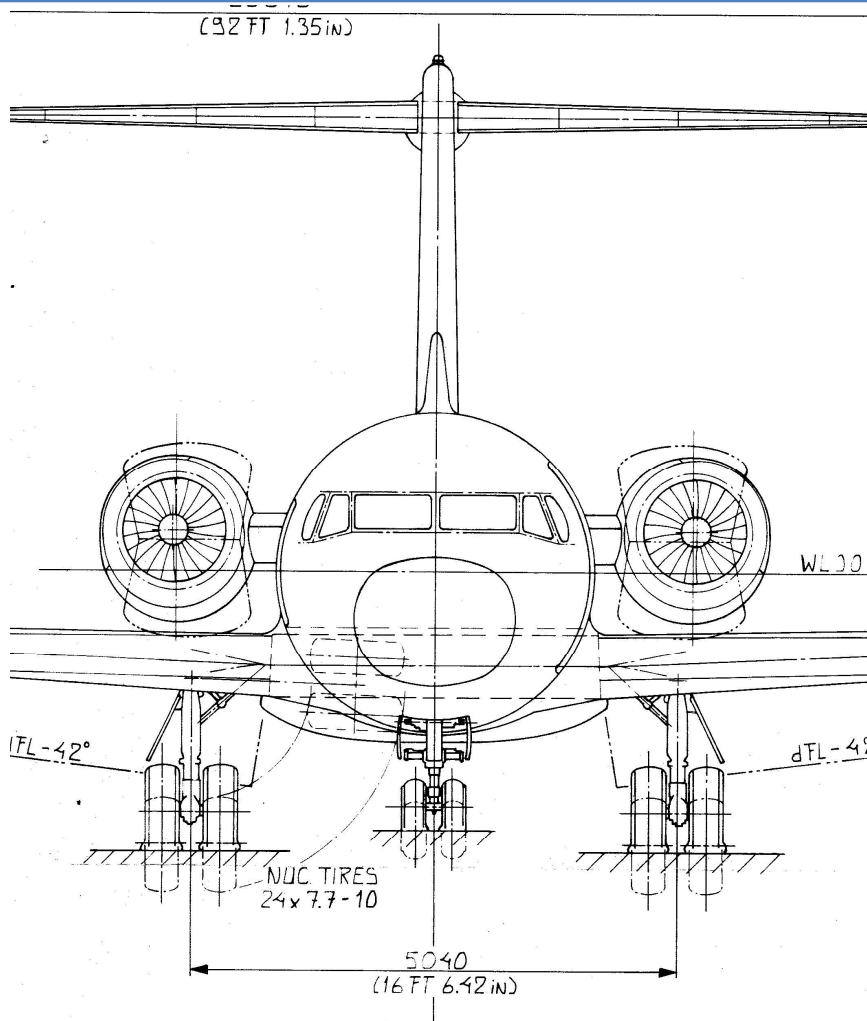


2008

WIAT BV Quality procedures and responsibilities



Ton Ledegang

Director Marketing & Technical Affairs



Foreword

This manual establishes a general description of WIAT BV's (hereinafter called: WIAT) Quality Assurance Program and is applicable to all company activities. WIAT supplies high performance products to the Aerospace MRO market.

MISSION STATEMENT

WIAT's goal is to meet or exceed the quality and reliability expectation of our customers. WIAT recognizes that a documented quality program is the key to establishing a quality culture that recognizes customer satisfaction as our main objective. A major factor in the WIAT quality program is the recognition of each employee as an important part of the team committed to supply the highest quality products possible. Each employee at WIAT is trained and expected to take responsibility to maintain and improve quality performance wherever possible. Management is responsible for training all personnel to meet the requirements of the quality program described in this manual. The quality of our products and services is and will continue to be the key to competitiveness. It is vital for all WIAT employees to understand and use our quality management system to do a good job, the first time, every time.

Section 1.0 Management's Responsibility

QUALITY POLICY

a. WIAT executive management's commitment to, and policy for quality is reflected in the company's mission statement, and in the objectives for total quality listed below.

At WIAT we exist to serve three constituencies: our customers, our owners, and our fellow employees, in that order. We are also mindful that we are dependent on, and therefore also responsible to, our suppliers.

Our customers pay our bills. They deserve quality products, at competitive prices, delivered in a timely manner.

Our owners put up the money to acquire the tools we need to do the job. They deserve a competitive return on their investment.

Our fellow employees depend on WIAT to provide not only their food and shelter, but also to provide job growth and satisfaction.

We, who work at WIAT, are here to build the future; the future of our financial security, and the future of our lives. Building the future requires the consistent and conscientious commitment of our skills, our attention and our energy. This is not a burden, rather it is exciting.

Quality is driven by commitment. The commitment to do it right. The commitment to put in whatever effort it takes to make it right. The commitment to do more than the minimum required. When we make these commitments then we are truly committed to our customers, our owners and our team.

For those of us who choose to abide by this creed, WIAT should be a fun place to work.

For those who do not, it may well be not. Each of us can measure our performance by establishing whether we are growing, having fun and striving to do more. If we cannot unequivocally state that we are growing, having fun, and striving, then it's time to move on. For those who leave, we will mutually respect our time together.

b. WIAT policy (as embodied in our mission statement and objectives for total quality) is displayed openly as a sign of our pride and commitment as a clear reminder of our vision and direction. The policy is also presented to all new employees in our quality awareness orientation training, and is continuously reinforced by management to ensure understanding and commitment at all levels in the company.

c. Our quality policy is used to maintain WIAT already considerable reputation for quality and to maintain a happy and disciplined working environment.

Louis Wijers
Managing Director
WIAT
April 2008

Responsibility and Authority

a. The organizational structure shown in Figure 1 illustrates the interrelations and authority of personnel who manage, execute, and verify work affecting the quality of products and services provided by WIAT

b. Quality is the responsibility of each WIAT EMPLOYEE. Their responsibilities for activities affecting quality are specified further and explicitly in WIAT Quality Manual, Procedures, and Work Instructions.

c. The MANAGING DIRECTOR is ultimately responsible for the quality of WIAT products and is Responsible for the delegation of the various responsibilities for quality and for the efficient operation of WIAT

The OFFICERS of the company are responsible for the operation of the functions which report to them. These responsibilities include both daily operations and strategic and tactical planning.

They must ensure that WIAT quality policies are effectively operating in their functions.

The DEPARTMENT MANAGERS are responsible for ensuring that WIAT quality policies are being carried out on a daily basis. Department managers may delegate the authority for implementation of the quality functions within their departments, but shall retain the responsibility for its function. It is our policy that such delegation be formally defined and documented.

The responsibility chart shown in Figure 2 summarizes the primary and contributing responsibilities of management personnel for the key elements of the quality management system.

Section 1. Organization

Figure 1. Organizational Structure at WIAT t.b.d.

Figure 2. Responsibility Chart

At WIAT, all persons performing or verifying work affecting quality have sufficient authority and the organizational freedom to:

- ° Identify and document quality problems for corrective actions that prevent the occurrence of nonconforming product.
- ° Recommend, initiate, implement, and verify solutions for continuous quality and process improvement, cycle time reductions and productivity enhancements, either directly or through

designated channels as defined in the company's quality system procedures and/or work instructions.

° Terminate the processing, delivery, and/or use of nonconforming items, until proper disposition of material or rectification of deficient conditions has occurred.

Resources

a. The resource requirements for the management of the quality system, the performance of work, and in-house verification activities (i.e., inspection and monitoring of all activities affecting the quality of WIAT products and services) are explicitly defined in the quality manual, procedures, and work instructions.

b. All employees involved in the management, performance, and/or verification of work affecting quality are qualified on the basis of experience and/or training.

c. The verification of quality is a responsibility shared by Quality Assurance and the individual department managers and operating personnel.

d. In all cases, persons verifying quality have sufficient authority and organizational freedom to:

° Identify and document quality problems for corrective actions that prevent the occurrence of nonconforming product.

° Recommend, initiate, implement, and verify solutions for continuous quality and process improvement, cycle time reductions and productivity enhancements.

° Terminate the processing, delivery, and/or use of nonconforming items, until proper disposition of material or rectification of deficient conditions has occurred.

Teamwork Approach

As stated in the Objectives for Quality, the "Team Approach" is a key strategy at WIAT to foster continuous quality improvement through employee involvement.

Section 1.1 Organizations

t.b.d.

Section 1.2 Management Review

a. The quality management system at WIAT is reviewed by the executive management personnel having direct responsibility for the system at a minimum interval of every quarter.

b. The quality system management review is coordinated by the Management Representative. The review addresses the following agenda items:

1. Assessment of the effectiveness of the quality system in achieving the quality policy and quality objectives.

2. Assessment of likely future requirements to ensure that the system will remain suitable and effective.

3. Review of the evidence from internal audits, corrective and preventive actions, customer complaints, reported product or service defects, and concessions granted.

c. The Manager of Quality Assurance, in consultation with the Management Representative and/or the Managing Director, initiates corrective actions and/or preventive actions.

d. Records of the management reviews are filed and maintained by Quality Assurance for a period of five (5) years. The records shall show evidence of how the review was conducted, who was involved, what factors were considered, what conclusions were reached, and what actions were taken.

Section 2.0 Quality System

SPECIFICATIONS

WIAT maintains a documented quality system to ensure that all products and services are conform to specified requirements. The following four levels of documentation are utilized and maintained where necessary, to ensure adequate control.

Level 1: Quality Manual

The manual describes WIAT quality policy and the general company-wide structure and methods for maintaining the quality management system. The manual references the related quality system procedures followed to meet the specified policies and approaches.

Level 2: Quality System Procedures

Procedures are used to specify who does what, when it is done, and what documentation is used to verify that the quality activity was executed as required.

Level 3: Work Instructions

Work instructions are used by WIAT to detail how particular tasks are to be performed where the absence of such instructions would adversely affect quality. In particular, the following two types of work instructions are used:

- ° System related instructions. These supplement our procedures by giving detailed instructions on how to carry out the specified controls, inspections or how to process materials or documents.
- ° Contract related instructions. These include, but are not limited to, drawings, material lists, lot traveler, and special inspection, processing or packing instructions that translate the specific requirements of a contract into working documents.

Level 4: Records and "Forms"

Records are used by WIAT to provide assurance/evidence that the required product or service quality was achieved, and that the company's quality system has been implemented correctly. "Forms" refers to logs, labels, stickers, preprinted sheets, stamps, and other means to identify the status of materials, products, equipment, gages, and other devices used in the company to achieve the specified requirements.

QUALITY SYSTEM PROCEDURES

WIAT maintains documented quality system procedures to satisfy the requirements of Stork Aerospace and WIAT other Customers, to meet the company's needed to effectively manage and control the quality system.

QUALITY PLANNING

- a. When specified in the contract, the Manager of Quality Assurance is responsible for developing a "quality plan" that defines the specific quality practices, procedures, and work instructions to be followed and, if appropriate, the specific resources and sequence of activities to follow in providing the required product or service to the customer.
- b. The Manager of Quality Assurance has the responsibility and authority to define, implement, document and maintain the quality management system at WIAT These responsibilities and authority include either performing or ensuring that the following activities are carried out by responsible personnel when appropriate:
 - ° The preparation of quality plans.

- The identification and acquisition of any controls, processes, equipment (including inspection equipment), fixtures, resources and skills that may be needed to achieve the required quality.
 - The updating, as necessary, of quality control and inspection techniques.
 - The identification of suitable verification at appropriate stages in the realization of the Services.
 - The clarification of standards of acceptability for all features and requirements, including those which contain a subjective element.
 - The identification and preparation of quality records.
- c. All employees at WIAT have the responsibility to execute and adhere to the requirements of the defined quality system.

Section 3.0 Contract Review

GENERAL

Contract reviews are conducted, documented, and coordinated with the customer.

REVIEW

- a. The Director Marketing & Sales has the primary responsibility for ensuring that all quotations (tenders) are reviewed prior to submission to ensure that they are adequately defined and documented and that WIAT has the capability to fulfill the tender.
- b. The Director Marketing & Sales has the primary responsibility for coordinating contract reviews of customer orders and assigning responsibilities for their execution. The Reviewer shall use the appropriate technical resources to ensure that:
1. The requirements are adequately defined and documented.
 2. Any requirements differing from those in the tender are resolved.
 3. WIAT has the capability to meet contractual requirements.
 4. WIAT will not quote any order for which it cannot satisfy the above criteria.
 5. WIAT will not quote or accept any order by verbal means.

AMENDMENT TO A CONTRACT

The Director Marketing & Sales is responsible for coordinating amendments with the customer and notifying all affected departments of relevant changes. Contract amendments are coordinated, reviewed, approved, and communicated.

RECORDS

The results of contract reviews and pertinent related correspondence are documented by WIAT by specification number and customer name. This documentation is maintained in the customer order file by the Marketing & Sales for seven years.

GENERAL

WIAT has not formalized and is in the process of implementing and streamlining procedures as necessary to meet ISO9001 2000 requirements.

4.0 Design Control

GENERAL

WIAT maintains procedures and work instructions to identify and control documents and data in all media that relate to the requirements of this Standard, as well as documents and data supplied by the customer or other sources and used to provide products and services which meet defined requirements.

DOCUMENT AND DATA APPROVAL AND ISSUE

- a. The Manager of Quality Assurance is responsible for ensuring that all Quality System Documents (Quality Manual, Quality System Procedures, and the Quality System-related Work Instructions) have the following controls in place.
 1. Documents are reviewed and approved by the responsible manager or group prior to distribution and use, have provisions for review/approval signatures, and have a means for indicating the document revision level.
 2. Documents (and copies) are numbered and assigned to an individual or area of use.
 3. A register is kept to indicate the document/copy number, the names and locations of all holders of controlled documents, and the current revision status of the document.
 4. Document revisions are issued to holders of the obsolete document.
- b. The manager of the department issuing Contract-Related Instructions is responsible for ensuring that:
 1. Documents are reviewed and approved by responsible personnel prior to distribution and use.
 2. Documents used for planning or similar purposes that have not received final approval are stamped appropriately (Unapproved Document or Uncontrolled Document).
 3. Document revisions are issued to holders of obsolete documents.
- c. Each manager of the department in which quality documents and data are used is responsible for ensuring that the following requirements are followed:
 1. The pertinent issues of appropriate documents and data are available at all locations where operations essential to the effective functioning of the quality system are performed.
 2. Obsolete documents are promptly removed from all points of issue or use, or otherwise assured against unintended use.
 3. Any obsolete documents retained for legal and/or knowledge-preservation purposes are suitably identified.

Section 5.0 Document and Data Control

DOCUMENT AND DATA CHANGES

Document and data changes and modifications are made, reviewed, approved, identified, and communicated at WIAT based on the following criteria:

- a. Document and data changes and modifications are reviewed and approved by the same personnel or departments that performed the original review and approval unless specifically designated otherwise. In those situations, all pertinent background information is provided or is available to the qualified designees in order to allow for an accurate and consistent review and approval.
- b. Where applicable, the nature of the changes is identified in the document or the appropriate attachments according to the means specified in the related procedures for developing procedures and/or work instructions.
- c. WIAT uses logs and other document control mechanisms to indicate the current revision of documents, and thereby prevent the circulation and use of obsolete documents.

GENERAL

The Manager of Purchasing is responsible for ensuring that all purchased products and subcontracted services from vendors that have an impact on the quality of WIAT products or services conform to

specified requirements. These control activities are conducted according to documented procedures as described below.

EVALUATION OF VENDORS

The Manager of Purchasing is responsible for the following activities:

- a. Establishing an Approved Supplier List (ASL) on the basis of defined criteria related to a subcontractor's or supplier's ability to meet WIAT requirements for quality, cost, and delivery.
- b. Maintaining the ASL based upon subcontractor or supplier performance and reviews of subcontractor or supplier capability versus WIAT requirements. WIAT will keep records of performance of suppliers and subcontractors.
- c. Defining guidelines to govern the type and extent of control to be exercised over subcontractors or supplier in ensuring that the general policy is consistently met.
- d. Conducting subcontractor or supplier analyses/evaluations and maintaining documentation as specified in WIAT Audit Procedure and the Subcontractor or Supplier Rating System Procedure.

Section 6.0 Purchasing

PURCHASING DATA

- a. The Manager of Purchasing is responsible for ensuring that purchase orders are reviewed and approved for adequacy of specified requirements prior to release.
- b. The Manager of Purchasing is responsible for ensuring that purchasing documents contain data clearly describing the product ordered including, where applicable, the following as stated:
 1. The type, class, style, grade, or other precise identification.
 2. The title or other positive identification, and applicable issues of specifications, drawings, process requirements, inspection instructions, and other relevant technical data, including requirements for approval or qualification of product, procedures, process equipment and personnel.
 3. The title, number, and issue of the quality system standard to be applied to the product.

VERIFICATION OF PURCHASED PRODUCT (SOURCE INSPECTION)

6.1 WIAT Verification at Subcontractor's or Vendor's Premises

The Manager of Purchasing is responsible for ensuring that verification arrangements and the methods for product release are clearly defined in the purchasing documents in those situations where personnel from WIAT verify purchased product at the subcontractor's or vendor's premises.

6.2 Customer Verification of Subcontracted Product

It is the policy at WIAT to allow the customer to inspect and verify that any subcontracted or vendored product conforms to specified requirements provided such verification is specified in the purchasing contract. Verification by the customer does not:

- a. Absolve WIAT of our responsibility to provide acceptable product.
- b. Preclude the reality of, or the customer's right to, rejection of the product at a subsequent time.
- c. Serve as evidence of effective quality control by the vendor.

GENERAL

WIAT does not maintain any customer supplied product.

Section 7.0 Product Identification and Traceability

GENERAL

WIAT establishes and maintains a documented procedure for identifying supplies, component parts, subassemblies, and finished products from receipt and throughout all stages of the Purchase Ordering process, delivery, and after sales service.

Product identification is maintained and controlled through WIAT General Incoming Procedure.

IDENTIFICATION OF INCOMING MATERIALS

- a. The Receiving Department is responsible for ensuring that all incoming materials are clearly identified either individually (where appropriate) or as a lot while they are located at incoming inspection or in transit to storage or use in production.
- b. The Receiving Department maintains records identifying incoming materials by part number, and their corresponding purchasing documentation such as specifications, inspection requirements, acceptance criteria, and other pertinent data.
- c. WIAT uses computer technology to record the receipt of materials, maintain accurate and timely records on inventory location and age, and update inventory status on a real time basis.

IDENTIFICATION OF FINISHED PRODUCTS

Finished products stored at WIAT are identified by means of a part number, job number, date code, fabrication code, and other pertinent data as required by the contract.

TRACEABILITY

WIAT maintains records for each product. Records on traceability are maintained for a period of seven years. Product traceability is controlled through WIAT Services Ltd General Incoming Procedure.

Section 8.0 Process Control

GENERAL

Managers of departments involved that directly affect quality of end products are responsible for ensuring that these processes are identified, planned, and executed under controlled conditions.

Controlled conditions are defined to include the following requirements:

- a. Documented work instructions exist for production, installation, and servicing processes where their absence would adversely affect quality.
- b. Suitable equipment and working environment according to WIAT illness and injury prevention program.
- c. Compliance with reference standards, codes, and quality plans and/or documented procedures.
- d. Use of WIAT Procedure for the Monitoring Temperature and Humidity and Control.

GENERAL

WIAT establishes and maintains documented procedures and/or work instructions or quality plans which define the required inspection and related records used to verify that all product requirements are met prior to product distribution or processing.

Section 9.0 Inspection

RECEIVING INSPECTION

- a. The Operations Manager has the responsibility for ensuring that incoming product is not used or processed until it has been verified as conforming to specified requirements.
- b. Verification through inspection is done according to WIAT Receiving Inspection:
 1. Specification of proper work instructions and/or inspection plans for receiving inspection.
 2. Reference to the Discrepant Material Control and Disposition Procedure for isolation, identification, and control of nonconforming materials. Discrepant Material Reports will be generated and recommendations given to suppliers and subcontractors where WIAT exercises control at supplier or subcontractor premises.
 3. Methods for the identification and distribution of acceptable materials.
 4. Documentation, use, and storage of inspection records to clearly show whether the product has passed, failed.
- c. Where incoming product is needed and released for an urgent shipment situation as determined by Operations Manager, it is identified and recorded.

Section 10.0 Inspection

FINAL INSPECTION

- a. The Operations Manager is responsible for ensuring that no product is dispatched until:
 1. All final inspections are complete according to the appropriate documented procedure and/or work instruction or quality plan to show evidence of (product) conformance to specified requirements.
 2. All data and documentation covering the inspections (incoming, in-process, and final) specified in the quality procedures and control plans are available and authorized to show compliance and that the results meet specified requirements.
- b. The requirements addressed in detail in WIAT Final Inspection Procedure which addresses such issues as:
 1. Specification of proper work instructions, work standards, and/or inspection plans for final inspection.
 2. Reference to the Discrepant Material Control and Disposition Procedure for control of nonconforming materials.
 3. Documentation, use, and maintenance of records to clearly show whether the product has passed, failed.

INSPECTION RECORDS

Inspection records are established and maintained at WIAT to identify the persons performing inspection and release to inventory activities and the results of these verification activities.

GENERAL

- a. The Manager of Quality Assurance is responsible for establishing and maintaining documented procedures and work instructions for ensuring that all inspection are properly maintained to demonstrate the conformance of product to the specified requirements.
- b. The Manager of Quality Assurance is also responsible at WIAT for ensuring that the measurement uncertainty of the inspection, measuring, is known and that such equipment is used in a manner consistent with the required measurement capability. WIAT uses documented work instructions to perform gage repeatability and reproducibility studies to address measurement uncertainty.

c. WIAT provides (when contractual obliged to) available technical data to its customers (upon request) to allow for customer verification that the measurement devices are functionally adequate.

Section 11.0 Control of Inspection

CONTROL PROCEDURE

WIAT has a formal, documented procedure and schedules for regularly certifying the accuracy of every inspection that is used to make quality decisions.

GENERAL

In accordance with the requirements as stated in ISO 9002 and MIL-PRF-38535, WIAT Identifies the inspection of all products by using markings, authorized stamps, tags, labels, routing cards, inspection records, physical location designations, or other suitable means, which indicate the conformance or nonconformance of the product with regard to the inspections performed. The identification of the inspection status is maintained, as defined in the company's procedures and work instructions, to ensure that only products that has passed the required inspections (or has been released under an authorized concession) are shipped as per WIAT General Incoming Procedure.

RESPONSIBILITIES

- a. The responsibility to identify the inspection status of products lies with the manager of the department responsible for performing the inspection. These responsibilities are formally stated in the applicable inspection procedures and/or work instructions.
- b. Company personnel responsible for the release of conforming product are responsible for "signing off" on the appropriate inspection "reports" which serve as records.
- c. Company personnel who detect nonconforming product are responsible for following the policies and procedures.

Section 12.0 Control of Nonconforming Product

GENERAL

The Manager of Quality Assurance is responsible for maintaining documented procedures and work instructions for ensuring that product not conforming to specified requirements is clearly identified and quarantined or segregated to prevent inadvertent use or installation until the material is reviewed and disposition is determined.

NONCONFORMITY PRODUCT REVIEW AND DISPOSITION

WIAT Discrepant Product Review and Disposition Procedure are followed by all personnel who detect nonconforming material. This procedure considers the following factors:

- a. All products found to be nonconforming is immediately marked with a Discrepant Material Report form. The product is physically segregated (whenever possible), or is prevented from further processing or use by other means.
- b. Managers or other responsible individuals from appropriate departments are identified and consulted for product review and determination of nonconforming product disposition.
- c. The occurrence of a nonconforming material condition is documented by use of the Discrepancy Material Report (DMR). This report describes the nonconformity, addresses the disposition, and provides statistical information for possible corrective action and/or process improvement activities to prevent reoccurrence.

- d. Notification of affected personnel is done in cases where the nonconforming product situation would lead to failure in meeting specified delivery needs.

Section 13.0 Corrective and Preventive Action

GENERAL

- a. WIAT establishes and maintains documented procedures and related documentation for implementing both corrective and preventive action. These procedures specify actions for eliminating the cause of actual or potential quality system problems and related nonconformities to a degree commensurate with the magnitude of the problem, its potential outcome, and the level of risk involved.
- b. The Manager of Quality Assurance is responsible for ensuring that all company personnel involved with the Corrective and Preventive Action Programs understand their importance in achieving WIAT mission and quality policy, and for providing the personal commitment and resources necessary to execute these actions in an efficient and timely manner.

CORRECTIVE ACTION

- a. Corrective action at WIAT is directed at revising the company's quality system, policies, procedures, and work instructions in order to eliminate the root cause(s) of customer complaints and quality problems. WIAT Corrective Action Procedure is utilized in the following situations:
1. To resolve quality system problems related to customer complaints and nonconformities found during internal, external (customer), or third party audits.
 2. To revise the quality systems, work processes, quality procedures, and/or work instructions to eliminate the cause of a poor quality product or service, customer complaint, or internal quality failure.
 3. To resolve quality system problems found during the "Management Review" process.
- b. Corrective actions are initiated, controlled, and documented through the use of WIAT Corrective Action Request (CAR) form. Actions taken will be submitted for Management Review.
- c. The responsibility for undertaking the corrective action lies with the manager who is responsible for the related quality system and/or procedure. For each corrective action request, the manager responsible is to:
1. Investigate the extent of the problem.
 2. Determine the root cause(s) of the problem.
 3. Decide on corrective action.
 4. Implement the corrective action.
 5. Initiate permanent changes in any related procedure/instructions (if appropriate).
- d. The Manager of Quality Assurance is responsible for ensuring that the Corrective Action Program is managed effectively. This involves, but is not limited to, the following activities:
1. Issue the Corrective Action Request (CAR) form to the manager responsible.
 2. Follow up on the progress of Corrective Action (CA) activities to help ensure that the CA is completed by the promised date.
 3. Verify that the CA activities are completed by the promised date and that the problem has been eliminated.
 4. Sign off on the CAR for completed activities, and close out the CA.
 5. Investigate the cause of "failure" and take appropriate action when the CA is not completed according to the plan.
 6. Maintain a "system of records" for managing the corrective action documents, monitoring the status of corrective action activities, and storing "closed out" CARs for a period of five (5) years.

PREVENTIVE ACTION

a. In addition to preventing problems through corrective action (by eliminating root causes of quality system failures), preventive action at WIAT is directed at revising the company's quality system policies, procedures, and work instructions in order to eliminate the root cause(s) of potential problems. WIAT Preventive Action Procedure is utilized in the following situations:

1. To resolve weaknesses found and capitalize on "opportunities for improvement" identified during internal, external (customer), or third party audits.
2. To use information such as quality records, concessions, service reports, customer feedback, process capability studies, and management review reports to identify, analyze, and eliminate causes of potential nonconformities.

b. Preventive actions are initiated, controlled, and documented through the use of WIAT Preventive Action Request (PAR) form. Actions taken will be submitted for Management Review.

c. The responsibility for undertaking the preventive action lies with the manager who is responsible for the related quality system and/or procedure. For each preventive action request, the manager responsible is to:

1. Investigate the nature of the weakness.
2. Determine the root cause(s) of the weakness.
3. Decide on preventive action.
4. Implement the preventive action.
5. Initiate permanent changes in any related procedure/instructions (if appropriate).

d. The Manager of Quality Assurance is responsible for ensuring that the Preventive Action Program is managed effectively. This involves, but is not limited to, the following activities:

1. Issue the Preventive Action Request (PAR) form to the manager responsible.
2. Follow up on the progress of Preventive Action (PA) activities to help ensure that the PA is completed by the promised date.
3. Verify that the PA activities are completed by the promised date and that the problem has been eliminated.
4. Sign off on the PAR for completed activities, and close out the PA.
5. Investigate the cause of "failure" and take appropriate action when the PA is not completed according to the plan.
6. Maintain a "system of records" for managing the preventive action documents, monitoring the status of preventive action activities, and storing "closed out" PARs for a period of five (5) years.

GENERAL

a. Managers responsible for handling, storage, packaging, and delivery of materials and products are also responsible for establishing, documenting, and maintaining methods and procedures appropriate to satisfy the requirements and those specified by contract.

b. WIAT Electrostatic Discharge (ESD) Control procedures are enforced for all operations.

HANDLING

WIAT policy is to use methods and means appropriate for handling and transporting product in a manner that prevents loss of product value, damage, or deterioration.

STORAGE

a. WIAT maintains facilities, equipment, and designated areas to store material in a manner that prevents loss of product value.

- b. Methods and means appropriate for ensuring proper receipt of material, and proper dispatch to and from all pertinent areas are required and used.
- c. Managers having jurisdiction over departments where product is stored are responsible for assessing the condition of those materials at intervals sufficient to guarantee the prevention of their damage or deterioration.

Section 14.0 Handling, Storage, Packaging, Preservation, and Delivery

PACKAGING

All products are appropriately packed and identified on the packaging in a way that allows for ready identification through all stages of processing, and prevents the loss of product value. All individual containers will be labeled with WIAT part number, quantity, date code, job number, fab code, sales order, and customer part number (if applicable).

PRESERVATION

All products are segregated and preserved as necessary to maintain product quality and value through all stages of processing and others under the company's control.

DELIVERY

WIAT will extend protection to include delivery to destination.

GENERAL

WIAT quality system is documented through quality records. Records are valuable to the company in the following ways:

1. They provide assurance that the quality requirements for the product/service were satisfied.
2. They show the degree of accomplishment and success of our quality system.
3. They provide a basis for measurement and feedback essential for continuous improvement.

Pertinent quality records from suppliers and subcontractors are also a part of this system.

Section 15.0 Control of Quality Records

16.2 RESPONSIBILITY

Responsibilities for establishing, collecting, filing, indexing, storing, and maintaining records are defined in WIAT Quality System documentation. In particular the following records are maintained as specified by the noted procedures:

System Records WIAT Procedure No.

1. Management Review
2. Approved Supplier List (ASL)
3. Equipment Calibration
4. Audit Procedure Records
5. Training
6. Corrective Action
7. Failure Analysis Records
8. Preventive Action

Contract, Product and Service Records WIAT Procedure No.

1. Conversion of Customer Requirements (Contract Review)
2. Product Identification
3. Incoming Receiving Inspection
4. In-Process Inspection

Contract, Product and Service Records WIAT Procedure No.

5. Final Inspection
6. Nonconforming Product Review and Disposition
7. Problem Management and Escalation

16.3 POLICY

WIAT has the following policy regarding quality records:

- a. Records should be clearly identified and traceable to either the product or service involved, or to the quality system activity they document.
- b. Records should be filed, indexed and maintained in a way that provides for safe storage and ready access or retrievability. Retention times will be identified by WIAT
- c. Records should be an accurate and truthful representation of actual events, documented in a timely manner.
- d. Records should be dated and initialed or signed by personnel responsible for the documented outcome or activity.
- e. Personnel involved in collecting data for records should be provided instructions and training to the degree necessary to ensure that the records are generated correctly.
- f. All records shall be legible.
- g. Records will be made available to the customer for evaluation as required by contractual agreement.

GENERAL

a. WIAT Services Ltd. plans and conducts internal quality audits according to the Internal Audit Procedure for the following purposes:

1. To verify whether quality activities comply with planned arrangements.
2. To determine the overall effectiveness of the quality system.

b. A minimum of two internal audits are conducted per year and every element of the quality system is audited at a minimum of once per year. Internal Quality Audit frequency is based on the importance of the activities in that area. The frequency is revised to reflect the quality and status of the area being audited.

c. An audit team consists of one or more qualified auditors (trained in ISO and requirements and auditing) and the Manager of Quality Assurance (or an assigned representative of Quality Assurance).

An officer of the company and a selected employee of the company also participate periodically to foster management and employee involvement and awareness. The manager of the department being audited acts as an observer to answer questions. One or more teams are used depending on the status and progress of the quality system elements.

d. Audits are carried out by the audit team consisting of personnel independent of the department being audited.

Section 16.0 Quality Audits

RESPONSIBILITIES

- a. The Manager of Quality Assurance (QA) is responsible for organizing and coordinating the internal audit. This includes the following activities:
 1. Selecting outside consultant(s) to serve as auditor(s), and instructing them in the particular scope and objectives for each audit.
 2. Selecting an officer of the company to serve on the audit team as an observer.
 3. Preparing the audit schedule and advising departmental managers and auditors of the audit program.
 4. Monitoring all investigating, reporting, and follow-up activities to ensure that the requirements of the Internal Quality Audit Procedure are followed.
 5. Reviewing and approving the audit report (prepared by the audit team or consultant(s)).
 6. Maintaining records that show that the whole process has been implemented effectively.
- b. The selected quality system auditor is responsible for the following activities:
 1. Developing audit checklists for each department that reflect the objectives and scope of the audit.
 2. Conducting the audit based upon the audit schedule.
 3. Conducting a brief closing meeting to present the results of the audit to management.
 4. Preparing an audit report listing the activities audited, the corresponding nonconformities found, and general observations.

AUDIT RESULTS

- a. The results in the audit report are reviewed and approved by the Manager of Quality Assurance. The audit results are then distributed to senior management and to the managers of the audited departments and their immediate supervisors.
- b. In the case of noncompliance's or weaknesses (in either the quality system and procedures, or the performance and adherence to those systems and procedures), appropriate action is taken done according to the Corrective Action Procedure and/or Preventive Action Procedure. These procedures will be used to verify and record the timely implementation, effectiveness, and follow-up of the actions taken.
- c. The results of the internal audit are used as key input information for conducting the management reviews.
- d. Records documenting the audit process and results are kept for a period of five (5) years by Quality Assurance.

Section 17.0 Training

GENERAL

- a. At WIAT people are the company's most valuable asset. Investing in people through effective training is a key corporate strategy for achieving the company's mission and quality policy. WIAT actively encourages employees to seek additional training.
- b. It is our policy at WIAT to identify the training needs and provide for the training of all personnel performing activities affecting quality. Specifically, the Training and Certification Program Procedure addresses the following issues:
 1. Identification and assessment of education and training needs.
 2. The qualification of people to perform tasks affecting quality.
 3. Mechanisms for delivery of training.
 4. Assessment of training effectiveness.

5. Maintenance of appropriate training records.

RESPONSIBILITIES

a. The Manager of Quality Assurance is responsible for the following activities:

1. Ensuring that all new hires receive quality awareness education.

° Quality awareness education covers the following topics to provide knowledge of WIAT quality philosophy and system:

- WIAT products and marketplace
- Mission statement and objectives for total quality
- Key concepts and documentation structure of WIAT
- Quality organization: responsibility, authority, and structure
- The employee's role and responsibility for quality at WIAT

° Quality awareness education is given in-house within 30 days of the new hire's starting date in either a one-on-one or a "small class" format.

2. Ensuring that training is given to prevent the reoccurrence of nonconformities. Specifically, this typically involves the following activities:

° Scheduling a meeting with the Manager of Quality Assurance to review the internal quality audit results that show nonconformities caused by lack of employee knowledge or skills. (This is done in a timely manner after the audit results are available.)

° Defining and documenting the specific content of the education and/or training needed to prevent the quality problem/nonconformance.

° Meeting with the responsible department manager to review the defined content of the training and gain his/her understanding and approval. If any changes are required, the Manager of Quality is responsible for making the necessary changes and repeating the review with the department manager.

° Identifying an appropriate course/seminar (with a qualified instructor(s)) and appropriate methods/media to meet the defined needs and background of the personnel to be trained, and making the necessary arrangements for either external or in-house training.

° Notifying the department manager of the scheduled training and providing detailed information on the course (if available).

3. Ensuring that training is given to supervisors and managers on how to provide on-the-job coaching and reinforcement of employees' use of quality improvement tools and concepts.

4. Using "needs analysis" and/or other methods to identify the key knowledge and skills needed by various groups of employees in specific job tasks, and qualifying personnel based on appropriate education, training, and/or experience.

5. Measuring and assessing the effectiveness of training given to ensure that the objectives and needs of the training were met in a cost-effective and efficient manner. This involves the following activities:

° Using course evaluation forms to rate content and delivery.

° Conducting follow-up surveys of course attendees (1-3 months after the course) to assess the degree of retention and application of knowledge and skills.

° Developing guidelines and/or plans for continuous improvement in WIAT training program.

° Documenting cases to demonstrate a cause-effect relationship between the training given and improvements in quality results.

6. Maintaining appropriate training records to show the amount, type, and effectiveness of (quality) training given to employees.

- b. All company managers have a contributing responsibility in assessing training needs, providing on-the-job reinforcement of skills, and evaluating the effectiveness of training given for the personnel they directly manage.
- c. It is WIAT policy that any employee may request training at any time if the employee feels that training is essential for providing knowledge and skills required to maintain the requirements of the Standard.
- d. Training records are kept for a period of five (5) years by Document Control.

GENERAL

- a. WIAT maintains documented procedures for providing contracted services that meet specified requirements and yield high levels of customer satisfaction, and for reporting on the results of such services.
- b. "Customer Service" involves the following activities at WIAT:
 1. Managing customer interfaces in conjunction with using the Customer Service Procedure.
 2. Providing field service.
 3. Providing service on purchase order and contracts.
 4. Managing customer complaints based on the Problem Management and Escalation Procedure.

RESPONSIBILITY

The Director Marketing & Sales is responsible for coordinating customer service activities at WIAT and for ensuring that appropriate records to document customer service procedures and performance are maintained.

Section 18.0 Statistical Techniques

IDENTIFICATION OF NEED

- a. WIAT Services Ltd. recognizes that statistical techniques are valuable for assessing, controlling, and improving our quality system and processes. Statistics are used in all areas of the company for the following purposes:
 1. To quantify and display the current levels of quality, cost, and cycle time.
 2. To verify process capability and product characteristics.
 3. To identify where to focus quality improvement resources and efforts.
 4. To show the effectiveness of past efforts.
- b. The responsibility to identify the need for statistical techniques and establish methods and instructions for the beneficial application of statistical techniques is assumed by all managers.

APPLICATIONS AND PROCEDURES

WIAT uses the following statistical methods and related procedures to foster process control and defect prevention, to assess machine capabilities and levels of quality, and to identify areas for quality improvement.

- a. Both statistical pre-control and statistical process control (SPC) techniques are used on key processes.
- b. Statistical sampling methods with zero defects ($C = 0$) are employed in receiving inspection as appropriate.

Section 19.0 Customer Source Inspection

GENERAL

WIAT provides facilities and documentation to customer representatives when source inspection is required by purchase order or contract. The scope of the data and information furnished is limited to that required to determine conformance of the inspected products to contractual requirements.

POLICIES

The Quality Assurance Departments shall assist customer representatives in fulfilling their mission to the extent required by WIAT accepted contracts and purchase orders as follows:

- a. Provision of facilities for inspection.
- b. Provision of documentation used in inspection of the product to be inspected.
- c. Provision of inspection data including any nonconformance found on the lots from which the product was formed.
- d. Coordinating the inspection of suppliers or subcontractors facilities and data when specifically called for in purchase order and when prior arrangements with vendors and suppliers have been made.
- e. Providing other specific data or documentation called for in the purchase order.

Sint Jansteen
11th April 2008