



TORPEDO
SPECIALTY WIRE, INC.

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QUALITY POLICY MANUAL FOR ISO 9001:2008

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Quality Policy Manual
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QUALITY MANAGEMENT SYSTEM

SECTION 4.1 GENERAL REQUIREMENTS

Introduction and Quality Systems Exclusions

1.0 Purpose

1.1 The objectives of this manual are to provide our company personnel and customers with a source of information regarding Torpedo Specialty Wire, Inc.'s policies and documents for assuring and controlling product and service quality, the continual improvement of the quality management system and compliance to requirements defined within ISO Standards.

2.0 Application

2.1 This manual establishes Torpedo Specialty Wire, Inc.'s management policy concerning quality and refers to Quality Management processes and standard operation documents.

2.2 This document is divided into sections. From this point forward, each section contains the following blocks of information:

PURPOSE: Identifies the objective to be achieved by the section.

APPLICATION: Describes the extent to which the section applies.

POLICY: Defines company policy regarding the section topic

REFERENCES: Identifies documents, which are referenced, or applicable to the section.

3.0 Policy

3.1 General

3.1.1 Unless otherwise defined, the definition of a specific term used within this document shall be as outlined within the ISO Standard

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3.1.2 The words “shall”, “will” and “must” have been used to indicate a mandatory internal requirement. Where the word “should” or “may” has been used, it is to be interpreted as meaning a preferred approach.

3.2 Our Quality Management System

3.2.1 Torpedo Specialty Wire, Inc.’s quality management system is documented, implemented, maintained and continuously improved in its effectiveness as per the requirements defined within the ISO Standard and our own stated policies to ensure that products and services provided to customers conform to quality requirements and meet or exceed their needs and expectations.

3.2.2 The processes that make up the Torpedo Specialty Wire, Inc.’s. quality management system as well as their application, sequence and interaction are identified throughout this manual.

3.2.3 The criteria and methods used to ensure effective operation and control of these processes are defined in section 7.1 of this manual

3.2.4 Information and resources necessary to support the operation, monitoring, measurement, and analysis of these processes are defined in sections 5.5, 6.1, 7.1, 7.5, 8.2 and 8.4.

3.2.5 All actions considered necessary to achieve planned results and continual improvement shall be taken by Torpedo Specialty Wire, Inc. as defined in sections 5.4, 7.1, and 8.5.

3.2.6 Purchased products or outsourced processes shall be controlled as defined in section 7.4.

3.2.7 All of the processes that make up the Torpedo Specialty Wire, Inc.’s quality management system shall be managed as defined within this manual and in accordance with the requirements of the ISO Standard.

3.3 Exclusions

3.3.1 7.3 Design and Development will be excluded.

4.0 References

None

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QUALITY MANAGEMENT SYSTEM

SECTION 4.2 DOCUMENTATION REQUIREMENTS

1.0 Purpose

1.1 To define Torpedo Specialty Wire, Inc.'s quality system documentation structure and its management and to reference specific documents that apply to this subject.

2.0 Application

2.1 This section describes the quality management system documentation used by Torpedo Specialty Wire, Inc. to ensure product and service compliance to quality and contractual requirements and includes the control, review, approval, and storage of these documents and quality records.

3.0 Policy

3.1 General

3.1.1 The documentation structure of Torpedo Specialty Wire's quality management system consists of three tiers or levels of documents with each subsequent tier designed to provide additional detail, as required, based on the complexity of the function or process being addressed:

Tier 1 Policy Manual: Single stand-alone controlled document. Defines Torpedo Specialty Wire's quality policy, quality objectives, and commitment to customer satisfaction and continual improvement under sections 5.3, 5.4, 8.2 and 8.4, respectively. Addresses each of the quality management system processes required by the ISO Standard and established by Torpedo Specialty Wire, Inc. The Policy Manual references specific Quality Management Processes and Documents.

Tier 2 Quality Management Procedures: Consists of documents to ensure the effective planning, operation, and control of Torpedo Specialty Wire, Inc.'s processes. Defines who is responsible for what, when it would apply and why it is being done. Quality Management Procedures reference other documents and make reference to third-tier groups of detailed instructions or related documents and may contain or reference specific forms to aid in establishing required records.

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Tier 3 Work Instructions and Forms: Consists of numerous documents including instructions for inspection and testing, calibration, production and service processes, as well as quality system forms, workmanship standards and quality plans. Defines details as to how specific tasks must be performed and records to be produced. Work Instructions reference other third-tier documents and contain specific forms to be used when required.

3.2 Policy Manual

3.2.1 This policy manual has been established and shall continue to be maintained in order to provide :

- The scope of Torpedo Specialty Wire’s quality management system including details of and justification for any exclusion, as defined within section 4.1.
- A reference to all documented Quality Management Documents as defined below under paragraph 3.2.2; and
- A description of the interaction between the processes, which make up the Torpedo Specialty Wire, Inc.’s Quality management system.

3.2.2 Quality Management Documents

3.2.2.1 The following Torpedo Specialty Wire, Inc.’s Quality Management Documents have been implemented within Torpedo Specialty Wire, Inc. and form an integral part of the quality management system as they are both consistent with the requirements of the ISO Standards and the policies within this Policy Manual:

<u>Document</u>	<u>Subject of Procedure</u>
P&P04.01	Management Responsibility
P&P04.02	Quality Systems
P&P04.03	Contract Review
P&P04.05	Document and Data Control
P&P04.06	Purchasing
P&P04.08	Product Identification and Traceability
P&P04.09	Process Control
P&P04.10	Inspection and Testing
P&P04.13	Non-Conforming Material Control
P&P04.14	Corrective and Preventative Action
P&P04.15	Handling, Storage, Packaging, Preservation and Delivery
P&P04.16	Control of Quality Records
P&P04.17	Internal Audits
P&P04.18	Training

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- 3.2.3 The extent of detail contained within each document has been based on the complexity of the work processes that are being used and nteraction of the processes involved,.
- 3.2.4 Resulting quality records shall be controlled as defined under paragraph 3.4 of this section.
- 3.3 Control of Documents
- 3.3.1 Documents required for the Quality Management system such as this manual, procedures work instructions, and forms shall be developed reviewed, approved and controlled in accordance with P&P04.05.
- 3.3.2 Documents defined as quality records shall be controlled as described under paragraph 3.4 below
- 3.4 Control of Records
- 3.4.1 The term quality records pertains to all records prepared for or required by the quality management system that provides evidence of conformity to requirements and the effective operation of the quality management system.
- 3.4.2 All quality records shall be legible, readily identifiable and retrievable as outlined within the relevant quality management procedure or instruction.
- 3.4.3 Periodic verification of documentation shall be conducted in accordance with procedure P&P04.17 to ensure that Quality Management System requirements are met.
- 3.4.4 The methodology to be used and the personnel responsible for the identification, storage, protection, retrieval, retention time and disposition of quality records shall be in accordance with procedure P&P04.16.
- 3.4.5 When required by contract or at the discretion of the Quality Manager, all quality related records and documents should be made available to the customer for review and analysis upon request.

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4.0 References

- 4.1 P&P04.02 Quality Management System
- 4.2 P&P04.05-01 Control of Documents
- 4.3 P&P04.16 Control of Quality Records
- 4.4 P&P04.17 Internal Audits
- 4.5 ISO Standard for Quality Management Systems-Requirements

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MANAGEMENT RESPONSIBILITY

SECTION 5.1 MANAGEMENT COMMITMENT

1.0 Purpose

1.1 To define Torpedo Specialty Wire, Inc. management commitment to the development and improvement of the quality management system.

2.0 Application

2.0 This section describes the commitment made by Torpedo Specialty Wire's management to the development, implementation, and continuing improvement of the quality management system and identifies the evidence of this commitment.

3.0 Policy

3.0 Torpedo Specialty Wire's management is committed to the policies and documents described and referenced within this manual, to the ongoing development and continual improvement of the quality management system implemented

3.1 To reinforce this commitment, Torpedo Specialty Wire, Inc.'s management shall ensure that:

- a) The importance of meeting customer, statutory and regulatory requirements, as defined under section 7.2 of this quality manual, is effectively and consistently communicated throughout the organization using any or all of the following means:
 - e-mail
 - employee Meetings
 - plant postings
 - employee/supervisor communications
 - work center teams
- b) The quality policy, defined under section 5.3 of this manual, continues to remain relevant and consistent with the overall organizational policies and provides a suitable framework for setting quality objectives.
- c) Quality objectives continue to be identified for the relevant functions and levels within Torpedo Specialty Wire, Inc., as defined under section 5.4 of this manual and remain measurable while consistent with the quality policy.

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- d) Quality management reviews continue to be conducted, as defined under section 5.6 of this manual, to ensure the continuing suitability, effectiveness, and efficiency of the Torpedo Specialty Wire, Inc.
- e) All necessary resources to implement and improve the processes for the quality management system and to address customer satisfaction continue to be made available, as defined under section 6.1 of this policy manual.

4.0 References

- 4.0 P&P04.01 Management Responsibility
- 4.1 P&P04.01-01 Organization
- 4.2 P&P04.01-01A Organization Chart
- 4.3 P&P04.01-02 Quality Management Review

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MANAGEMENT RESPONSIBILITY

SECTION 5.2 CUSTOMER FOCUS

1.0 Purpose

1.1 To define Torpedo Specialty Wire's policy concerning customer focus

2.0 Application

2.0 This section applies to all customer contracts and orders.

3.0 Policy

3.0 Torpedo Specialty Wire, Inc.'s management shall ensure that all customers' needs and requirements are determined and met with the aim of enhancing customer satisfaction as outlined under section 7.2 and 8.2 of this manual.

4.0 References

4.1 P&04.03 Contract Review

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MANAGEMENT RESPONSIBILITY

SECTION 5.3 QUALITY POLICY

1.0 Purpose

1.1 To define Torpedo Specialty Wire, Inc.'s quality policy and to reference specific documents that apply to this subject.

2.0 Application

2.0 This section covers the overall intentions and direction of Torpedo Specialty Wire, Inc. as they relate to quality and as expressed by management.

3.0 Policy

3.0 The quality policy of Torpedo Specialty Wire is to delight all customers by meeting or exceeding their quality expectations and requirements.

We will:

- Measure quality accurately.
- Practice continuous improvement.
- Minimize process variation.
- Train people continuously

3.1 Torpedo Specialty Wire, Inc. shall ensure that the quality policy is appropriate to the purpose of this organization

3.2 Torpedo Specialty Wire, Inc. is committed to comply with requirements and continually improve the effectiveness of the quality management system.

3.3 Torpedo Specialty Wire, Inc. will provide a framework for establishing and reviewing quality objectives as defined under section 5.4.

3.4 Torpedo Specialty Wire, Inc. shall ensure that this policy is communicated and understood by all levels within the organization

3.5 Torpedo Specialty Wire, Inc. shall ensure that the quality policy is reviewed for continuing suitability.

4.0 References

4.1 P&P04.01-00 Mission and Quality Policy

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MANAGEMENT RESPONSIBILITY

SECTION 5.4 PLANNING

1.0 Purpose

1.1 To define Torpedo Specialty Wire, Inc.'s quality policy concerning quality objectives and quality planning and to reference specific documents that applies to this subject.

2.0 Application

2.1 This section describes how quality objectives and quality management system planning are established to ensure product and service compliance to both quality and customer requirements.

3.0 Policy

3.1 Quality Objectives

3.1.1 Torpedo Wire's management shall ensure that quality objectives:

- include those needed to meet product requirements, as defined within section 7.1
- are established at relevant functions and levels within Torpedo Specialty Wire, Inc.
- are measurable; and
- are consistent with Torpedo Specialty Wire, Inc. quality policy defined within section 5.3.

3.1.2 Management Objectives are established to identify the overall intentions and direction of the company. Input for establishing these objectives shall include:

- customer complaints;
- productivity, inventory and cost analysis reports;
- quality management reviews.

4.0 References

None

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MANAGEMENT RESPONSIBILITY

SECTION 5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION

1.0 Purpose

1.1 To define the responsibilities and authority of Torpedo Specialty Wire, Inc.'s management, the methods used for communication and to reference specific documents that apply to this subject.

2.0 Application

2.1 This section covers the managerial responsibilities, authority, and interrelationships within Torpedo Specialty Wire, Inc. as well as internal communication.

3.0 Policy

3.1 Responsibility and Authority

3.1.1 Torpedo Specialty Wire, Inc.'s organization has established functions in: Quality/Engineering, Operations, Purchasing, Finances ,Sales and Business Development,

3.1.2 In order to facilitate effective quality management, the following paragraphs define the responsibilities and authorities for each of the above functions with lines of communication and interrelationship of positions illustrated within the organization chart.

3.1.2.1 Chief Executive Officer: The Chief Executive Office has the responsibility and authority to develop and implement long-term strategic planning and budgeting and to ensure experienced staff is assigned to adequately manage daily operations and contractual commitments, including the policies and documents included or referenced within this policy manual.

3.1.2.2 Engineering/Quality: Vice President of Engineering and Quality reports directly to the Chief Executive Officer and is responsible for the implementation and compliance of the company quality policy, quality objectives, and documents defined or referenced within this manual. The general scope of the responsibility and authority Engineering and Quality Senior Management is to:

- plan, implement, and maintain a quality management system in accordance with ISO Standard.

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- control and revise as required, this manual and all documents referenced within;
- represent Torpedo Specialty Wire, Inc. in the resolving matters pertaining to quality with Torpedo Specialty Wire, Inc.'s suppliers, customers and representatives from external regulatory bodies;
- ensure that quality related deficiencies are adequately documented, investigated and corrected;
- ensure that manufactured items are adequately documented and traceable as required; and
- ensure that only acceptable material or services are presented or delivered to the customer.
- design and engineer standard and custom product orders, develop required part lists, liaise with vendors and suppliers during development, and maintain control of drawings and specifications

3.1.2.3 Operations: Operations Manager reports directly to the Chief Executive Officer and has the responsibility and authority to effectively coordinate production manpower and equipment so as to result in on-time product completion, product quality and cost effective performance for work contracted to be performed

3.1.2.4 Purchasing reports directly to the Chief Financial Officer and has the responsibility to purchase raw materials, MRO suppliers and subcontract services and goods required for production

3.1.2.5 Sales and Business Development: reports directly to the Chief Executive Officer and has the responsibility and authority to represent Torpedo Specialty Wire, Inc. in bidding and closing of contracts, prepare sales forecasts and budgets, develop marketing and pricing strategies and liaise with customer representatives and provide technical services as required

3.1.2.6 Financial: The Chief Financial Officer reports directly to the Chief Executive Officer and has the responsibility and authority for the financial reporting and analysis, money management, credit and collections, accounting, purchasing, customer services, human resources and information systems for Torpedo Specialty Wire, Inc.

3.2 Management Representative

3.2.1 As a part of Torpedo Specialty Wire, Inc.'s goal to continuously enhance the effectiveness and efficiency of the quality management system, Torpedo Specialty Wire, Inc.'s management has appointed a management representative to monitor, coordinate, manage and evaluate the quality management system processes including responsibility and authority to:

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- ensure the establishment, implementation and maintenance of the processes needed for the quality management system;
- report to top management on the performance of the quality management system including needs for improvement; and
- ensure the promotion of awareness of customer requirements throughout the organization

3.3 Internal Communication

3.3.1 To ensure that the Torpedo Specialty, Inc.'s quality policy, quality management system requirements, and quality objectives are adequately understood, implemented, and maintained at all levels in the organization:

- A copy of the quality manual and quality management documents shall be on Torpedo Specialty Wire, Inc.'s intranet for department managers' access
- The quality policy, requirements of the quality management system and established quality objectives relative to individual assignments shall be reviewed with an employee during orientation sessions.

3.3.2 The Senior Management of Quality shall ensure that the effectiveness of the quality management system processes and accomplishment towards company quality objectives are properly communicated to the various levels and functions within the organization

4.0 **References**

- 4.1 P&P04.01 Management Responsibility
- 4.2 P&P04.01-01 Organization

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MANAGEMENT RESPONSIBILITY

SECTION 5.6 MANAGEMENT REVIEW

1.0 Purpose

1.1 To define Torpedo Specialty Wire, Inc.'s policy concerning the review and continuous improvement of the quality management system and to reference specific documents that apply to this subject.

2.0 Application

2.1 This section covers the review and continuous improvement of the Torpedo Specialty Wire, Inc.'s quality management system through the management review process.

3.0 Policy

3.1 General

3.1.1 At planned intervals during the year, the Torpedo Specialty Wire, Inc. Management Review Team shall review the quality management system to ensure its continuing suitability, adequacy, and effectiveness. These reviews shall include assessing opportunities for improvement and the need for any change to the current quality management system including the quality policy and quality objectives.

3.2 Review Input

3.2.1 Inputs to quality management reviews shall include the following sources of information regarding the performance of the quality management system as well as improvement opportunities:

- audit reports (internal, customer and third-party);
- feedback from customers;
- process performance and product conformance;
- performance of suppliers;
- status of preventive and corrective actions;
- status of action items from previous quality management reviews
- changes that could affect the quality management system

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3.3 Review Output

3.3.1 Outputs from quality management system reviews shall be documented in management review minutes and shall include decisions made and actions taken related to:

- the improvement of the effectiveness of the quality management system and processes;
- the improvement of product related to customer requirements; and
- Resource needs.

3.3.2 Management review minutes shall be maintained in accordance with procedure P&P04.16.

4.0 References

- | | | |
|-----|-------------|----------------------------|
| 4.1 | P&P04.01-02 | Quality Management Review |
| 4.2 | P&P04.16 | Control of Quality Records |

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RESOURCE MANAGEMENT

SECTION 6.1 PROVISION OF RESOURCES

1.0 Purpose

1.1 To define Torpedo Specialty Wire, Inc.'s policy concerning the provision of resources for the quality management system.

2.0 Application

2.1 This section applies to the determination and provision of all resources needed for the quality management system within Torpedo Specialty Wire, Inc., including people, suppliers, information, infrastructure and work environment.

3.0 Policy

3.1 Torpedo Specialty Wire, Inc. shall determine and provide, in a timely manner, the resources needed to:

- Implement, maintain and continually improve the quality management system; and
- to enhance customer satisfaction by meeting customer requirements

3.2 When determining these resources, consideration shall be given to:

- current business opportunities and constraints;
- mechanisms that will encourage innovative continual improvement;
- methods to enhance existing competency; and
- future resource requirements.

4.0 References

None

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RESOURCE MANAGEMENT

SECTION 6.2 HUMAN RESOURCES

1.0 Purpose

1.1 To define Torpedo Specialty Wire, Inc.'s policy concerning the management of human resources for the quality management system and to reference specific documents that apply to this subject.

2.0 Application

2.1 This section applies to all Torpedo Specialty Wire, Inc.'s personnel with assigned responsibilities in the quality management system and includes their training to ensure competency when performing activities affecting quality during design, purchasing, and manufacturing.

3.0 Policy

3.1 General

3.1.1 Torpedo Specialty Wire Inc.'s personnel who perform work affecting product quality shall be competent on the basis of appropriate education, training, skills, and experience.

3.2 **Competency, Training and Awareness**

3.2.1 Each Torpedo Specialty Wire, Inc. manager shall determine the necessary competence for the personnel performing work affecting conformity to product requirements.

3.2.2 Required training or other actions to achieve competency shall be provided

3.2.3 The methodology to be used and the personnel responsible for coordinating training provided to Torpedo Specialty Wire, Inc.'s personnel shall be as defined within procedure P&P04.18.

3.2.4 To ensure that Torpedo Specialty Wire, Inc.'s employees are aware of the relevance and importance of their activities and how they contribute to the achievement of quality objectives, employees shall be provided quality awareness training as part of the new hire orientation.

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3.2.5 Training Records

3.2.5.1 All records related to employee education, training, skills, qualifications, experience and training assessments shall be retained on file by Torpedo Specialty Wire, Inc. for the period of employment or longer based on the documentation.

4.0 References

4.1 P&P04.18 Training

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RESOURCE MANAGEMENT

SECTION 6.3 INFRASTRUCTURE

1.0 Purpose

- 1.1 To define Torpedo Specialty Wire, Inc.'s policy on infrastructure to achieve product and service conformity and to reference specific documents that apply to this subject.

2.0 Application

- 2.1 This section covers the provision and maintenance of all Torpedo Specialty Wire Inc.'s facilities

3.0 Policy

- 3.1 To provide a foundation for operations and to ensure the achievement of product and service conformity to requirements, Torpedo Specialty Wire, Inc. shall determine, provide and maintain all infrastructure required, including, as applicable:

- 3.1.1 Buildings, Workspace and associated utilities and equipment: To ensure continuous quality output, Torpedo Specialty Wire, Inc.'s process equipment shall be routinely maintained in accordance with procedure 09M-02G.

- 3.1.2 Hardware and software: To ensure that only acceptable monitoring and measuring hardware and software are used to verify and validate products and processes, all such devices shall be controlled and subject to calibration as defined within procedure, P&P04.11.

- 3.1.3 Supporting services: All required support services and processes to ensure the achievement of product or service conformity.

- 3.1.4 Torpedo Specialty Wire, Inc.'s infrastructure shall be reviewed for continual compliance to operational needs on an ongoing basis with required corrective and preventive action taken as defined under section 8.5 of this manual.

4.0 References

- 4.1 09M-02G Maintenance PM Program
- 4.2 P&P04.11 Inspection, Measuring and Test Equipment

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RESOURCE MANAGEMENT

SECTION 6.4 WORK ENVIRONMENT

1.0 Purpose

1.1 To define Torpedo Specialty Wire, Inc.'s work environment policy to ensure product and service conformity and to reference specific documents that apply.

2.0 Application

2.1 This section covers Torpedo Specialty Wire, Inc.'s work environment including both the human and physical factors, which influence it.

3.0 Policy

3.1 To achieve product and service conformity, Torpedo Specialty Wire, Inc. shall manage human factors, which affect the work environment as defined below:

3.1.1 Human Factors

3.1.1.1 Creative Work Methodologies: Torpedo Specialty Wire, Inc. actively promotes and encourages employee participation, creativity, and new ideas from everyone within the company.

3.1.1.2 Opportunities for Personnel: Torpedo Specialty Wire, Inc. has a genuine concern for all employees and a desire to meet their needs and expectations. We expect full measure of value from each and every individual in his or her job and in the continual attention to detail and quality that is required. In return, Torpedo Specialty Wire, Inc. wishes to see employees' progress in skill and experience, encouraging education programs and movement to new assignments as part of a development program. To this end, we offer opportunities for self-improvement with company subsidies for tuition fees and books to take approved courses. It is the company's practice to send selected employees to fully paid short courses and seminars for professional advancement.

3.1.1.3 Safety Rules and Guidance: Safety rules and guidance are provided in the Torpedo Specialty Wire, Inc.'s employee handbook.

4.0 References

4.1 Employee Manual

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PRODUCT REALIZATION

SECTION 7.1 PLANNING FOR PRODUCT REALIZATION

1.0 Purpose

1.1 To define Torpedo Specialty Wire, Inc.'s policy concerning the planning of product realization and to reference specific documents that apply to this subject

2.0 Application

2.1 This section covers how Torpedo Specialty Wire, Inc. plans the realization processes to produce a product or provide a service.

3.0 Policy

3.1 Torpedo Specialty Wire, Inc. shall plan and develop the processes and sub-processes essential to ensure product conformance throughout the manufacturing cycles

3.2 These processes shall be identified and documented within Quality System which, as a minimum, shall identify

3.2.1 the quality objectives and requirements to be achieved for the product, project or contract involved;

3.2.2 where additional processes or documentation need to be established;

3.2.3 the resources and facilities needed to produce the product or service involved;

3.2.4 each verification, validation, monitoring, inspection and test activity specific to the product and the criteria for product acceptance; and

3.2.5 records needed to provide evidence of process and product conformity to requirements

3.3 Torpedo Specialty Wire, Inc.'s Quality System shall include procedures and instructions to be followed while performing each activity, as applicable

3.4 Upon completion, Quality System documents shall be subject to review and approval by the Quality and Production Managers to ensure that all resources and facilities required will be provided.

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- 3.5 Revisions to Quality System documents shall be reviewed and approved in the same manner as originals.
- 3.6 When contractually required, Quality System documents and their revisions shall be submitted for customer acceptance.
- 3.7 The methodology to be used and the personnel responsible for the planning of product realization shall be as defined within procedure P&P04.09.

4.0 References

- 4.1 P&P04.09 Process Control

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PRODUCT REALIZATION

SECTION 7.2 CUSTOMER- RELATED PROCESSES

1.0 Purpose

1.1 To define Torpedo Specialty Wire, Inc.'s policy concerning customer-related processes and to reference specific documents that apply to this subject.

2.0 Application

2.1 This section covers how the needs and expectations of customers are defined, implemented and maintained including the review and evaluation of all requests for quotation prior to bidding and contracts prior to acceptance.

3.0 Policy

3.1 Determination Of Requirements Related To The Product

3.1.1 Upon receipt of a customer's request for quotation or query, Torpedo Specialty Wire, Inc. shall determine the customer's requirements including:

- customer-specific product requirements;
- dequirements for delivery and post-delivery activities;
- product requirements not specified by the customer but, considered essential for intended or specified use, where known;
- obligations related to product, including statutory and regulatory requirements; and;
- any additional requirement determined relevant by Torpedo Specialty Wire

3.2 Review Of Requirements Related To The Product

3.2.1 All requests for quotation, customer requirements and requirements perceived by Torpedo Specialty, Inc. to be relevant to the product, project or contract, shall be reviewed prior to bidding to determine:

- what is being requested by the customer;
- what product requirements apply;
- what design or development activities are involved;
- which statutory or regulatory entity would apply and what their requirements would be;
- what personnel would be required to perform the work;
- what materials are required;

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- what facilities would be required to achieve the work;
- what lead time is necessary to ensure on-time delivery;
- what costs would be incurred by Torpedo Specialty Wire, Inc. to accomplish the work; and,
- Torpedo Specialty Wire, Inc. has the ability to meet all of the requirements specified by the customer.

3.2.2 Upon receipt of a contract or order, and prior to acceptance, Torpedo Specialty Wire, Inc. shall review and evaluate the contract or order to determine:

- if differences exist between the original quote and the contract received;
- The exact title and relevant issue of all codes, standards and specifications applicable;
- what are the schedules of any data submissions to the customer or jurisdiction;
- the quality objectives to be attained; and
- what are the formal lines of contractual communication

3.2.3 Should any differences be detected between the original quote or tender submitted and the contract or order received, Torpedo Specialty Wire, Inc. shall advise the customer of these discrepancies in hardcopy form or electronic media.

3.2.4 No contract or order shall be accepted by Torpedo Specialty Wire, Inc. until all differences detected have been resolved between Torpedo Specialty Wire, Inc. and the customer.

3.2.5 In the event that the customer does not provide any documented statement of requirements, Torpedo Specialty Wire, Inc. shall confirm the requirements with the customer before acceptance.

3.2.6 Accepted contracts or orders and any subsequent amendments shall be documented and distributed to the relevant personnel as required.

3.2.7 Contract or Order Amendments

3.2.7.1 Any customer-initiated changes to an existing contract or order shall be subject to the same review and approval process as an original contract or order with one exception. Based on the requested change, Torpedo Specialty Wire, Inc. shall advise the customer of any cost or schedule impact and shall require approval of these changes from the customer prior to acceptance and implementation.

3.2.7.2 Changes to contracts or orders initiated by Torpedo Specialty Wire, Inc. must be submitted to and approved by the relevant customer prior to being implemented, including any cost or schedule impacts

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3.2.8 Records

3.2.8.1 Unless otherwise defined by contract or relevant external jurisdiction, records of contract and order reviews performed shall be maintained on file by Torpedo Specialty Wire Inc. as defined within procedure P&P04.16

3.3 Customer Communication

3.3.1 Torpedo Specialty Wire, Inc. shall identify and implement effective arrangements for communication with customers relating to:

- a) product information;
- b) enquiries, contracts or order handling, including amendments; and,
- c) customer feedback, including customer complaints.

3.4 The methodology to be used and the personnel responsible for conducting and documenting the evaluation of requests for quotation and the review of contracts or orders, their amendments and customer communications shall be as defined within procedure P&P04.03

4.0 References

- 4.1 P&P04.03 Contract Review
- 4.2 P&P04.16 Control of Quality Records

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PRODUCT REALIZATION

SECTION 7.3 DESIGN AND DEVELOPMENT-EXCLUSION

1.0 Purpose

1.1 To exclude design and development as a requirement for Torpedo Specialty Wire, Inc

2.0 Application

2.1 Torpedo Specialty Wire, Inc does not perform design activities as a part of product realization

2.2 Torpedo Specialty Wire, Inc.'s customers perform their own designs and provide data to Torpedo Specialty Wire, Inc. in the form of product specifications and requirements

3.0 Policy

3.1 Torpedo Specialty Wire, Inc. will use data provided by its customers to perform process engineering and provide feedback to the customer per NS4.1-2

4.0 References

None

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PRODUCT REALIZATION

SECTION 7.4 PURCHASING

1.0 Purpose

1.1 To define Torpedo Specialty Wire, Inc.'s policy concerning purchasing and to reference specific documents and documents that apply to this subject.

2.0 Application

2.1 This section applies to the procurement of all materials, equipment, parts, assemblies, subcontracts, and services that shall be used in or form part of deliverables to Torpedo Specialty Wire, Inc.'s customers.

3.0 Policy

3.1 Purchasing Process

3.1.1 To ensure that purchased products conform to all quality and contractual requirements, Torpedo Specialty Wire, Inc. shall conduct and control all of its purchasing processes in accordance with procedure P&P04.06.

3.1.2 The type and extent of controls exercised over suppliers and purchased products shall be dependent upon the effect of the purchased product on subsequent processes, or on the final deliverable to the customer

3.1.3 All material and products procured by Torpedo Specialty Wire Inc. shall be subject to verification and testing, as required, by authorized personnel as defined within procedure, P&P04.10.

3.1.4 Evaluation and Selection of Suppliers

3.1.4.1 The methodology to be used and the personnel responsible for evaluating and selecting Torpedo Specialty Wire, Inc.'s suppliers shall be as defined within documents P&P04.06-02 and shall be based on their ability to meet the contract or order specifications and quality requirements prior to the start of work.

3.1.4.2 The criteria for supplier selection, evaluation, and re-evaluation shall be based on the criticality and classification of the products or services to be purchased as defined within procedure P&P04.06-02.

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3.1.4.3 All quality records containing the results of supplier evaluations and subsequent necessary actions shall be maintained by Torpedo Specialty Wire, Inc. in accordance with procedure, P&P04.16.

3.2 Purchasing Information

3.2.1 All Torpedo Specialty Wire, Inc.'s procurement documents shall contain a clear description of the item(s) or service(s) required and shall include or reference any or all of the following as applicable:

a) Requirements for approval or qualification of:

- Product
- Procedures
- Processes
- Equipment
- Personnel

b) Quality management system requirements

3.2.2 With the exception of those products or services identified within a contract for which the customer has already specified quality requirements, Torpedo Specialty Wire, Inc. shall identify or reference all quality requirements within the procurement document

3.2.3 To ensure that all contractual requirements have been adequately specified Torpedo Specialty Wire, Inc.'s procurement documents for raw material, equipment, parts, assemblies, or services shall be reviewed prior to release.

3.2.4 Any amendments to a procurement document shall be processed and reviewed in the same manner as the original document.

3.2.5 Within all amendments, the original procurement document number shall be referenced.

3.3 Verification of Purchased Product

3.3.1 All procured products or services shall be evaluated to determine the amount of inspection, surveillance and auditing required for verification of purchase.

3.3.2 Implementation of required verification activities shall be as defined within procedure P&P04.10

3.3.3 Any nonconforming product detected while verifying purchased product shall be processed in accordance with procedure P&P04.13.

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3.3.4 Verification at Supplier's Premises

3.3.4.1 In the event that product or service verification is to be performed at the supplier's premises, this intention shall be specified as a requirement within the procurement document and shall include all verification arrangements as well as the method for releasing acceptable product.

3.3.4.2 The methodology to be used and the personnel responsible for conducting and documenting supplier source inspections shall be in accordance with procedure, P&P04.10.

3.3.4.3 All nonconforming products dispositioned by the supplier as repair or use-as-is shall be subject to evaluation and approval by Torpedo Specialty Wire, Inc.

3.3.5 Customer Verification at Supplier Premises

3.3.5.1 Torpedo Specialty Wire, Inc.'s customers shall have the right to verify product and service conformance at Torpedo Specialty Wire, Inc.'s facility.

3.3.5.2 Upon request of the customer; this right shall be extended to encompass Torpedo Specialty Wire, Inc.'s suppliers by identifying within the procurement document the right of Torpedo Specialty Wire, Inc. and its customers to:

- review the supplier's documentation as required by the applicable contract;
- access the supplier's premises or work location for the purpose of performing audits, surveys, inspections and verification of the supplier's quality system as well as compliance with contract requirements; and
- review all associated reference data pertaining to any subcontracts issued relevant to the work performed for Torpedo Specialty Wire, Inc.

3.3.5.3 It is understood that verification of product conformance to specified requirements by customers is not evidence of effective control of quality by the supplier, nor does it absolve Torpedo Specialty Wire, Inc. of its responsibility to provide its customers with acceptable product or preclude possible subsequent rejection by the customer.

4.0 References

- | | | |
|-----|-------------|-------------------------------------|
| 4.1 | P&P04.06 | Purchasing |
| 4.2 | P&P04.06-02 | Vendor Evaluation and Qualification |
| 4.3 | P&P04.10 | Inspection and Test Method |
| 4.4 | P&P04.13 | Control on Non-Conforming Product |
| 4.5 | P&P04.16 | Control of Quality Records |

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PRODUCT REALIZATION

SECTION 7.5 PRODUCTION AND SERVICE PROVISION

1.0 Purpose

1.1 To define Torpedo Specialty Wire, Inc.'s policy concerning production and service provision and to reference specific documents that apply to this subject.

2.0 Application

2.1 This section covers the activities employed by Torpedo Specialty Wire, Inc. to control, identify, trace and preserve product, including those provided by our customers and how processes are validated.

3.0 Policy

3.1 Control of Production and Service Provision

3.1.1 Torpedo Specialty Wire, Inc. shall plan and carry out production and service operations under controlled conditions. Controlled conditions shall include the following, as applicable

- 3.1.1.1 All information pertaining to product characteristics, including the criteria for acceptance shall be identified or referenced within the Shop Traveler/ Setup Sheet issued for each job.
- 3.1.1.2 Where their absence could adversely affect quality, work instructions shall be developed and made available.
- 3.1.1.3 To ensure continuous quality output, only suitable process equipment shall be used. All process equipment shall be routinely maintained as defined within document 09M-02G.
- 3.1.1.4 Only valid, calibrated monitoring and measuring devices shall be used to verify production processes and products as defined within document P&P04.11.
- 3.1.1.5 Work in progress shall be monitored to ensure good workmanship standards and specification compliance is being maintained.
- 3.1.1.6 All resulting products shall be subject to inspection and/or testing as defined within document P&P04.10 including completed products prior to release.

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3.2 Validation Of Processes For Production And Service Provision

3.2.1 Torpedo Specialty Wire, Inc. currently has no processes for production where the resulting output cannot be verified by subsequent monitoring or measuring

3.2.2 Process Changes

3.2.2.1 All process changes which affect the characteristics of a product shall be identified, recorded, evaluated, reviewed, authorized and controlled to ensure that the changes made benefit Torpedo Specialty Wire, Inc. while satisfying the needs and expectations of the relevant customer(s).

3.2.3 Re-Validation

3.2.3.1 After changes have been made to a process and to verify that the change made had the desired effect, both the process and any resulting product shall be re-validated.

3.2.4 Identification and Traceability

3.2.4.1 Torpedo Specialty Wire, Inc. maintains a Shop traveler/Setup Sheet as defined within document P&P04.10 that identifies the inspection or test status of items

3.2.4.2 All items failing to meet specifications will be identified as nonconforming material shall be tagged and recorded as defined within P&P04.13 and reviewed by quality for disposition.

3.2.4.3 Unless otherwise defined by contract, Torpedo Specialty Wire, Inc. product identification and traceability shall be performed, controlled, and documented as defined within P&P04.08.

3.2.4.4 Where the traceability required by a customer exceeds Torpedo Specialty Wire, Inc.'s existing methods and scope; the extent of control and technique for recording unique product identification shall be established with the customer during the review of product requirements in accordance with P&P04.03.

3.3 Customer Property

3.3.1 Unless otherwise defined by contract, upon receipt of customer property, Torpedo Specialty Wire, Inc. shall examine items for completeness, proper identification and possible transit damage and identify these items as the property of the relevant customer in accordance with procedure P&P04.07.

3.3.2 Items found to be nonconforming shall be tagged and recorded as defined within P&P04.13 and brought to the immediate attention of the customer.

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- 3.3.3 No customer property shall be released for further processing or storage until such time as all required verifications and tests have been completed and found to be acceptable.
- 3.3.4 After receipt, Torpedo Specialty Wire, Inc. shall exercise care to ensure the protection of customer property against loss or damage until such time as it is introduced into production or returned to the customer.
- 3.3.5 The identification, segregation, handling, and protection of customer property from time of receipt, subsequent storage, maintenance, and during the entire realization cycle shall be performed in accordance with procedure P&P04.07 and applicable contract requirements.
- 3.3.6 In the event that customer property is lost, damaged or otherwise identified as unsuitable for use while under Torpedo Specialty Wire, Inc.'s control, these conditions shall be recorded and reported to the customer.

3.4 Preservation of Product

- 3.4.1 Torpedo Specialty Wire, Inc. shall preserve the conformity of product during processing and delivery to the intended destination in accordance with P&P04.15 including identification, handling, packaging, storage and protection.
- 3.4.2 Preservation shall also apply to both completed assemblies and constituent parts

4.0 References

- | | | |
|-----|----------|---|
| 4.1 | 09M-02G | Maintenance PM Program |
| 4.2 | P&P04.03 | Contract Review |
| 4.3 | P&P04.07 | Control of Customer Supplied Product |
| 4.4 | P&P04.08 | Product Identification and Traceability |
| 4.5 | P&P04.10 | Inspection and Test Method |
| 4.6 | P&P04.11 | Inspection, Measuring and Test Equipment |
| 4.7 | P&P04.13 | Control of Nonconforming Product |
| 4.8 | P&P04.15 | Handling, Storage, Packaging, Preservation and Delivery |

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PRODUCT REALIZATION

SECTION 7.6 CONTROL OF MONITORING AND MEASURING DEVICES

1.0 Purpose

1.1 To define Torpedo Specialty Wire, Inc.'s policy concerning the control of monitoring and measuring devices and to reference specific documents and instructions that apply to this subject.

2.0 Application

2.1 This section covers all monitoring and measuring devices used by Torpedo Specialty Wire, Inc.'s personnel, including test software, which assist in determining product and process conformance and which can affect end item quality.

3.0 Policy

3.1 General

3.1.1 All monitoring and measurements that are used to provide evidence of product conformity to defined requirements shall be identified on one or more of the following: on shop drawings, inspection and test forms control plans or Shop Travelers/ Setup Sheets.

3.1.2 Measurement processes and documents shall be established to ensure that monitoring and measurement are carried out in a manner consistent with the product requirements

3.2 Controls for Monitoring and Measuring Devices

3.2.1 The methodology to be used and the personnel responsible for conducting, documenting and controlling calibration of monitoring and measuring devices used by Torpedo Specialty Wire, Inc. shall be in accordance with procedure P&P04.11.

3.2.2 At defined intervals, based on stability, purpose, and degree of usage, measuring and monitoring devices shall be subject to calibration. The specific measurements to be made, the accuracy required, and the comparator to be used shall be identified within documented Torpedo Specialty Wire, Inc.'s calibration instructions

3.2.3 Calibration shall be performed using reference standards and/or equipment whose calibration is traceable to nationally or internationally recognized standards. Where no

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recognized standard exists, Torpedo Specialty Wire, Inc. shall record the basis used for calibration.

3.2.4 Under no circumstances shall certified calibration standards or equipment, used expressly for the purpose of calibrating monitoring and measuring devices, be utilized for the verification or testing of manufactured items.

3.2.5 Any devices such as jigs, fixtures, or templates used by production may be subject to accuracy verification prior to usage.

3.2.6 The use of personally owned tools and gauges used for the purpose of product evaluation by production personnel shall be permitted, provided these tools have been subject to calibration by the Quality department.

3.2.7 The calibration status of each monitoring or measuring device shall be indicated by a calibration sticker or tag affixed to the item calibrated. Identified on the sticker or tag shall be the equipment control number, the date that the calibration was performed, the individual who performed the calibration, and the next date on which calibration is due.

3.2.8 Any monitoring or measuring device observed during calibration as beyond the acceptance criteria limits established for that equipment type shall be removed from service and processed in accordance with document P&P04.11.

3.2.9 Monitoring and measuring devices, including test hardware and software, shall be safeguarded from adjustments that would invalidate the measurement results.

3.2.10 To ensure that only appropriate monitoring and measuring devices are used in accordance with their measurement capability, any measuring tolerances, limitations or restrictions regarding usage shall be identified for each piece of equipment when so required.

3.2.11 All monitoring and measuring devices shall be protected against damage and deterioration during handling, maintenance and storage.

3.2.12 When monitoring or measuring devices are found to be out of calibration, previous documented verification or test results for which the device was used, shall be re-evaluated to assess the validity of results obtained in accordance with procedure P&P04.11. These re-evaluations shall be documented and additional corrective action shall be initiated when required and as defined within procedure P&P04.14.

3.2.13 Calibration records shall be maintained and updated throughout the life of each monitoring or measuring device. These records shall reflect the dates on which

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calibrations were performed, the accuracy of results obtained during calibration and any adjustments or re-adjustments made.

3.2.14 Computer software used for monitoring and measuring of specified requirements shall be validated prior to initial use and reconfirmed as necessary.

3.2.15 Calibration certificates received from outside laboratories and Torpedo Specialty Wire, Inc.'s generated calibration records, shall be retained on file in accordance with procedure P&P04.16. These records shall be made available to the customer upon request

4.0 References

- 4.1 P&P04.11 Inspection, Measuring and Test Equipment
- 4.2 P&P04.14 Corrective and Preventive Action
- 4.3 P&P04.16 Control of Quality Records

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MEASUREMENT, ANALYSIS AND IMPROVEMENT

SECTION 8.1 GENERAL

1.0 Purpose

1.1 To define Torpedo Specialty Wire, Inc.'s policy concerning measurement, analysis and improvement activities and to reference specific documents that apply to this subject

2.0 Application

2.1 This section applies to the planning and implementation of monitoring, measurement, analysis and improvement activities within Torpedo Specialty Wire, Inc. to assure product and system conformity and continually improve the quality management system effectiveness.

3.0 Policy

3.1 Torpedo Specialty Wire, Inc.'s planned and implemented activities to assure product and system conformity and continually improve the effectiveness of the quality management system are defined within sections 8.2, 8.3, 8.4 and 8.5 of this manual and as outlined below, including the methods and statistical techniques to be employed.

3.1.1 To demonstrate product conformity throughout the realization cycle, Torpedo Specialty Wire, Inc. shall plan and implement the monitoring and measurement activities defined within P&P04.10

3.1.2 To demonstrate process conformity, the monitoring and measurement techniques defined within P&P04.09 shall be employed with validation of processes as required.

3.1.3 To ensure conformity of the quality management system, internal quality audits shall be planned and conducted as defined within procedure P&P04.17.

3.1.4 To continually improve the effectiveness of the quality management system, monitoring and measurement data shall be collected and analyzed in order to support the planning for continual improvement as defined within P&P04.01-02.

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3.1.5 All methods and statistical techniques employed including the extent of their use shall be routinely evaluated to ensure that information collected remains useful, relevant and supportive of continual improvement.

4.0 References

- 4.1 P&P04.01-02 Quality Management Review
- 4.2 P&P04.09 Process Control
- 4.3 P&P04.10 Inspection and Test Method
- 4.4 P&P04.17 Internal Quality Audits

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MEASUREMENT, ANALYSIS AND IMPROVEMENT

SECTION 8.2 MONITORING AND MEASURING

1.0 Purpose

1.1 To define Torpedo Specialty Wire, Inc.'s policy concerning the monitoring and measurement of customer satisfaction, processes, products, and the quality management system and to reference specific documents and documents that apply to this subject.

2.0 Application

2.1 This section covers the activities employed by Torpedo Specialty Wire, Inc. to monitor and measure the overall effectiveness and efficiency of the quality management system, as well as product characteristics, process adequacy and customer satisfaction.

3.0 Policy

3.1 Customer Satisfaction

3.1.1 As one of the measurements to evaluate the performance of the quality management system, Torpedo Specialty Wire, Inc. shall monitor the following factors that affect customer perception as to whether requirements have been met:

a) Factors causing customer dissatisfaction such as:

- defective products or service;
- late delivery;
- poor response time to queries or complaints.
- perception

b) Factors causing customer satisfaction, such as:

- expected product quality;
- on-time delivery;
- attention to queries or complaints; and
- successful achievement of both stated and implied needs.

3.1.2 Customer satisfaction reports and supporting data shall be reviewed and analyzed during formal management reviews. Critical factors considered to have contributed to the current level of customer satisfaction shall be identified.

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3.1.3 Analysis shall determine opportunities for improvement, such as:

- correction or prevention of nonconformities; and
- continuous improvement.

3.1.4 Opportunities for improvement shall be documented, approved, planned, and processed for continuous improvement utilizing the Corrective Action System.

3.1.5 The results of improvement implementations shall be reviewed during quality and management meetings to ensure the effectiveness of the actions taken.

3.2 Internal Audit

3.2.3 Internal quality auditing of system process shall be planned and conducted to determine:

- the effectiveness and continued suitability of Torpedo Specialty Wire, Inc.'s quality management system;
- whether the quality management system conforms to planned arrangements;
- the extent to which the quality management system conforms to the Requirements of the ISO standard; and
- the extent to which the quality management system conforms to requirements established by Torpedo Specialty Wire, Inc.

3.2.4 Audit program planning shall take into consideration the status and importance of the activities and areas to be audited as well as the results obtained from previous audits and shall result in the criteria, scope, and frequency of each being defined.

3.2.5 The methodology to be used and the personnel responsible for planning, conducting, reporting and following up on internal quality audits are defined within the Internal Audit procedure.

3.2.6 To ensure objectivity and impartiality of the audit process, Torpedo Specialty Inc.'s personnel who are independent of the activity being evaluated shall perform internal quality audits.

3.2.7 Audit findings shall be documented and brought to the attention of the responsible manager for the area or activity.

3.2.8 Torpedo Specialty Wire, Inc.'s management shall take timely corrective action to resolve deficiencies found during an audit, including their causes.

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3.2.9 Follow-up evaluation of corrective action taken shall be performed and documented, when required, to verify effectiveness.

3.2.10 Unless otherwise defined by contract, these records shall be retained on file for the purpose of follow-up and performance improvement comparison for a minimum of three years.

3.2.11 A summary of all audit findings shall be included in the Management Review for evaluation to determine possible system improvement opportunities.

3.3 Monitoring and Measurement of Processes

3.3.3 All Torpedo Specialty Wire, Inc.'s processes utilized to perform contracted work, which directly affects quality, shall be accomplished under controlled conditions as defined within Product Realization.

3.3.4 To ensure continuous quality output, process equipment shall be routinely maintained.

3.3.5 The methodology to be used and the personnel responsible for the monitoring and measurement of processes are defined within Inspection and Test Method.

3.3.6 Where applicable, process measurements shall be performed to confirm the continuing ability of a process or processes to achieve planned results, using control charts specifically developed for the processes involved. These control charts shall identify the criteria for acceptance and may, as required, refer to approved product samples established by Torpedo Specialty Wire, Inc. as standard comparators for output.

3.4 Monitoring And Measurement Of Product

3.4.1 General

3.4.3.1 Torpedo Specialty Wire, Inc. shall plan all monitoring, measurements, tests, and product/service verification activities required by contract and established by Torpedo Specialty Inc. as essential to ensure product conformance.

3.4.3.2 These activities shall be as identified and documented within quality plans and include the following stages of product realization:

3.4.4 Receiving

3.4.4.1 All incoming items received by Torpedo Specialty Wire, Inc. for usage within deliverable products shall not be allowed to progress into production, inventory or

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storage until the required verifications and tests have been completed or the necessary test reports have been received and verified as acceptable.

- 3.4.4.2 Only valid, calibrated monitoring and measuring devices shall be used while performing verification or testing.
- 3.4.4.3 Submitted objective evidence of the supplier's verification of product quality may also be reviewed and evaluated by Torpedo Specialty Wire, Inc. to determine if quality and contract requirements have been met.
- 3.4.4.4 Any product observed as nonconforming shall be identified and processed in accordance with procedure control of non-conformance product
- 3.4.5 In-Process
- 3.4.5.1 Parts, components, sub-assemblies and assemblies produced or procured by Torpedo Specialty Wire, Inc. shall be verified and tested as required throughout the manufacturing cycle.
- 3.4.5.2 In-process verifications shall be accomplished at hold points in accordance with documented procedures and relevant instructions.
- 3.4.5.3 Work in-process shall also be monitored by in-process inspection to ensure good workmanship standards and specification compliance is being maintained.
- 3.4.5.4 Products shall not be allowed to progress to the next operation until the required verifications and tests have been completed.
- 3.4.6 Final
- 3.4.6.1 All completed products shall be subject to final verification and/or testing prior to shipping or, when applicable, submission to the customer for evaluation and acceptance.
- 3.4.6.2 All contracted work operations and nonconformity corrections shall be verified for completeness and acceptability.
- 3.4.6.3 Unless otherwise approved by the customer, only items that fully meet contract requirements shall be shipped or offered to the customer for evaluation and acceptance.

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3.4.7 Records

3.4.7.1 Final product shall not be shipped until all required records resulting from verification and test points have been completed and approved by the quality department.

3.4.7.2 All quality records are to identify the personnel responsible for authorizing product release and shall be filed and maintained in accordance Control of Quality Records

4.0 References

None

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MEASUREMENT, ANALYSIS AND IMPROVEMENT

SECTION 8.3 CONTROL OF NON-CONFORMING PRODUCT

1.0 Purpose

1.1 To define Torpedo Specialty Wire, Inc's. policy concerning the control of nonconforming product and to reference specific documents that apply to this subject.

2.0 Application

2.1 This section covers the control, documentation and processing of materials or products that have been identified as nonconforming.

3.0 Policy

3.1 General

3.1.1 Materials or products that do not conform to requirements shall be identified as a nonconforming and shall be controlled to prevent unintended use or delivery.

3.1.2 These controls and the responsibility and authority for dealing with nonconforming product shall be as defined within P&P04.13.

3.1.3 Nonconformities shall include conditions adverse to quality such as:

- Failures, malfunctions, deficiencies or deviations in production and installation processes, tooling or facilities;
- Inadequate or non-compliant documents and documentation; and
- Inadequate control of work.

3.1.4 All Torpedo Specialty Wire, Inc. personnel have the authority and responsibility to report a nonconformity during any stage of the realization process.

3.1.5 Nonconforming product shall be segregated from conforming items and documented using an Off Standard Form.

3.1.6 The Quality department shall maintain control of all Off Standard forms and reports. No nonconforming material or product shall be released for use or allowed to be further processed until a dispositioned Off Standard has been received or the Quality Manager issues approval for release.

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3.2 Review and Disposition of Nonconforming Product

3.2.1 Nonconforming product may be dispositioned as: rework; scrap; ; use-as-is;

3.2.2 Rework and use-as-is dispositions shall require the authorization of the responsible engineer/manager and/or acceptance by the customer or relevant external authority of a concession, where applicable.

3.2.3 Nonconformities requiring rework shall be subject to re-verification and re-testing according to contract requirements and/or the disposition provided once work has been completed.

3.2.4 Nothing contained within this section authorizes the acceptance or use of material, components, or information, which does not comply with the provisions of Torpedo Specialty Wire, Inc. contracts. Authority to utilize materials, components, or information at variance with contract specifications and requirements must be obtained from the customer prior to implementation.

3.3 Reports and Follow-ups

3.3.1 All Off Standards shall identify and include:

- The nature and extent of the nonconformity detected;
- The disposition of the nonconformity, including concessions

3.3.2 In the event that nonconformities are detected after delivery or use has started, Torpedo Specialty Wire, Inc. shall notify the customer, end user, and/or regulatory body of the problem as quickly as possible and shall work out an agreement for the replacement or correction of the item(s) involved or the approval of a Concession.

4.0 References

4.1 P&P04.13 Control of Nonconforming Product

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MEASUREMENT, ANALYSIS AND IMPROVEMENT

SECTION 8.4 ANALYSIS OF DATA

1.0 Purpose

1.1 To define Torpedo Specialty Wire Inc's. policy concerning the analysis of data and to reference specific documents that apply to this subject.

2.0 Application

2.1 This section covers how data shall be collected, analyzed and used to assess and improve the quality management system.

3.0 Policy

3.1 Torpedo Specialty Wire, Inc. shall collect and analyze appropriate data to determine the suitability and effectiveness of the quality management system and to evaluate where continual improvements can be made.

3.2 Data collected for analysis shall include:

- results from customer surveys;
- results from process monitoring and measurements;
- results from product monitoring and measurements;
- nonconformance reports; and
- supplier performance reports

3.3 The purpose of analyzing this data shall be:

- to assess Torpedo Specialty Wire, Inc's. organizational performance against established quality plans and stated quality objectives;
- to identify areas for improvement;
- to help determine the cause of problems; and
- to provide guidance into the most appropriate and effective corrective or preventive action to take.

3.4 Analyzed data shall provide information on:

- customer satisfaction and dissatisfaction;
- conformance to product requirements;
- characteristics and trends of processes and product, including opportunities for preventive action;
- suppliers and their contribution; and
- organizational effectiveness and efficiency.

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- 3.5 The results of data analysis shall be distributed to members of the Management Review Team and throughout the organization at specific locations.
- 3.6 The methodology to be used and the personnel responsible for collecting, analyzing, reporting and distributing quality management system data shall be in accordance with procedure P&P04.01.02

4.0 References

- 4.1 P&P04.01.02 Quality Management Review

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MEASUREMENT, ANALYSIS AND IMPROVEMENT

SECTION 8.5 IMPROVEMENT

1.0 Purpose

1.1 To define Torpedo Specialty Wire, Inc's. policy concerning the continual improvement of the quality management system and to reference specific documents that apply to this subject.

2.0 Application

2.1 This section covers actions Torpedo Specialty Wire, Inc. employs to manage the continuous improvement process

3.0 Policy

3.1 Continual Improvement

3.1.1 Torpedo Specialty Wire, Inc. shall continually improve the effectiveness of the quality management system with the quality policy, quality objectives, audit results; analysis of data, corrective and preventive actions, quality management reviews, and quality teams.

3.2 Corrective Action

3.2.1 Torpedo Specialty Wire, Inc. shall promptly correct nonconformities and conditions adverse to quality when discovered.

3.2.2 The following actions shall take place

- determine the causes of the nonconformity;
- determine and implement required corrective action;
- record results of action taken; and
- review the results of corrective action taken to ensure its adequacy to resolve the problem.

3.3 Preventative Action

3.3.1 To prevent re-occurrence, these non-conformities shall be investigated in order to:

- evaluate the need for action to prevent the occurrence of nonconformities;
- determine and ensure the implementation of preventive action needed;

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- record the results of action taken; and
- review the results of preventive action taken to ensure its adequacy to prevent the problem(s) identified.

3.3.2 Corrective and preventive action taken by Torpedo Specialty Wire, Inc. shall be to the degree appropriate based on the magnitude of the problem(s) and risk(s) involved.

3.3.3 The methods to be used and the personnel responsible for determining the steps required to deal with problems requiring either corrective or preventive action, for initiating these actions and for establishing controls to ensure their effective implementation shall be in accordance with procedure P&P04.14.

4.0 References

4.1 P&P04.14 Corrective and Preventative Action