintained.

## 5.5 RESPONSIBILITY, AUTHORITY, AND COMMUNICATION

### 5.5.1 Responsibility and Authority

Responsibilities and authorities at KAMET are defined in Job Descriptions and in individual quality and manufacturing procedures and work instructions.

### 5.5.2 Management Representative

The President has appointed a member of his management team as the ISO Management Representative. Irrespective of other responsibilities, the ISO Representative has the responsibility and authority to:

- Ensure that processes needed for the quality management system are established, implemented and maintained
- Report to top management on the performance of the quality management system and any need for improvement
- Ensure the promotion of awareness of customer requirements throughout the organization
- Serve as the liaison with external parties on matters relating to the quality management system

### 5.5.3 Internal communication

In line with KAMET's policy of leadership through employee involvement, KAMET's personnel policies have established open communication throughout the organization.

The effectiveness of our quality management system is evident through Internal Audit results, Corrective and Preventive Actions, and the departmental performance measures. Other than confidential information, company and departmental performance measures are posted on bulletin boards throughout KAMET. Internal Audit results, Corrective Actions and Preventive Actions are shared at departmental meetings as appropriate.

### 5.5.4 Referenced Procedures:

QP1030 - JOB DESCRIPTIONS

## 5.6 MANAGEMENT REVIEW

### 5.6.1 General

The President and management team review KAMET's quality management system on a semi-annual basis and more frequently if needed, to ensure its continuing suitability, adequacy and effectiveness. This review includes assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives.

The ISO Management Representative is responsible for maintaining records from management reviews.

### 5.6.2 Review Input

The ISO Management Representative and department managers provide the following information to the Management Review meetings:

- Follow-up actions from previous management reviews
- Results of internal and external audits
- Status of preventive and corrective actions
- Process and product performance metrics
- Customer feedback and complaints
- Changes that could affect the quality management system and recommendations for improvement of the system

### 5.6.3 Review Output

Records include the minutes and action items from the management review meeting and include any decisions and actions related to:

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

### **6.0 RESOURCE MANAGEMENT**

#### **6.1 PROVISION OF RESOURCES**

During planning and budgeting processes and as needed throughout the year, the President and management team determine and ensure the appropriate resources are available to implement and maintain the quality management system and continually improve its effectiveness and enhance customer satisfaction by meeting customer requirements.

#### **6.2 HUMAN RESOURCES**

##### **6.2.1 General**

Personnel performing work affecting product quality shall be competent based on appropriate education, training, skills and experience.

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

The minimum competencies required for each position at KAMET are defined in each position's Job Description. Human Resources and department managers and supervisors are responsible for ensuring job descriptions are current.

Where otherwise qualified personnel require additional training or other action to meet the minimum competency requirements, these needs are identified. The department provides task-specific training. General training or education is provided or coordinated by Human Resources. The department or Human Resources evaluate the effectiveness of training or other actions taken as appropriate.

The department generates records of task-specific training. Human Resources maintains the records of all training and education, skills and experience.

Department managers are responsible for ensuring their employees are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.

##### **6.2.3 Referenced Procedures:**

QP1030 - JOB DESCRIPTIONS

QP1040 - COMPETENCE, AWARENESS, AND TRAINING

#### **6.3 INFRASTRUCTURE**

KAMET provides the infrastructure necessary to achieve conformity to product requirements. During the annual budgeting and strategic planning processes, buildings, workspace, and associated utilities are evaluated and provided. When new personnel are added, Human Resources coordinates activities to ensure appropriate process equipment including hardware and software if required and supporting services such as telephones etc., are available based on information provided on the Personnel Requisition.

#### 6.4 WORK ENVIRONMENT

The management team determines and manages the work environment to ensure KAMET provides a safe and desirable place to work. They ensure the environment is appropriate for achieving conformity to product requirements.

### **7.0 PRODUCT REALIZATION**

#### **7.1 PLANNING OF PRODUCT REALIZATION**

KAMET has planned and developed the processes needed to provide our customers products and services that meet their requirements. The results of this planning are the processes and procedures defined in our Quality Management System documentation. These processes and procedures include the quality objectives and requirements for our products, the required verification, validation, monitoring, inspection and test activities specific to our products and the criteria for product acceptance verification. The records needed to provide evidence that these processes and resulting product meet requirements are defined in the procedures. Consideration is given for the need to establish processes, documents, and obtain resources specific to new product as they are developed or during contract review.

#### **7.2. CUSTOMER RELATED PROCESSES**

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

Product requirements at KAMET are obtained from the customer during the quotation process.

During the quotation process, requirements specified by the customer, including delivery and post-delivery activities are defined. Requirements not stated by the customer but necessary for specified or intended use, where known, are identified by Customer Service and Quality Assurance.

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

Before committing to the customer, KAMET reviews the customer's requirements related to the product to ensure all requirements can be met. These reviews include reviews of quotations before submission, and reviews of orders or change orders before acceptance.

The purpose of these reviews is to determine if the products requirements are adequately defined, any requirements differing from those previously agreed to are resolved, and that KAMET has the ability to meet the defined requirements for both the product and delivery.

Customer Service processes change orders or contract amendments to ensure these items are reviewed by the appropriate departments and that work orders, sales orders and any other documents are updated and affected personnel are made aware of the changes.

These reviews are defined in the Quotation and Contract Review procedures. Required records are also defined in these processes.

### 7.2.3 Customer Communication

In keeping with our commitment to customer satisfaction, KAMET views effective customer communication as an essential element of customer satisfaction. Appropriate handling of communications can reduce customer dissatisfaction in situations and in many cases turn a dissatisfying scenario into a satisfying experience.

The Customer Service department is responsible for establishing communication methods to ensure enquiries, contracts or order handling, including amendments, and customer feedbacks, including customer complaints are handled expeditiously and professionally. Refer to the Quotation, Sales Orders, and Customer Complaint procedures.

The Sales & Marketing department has primary responsibility for developing product information and literature. Sales & Marketing and Customer Service are the primary customer contacts for product information.

### 7.2.4 Referenced Procedures:

QP-1050 - QUOTATION

QP-1060 - SALES ORDERS

QP-1070 - CUSTOMER COMPLAINTS

## 7.3 *DESIGN AND DEVELOPMENT*

*KAMET does not Design and Develop product. Refer to paragraph 2.1 Exclusions. This paragraph is included only to maintain the numbering consistent with ISO 9001:2000.*

## 7.4 PURCHASING

### 7.4.1 Purchasing Process

The purchasing process is essential to KAMET's ability to provide our customers with products that meet their requirements. KAMET ensures that purchased product conforms to specified purchase requirements. KAMET accomplishes this by controlling our supplier base and inspecting purchased product as required. Obviously, the type and extent of control applied to the supplier and the purchased product shall be dependent upon the effect of the purchased product on subsequent product realization or the final product.

It is the responsibility of the Purchasing Department and the Quality Manger to evaluate and select suppliers based on their ability to supply product in accordance with specified requirements. Engineering may be called on to assist as required. Criteria for selection, evaluation and re-evaluation are defined in the Supplier Evaluation procedure. Records of the results of evaluations and any necessary actions arising from the evaluation are maintained.

### 7.4.2 Purchasing Information

KAMET uses Purchase Orders (PO's) to describe the product to be purchased, including where appropriate:

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

The Purchasing Department is responsible for ensuring the adequacy of specified purchase requirements before their communication to the supplier.

### 7.4.3 Verification of Purchased Product

Purchased items and materials are verified for correctness by the Receiving Department. If additional inspection is required, it is noted on the purchase order and the item is sent to Quality Control for inspection.

Should KAMET or any of our customers decide to perform verification at the supplier's premises, the verification arrangements and method of product release shall be stated in the purchasing information.

### 7.4.4 Referenced Procedures:

QP1130 - SUPPLIER EVALUATION

QP1140 - PURCHASING

QP1150 - RECEIVING AND INSPECTION

### 7.5 PRODUCTION AND SERVICE PROVISION

#### 7.5.1 Control of Production and Service Provision

KAMET plans and carries out production and service activities under controlled conditions. Controlled conditions include, as applicable:

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

Quality Procedures and Instructions, Manufacturing Instructions, and Routers, define Our Companies plan for manufacturing and service. These procedures provide detailed planning of all phases including the methods and equipment to be used and workmanship criteria. This detailed planning will be documented for each product in the form of work instructions, drawings or specifications.

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

Quality, with assistance from Production is responsible for ensuring any processes for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement are validated. This includes any processes where deficiencies become apparent only after the product is in use or the service has been delivered.

Validation shall demonstrate the ability of these processes to achieve planned results.

Validation documentation for these processes includes, as applicable:

- Defined criteria for review and approval of the processes
- Approval of equipment and qualification of personnel
- Use of specific methods and procedures
- Requirements for records
- Revalidation

### 7.5.3 Identification and Traceability

All personnel are responsible for identifying the product, by suitable means, throughout the process from receipt of material through shipment of the final product. Where not otherwise obvious due to part shape, color, etc., tags, labels, and routers are used as appropriate to clearly identify products and materials throughout the manufacturing process and in storage. Parts are “part marked” after final acceptance.

Personnel performing the production or inspection activities are responsible for clearly identifying the product status. To ensure that only items, assemblies or final products that have passed required tests and/or inspections proceed to the next operation or process, products or assemblies are accompanied by “routers”. The router indicates the parts processing steps and inspection status. The inspection status will clearly indicate pass or fail as appropriate.

In products where component traceability is a requirement, the Router or Work Order is used to record the unique identification of the traceable components used in the final product. Product traceability is provided by the Part Number, Part Revision, Order No., and Vendor I.D. No.

### 7.5.4 Customer Property

KAMET exercises care with customer property while it is under our control or being used. The Receiving Department identifies customer-supplied product upon receipt and verify it is correct and not damaged. Warehouse and Manufacturing personnel protect and safeguard customer property provided for use or incorporation into the product while it is in KAMET’s possession. If any customer property is lost, damaged or otherwise found to be unsuitable for use, this shall be recorded on a Non-conformance Report and reported to Customer Service for notification to the customer.

### 7.5.5 Preservation of Product

All personnel will handle materials and parts in a manner that preserves conformity during processing and delivery to the next process step. This preservation includes identification, handling, packaging, storage and protection.

Preservation also applies to the constituent parts of a product and includes items such as special storage requirements, and monitoring of shelf life. Details of appropriate preservation controls are included in Receiving, Manufacturing, and Inspection procedures.

### 7.5.6 Referenced Procedures:

QP-1150 - RECEIVING AND INSPECTION

QP-1160 - PRODUCTION SCHEDULING

QP-1170 - MANUFACTURING

QP-1200 - PRODUCT LABELING

QP-1210 - CUSTOMER PROPERTY

### 7.6 CONTROL OF MONITORING AND MEASURING DEVICES

Our customers may define monitoring and measuring requirements on product and component drawings and specifications. Monitoring and measuring requirements are also defined by Quality and Production for process characteristics where required for process validation.

Personnel performing monitoring and measurement activities determine the monitoring and measuring devices needed to provide evidence of conformity of product to determined requirements. The Quality department will provide assistance in selecting the appropriate device as required.

#### 7.6.1 Calibration Activities

The Quality Department is responsible for the Calibration activities at KAMET. They are responsible for establishing, maintaining processes to ensure that monitoring and measurement can be carried out and is carried out in a manner that is consistent with the monitoring, and measurement requirements, taking into account the tolerances required for the measurement and the accuracy and precision of the instrument.

Where necessary to ensure valid results, measuring equipment is included in the calibration program. The calibration program ensures measuring equipment used as a media of acceptance is:

- 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;
- Adjusted or re-adjusted as necessary
- Identified to enable the calibration status to be determined
- Safeguarded from adjustments that would invalidate the measurement result
- Protected from damage and deterioration during handling, maintenance and storage

In addition, the Quality Department assesses and records the validity of the previous measuring results when the equipment is found not to conform to requirements. The organization takes appropriate action on the equipment and any product affected. Records of the results of calibration and verification are maintained.

When used in the monitoring and measurement of specified requirements, the ability of computer software to satisfy the intended application is confirmed. This is undertaken before initial use and reconfirmed as necessary. Records of this confirmation are maintained with calibrations records through the use of the Calibration procedure.

### 7.6.2 Referenced Procedures:

QP-1220 - CALIBRATION

### **8.0 MEASUREMENT, ANALYSIS, AND IMPROVEMENT**

#### **8.1 GENERAL**

As part of our quality system and our commitment to continuous improvement, KAMET has planned and implemented the monitoring, measurement, analysis and improvement processes needed to demonstrate conformity of the product, to ensure conformity of the quality management system, and to continually improve the effectiveness of the quality management system. This includes determination of applicable methods, including statistical techniques, and the extent of their use, with the intention of converting data to information and presenting it in a suitable format for decision-making.

#### **8.2 MONITORING AND MEASUREMENT**

##### **8.2.1 Customer Satisfaction**

As one of the measurements of the performance of the quality management system, KAMET monitors information relating to customer perception as to whether we have met customer requirements. The methods for obtaining and using this information are defined in the Customer Satisfaction procedure.

##### **8.2.2 Internal Audit**

KAMET conducts internal audits at planned intervals to determine whether the quality management system conforms to the planned arrangements for product realization, to the requirements of the ISO 9001:2000 standard, and to the quality management system requirements; and to determine if the quality management system is effectively implemented and maintained.

The Internal Audit Procedure details the requirements for the audit program including requirements that the audit program shall be planned, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency and methods are defined. Selection of auditors and conduct of audits ensures objectivity and impartiality of the audit process. Auditors do not audit their own work.

The Quality Manager is responsible for the Internal Audit Program. The responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records are further detailed in the Internal Quality Audit Procedure.

The management responsible for the area being audited ensures that actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities include the verification of the actions taken and the reporting of verification results as indicated in the Corrective Action Procedure.

### 8.2.3 Monitoring and Measurement of Processes

Department Managers and the ISO Management Representative are responsible for monitoring the effectiveness of the processes under their control. These methods demonstrate the ability of the processes to achieve planned results. Correction and corrective action are to be taken, as appropriate; to ensure conformity of the product when planned results are not achieved. Information from process monitoring also is considered for continual improvement efforts.

Each process may require different measures depending on its nature. Examples of potential measures include: process capability, cycle times, efficiency and effectiveness measures, cost reduction.

### 8.2.4 Monitoring and Measurement of Product

KAMET's quality planning defines points at which the characteristics of products are monitored and measured to verify that product requirements have been met (see 7.1).

Inspection records show evidence of conformity with the acceptance criteria. Records indicate the person(s) authorizing release of product.

Release of our products or delivery of services will not proceed until the activities defined in the quality plan have been satisfactorily completed. Any exceptions must be approved by management and, where applicable, by the customer.

### 8.2.5 Referenced Procedures:

QP-1150 - RECEIVING AND INSPECTION

QP-1170 - MANUFACTURING

QP-1230 - CUSTOMER SATISFACTION

QP-1240 - INTERNAL QUALITY AUDITS

QP-1250 - MONITORING & MEASUREMENT OF PROCESS

QP-1270 - DATA ANALYSIS AND CONTINUAL IMPROVEMENT

QP-1280 - CORRECTIVE ACTION

### 8.3 CONTROL OF NON-CONFORMING PRODUCT

All product that does not conform to product requirements are identified and controlled to prevent its unintended use or delivery. The non-conforming product procedure defines controls and related responsibilities and authorities for dealing with non-conforming product.

### 8.3.1 Non-conforming Product Actions

KAMET deals with non-conforming product in one or more of the following ways:

- By taking action to eliminate the detected nonconformity;
- By authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer;
- By taking action to preclude its original intended use or application.

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, are maintained according to the Quality Records Procedure.

When non-conforming product is corrected, it shall be subject to re-verification to demonstrate conformity to the requirements.

When non-conforming product is detected after delivery to the customer or use of the product has started, KAMET shall take action appropriate to the effects, or potential effects, of the nonconformity.

### 8.3.2 Referenced Procedures:

QP-1260 - CONTROL OF NON-CONFORMING PRODUCT

QP-1010 - QUALITY RECORDS

## 8.4 ANALYSIS OF DATA

### 8.4.1 Quality Management System Evaluation

The ISO Management Representative and department managers/supervisors are responsible for determining, collecting and analyzing 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 includes data generated as a result of monitoring and measurement and from other relevant sources. The analysis of data provides information relating to:

- Customer satisfaction
- Conformity to product requirements
- Characteristics and trends of processes and products including opportunities for preventive action, and suppliers

### 8.4.2 Referenced Procedures:

QP-1010 - QUALITY RECORDS

QP-1070 - CUSTOMER COMPLAINTS

QP-1230 - CUSTOMER SATISFACTION

QP-1260 - CONTROL OF NON-CONFORMING PRODUCT

QP-1270 - DATA ANALYSIS AND CONTINUAL IMPROVEMENT

### 8.5 IMPROVEMENT

#### 8.5.1 Continual Improvement

KAMET will continually improve the quality management system effectiveness using the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions, and management review processes.

#### 8.5.2 Corrective Action

The Quality Manager is responsible for managing the Corrective Action process. As defined in the Corrective Action Procedures, all personnel are responsible for taking action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions will be appropriate to the effects of the nonconformities encountered.

The Corrective Action Procedure defines requirements for:

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

### 8.5.3 Preventive Action

The Quality Manager is responsible for managing the Preventive Action process. As defined in the Preventive Action Procedure, all personnel are responsible for taking action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions will be appropriate to the effects of the potential problems.

The Preventive Action procedure defines requirements for:

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

### 8.5.4 Referenced Procedures:

QP-1270 - DATA ANALYSIS AND CONTINUAL IMPROVEMENT

QP-1280 - CORRECTIVE ACTION

QP-1290 - PREVENTIVE ACTION

### List of Referenced Procedures

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- QP-1000 - Document Control
- QP-1010 - Quality Records
- QP-1030 - Job Descriptions
- QP-1040 - Competence, Awareness, and Training
- QP-1050 - Quotation
- QP-1060 - Sales Orders
- QP-1070 - Customer complaints
- QP-1130 - Supplier Evaluation
- QP-1140 - Purchasing
- QP-1150 - Receiving and Inspection
- QP-1160 - Production Scheduling
- QP-1170 - Manufacturing
- QP-1200 - Product Labeling
- QP-1210 - Customer Property
- QP-1220 - Calibration
- QP-1230 - Customer Satisfaction
- QP-1240 - Internal Quality Audits
- QP-1250 - Monitoring & Measurement of Process
- QP-1260 - Control of Non-conforming Product
- QP-1270 - Data Analysis and Continual Improvement
- QP-1280 - Corrective Action
- QP-1290 - Preventive Action