

QUALITY MANUAL

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1 Quality Manual - Scope and Purpose

Our Quality Management System (QMS) applies to matters that directly affect the quality of the product and services delivered by Anderson Machining Service, Inc. (AMS). The company follows a process approach. AMS, to function effectively, must determine and manage single activities or numerous sets of linked activities in an effective way to produce the desired outcome.

Our QMS is influenced by the company's business environment, changes in that environment, or risks associated with that environment.

AMS's needs, objectives, the products it provides, the processes it employees, it's size, and organization structure may all change in response to it's environment. Management will emphasize the importance of consistent review to the Quality Management System to assure that it's processes are made up of value added activities and information flow.

Our QMS has been designed to comply with the International Standard ISO 9001 version 2008. The sections of this Quality Manual have been organized to correspond to the ISO Quality Management Systems Requirements book.

This QMS is intended to support Anderson Machining Service, Inc's. Quality Policy, Organizational Values and the Quality Objectives that we use to monitor our success.

Our Quality Policy is:

- a) To responsibly provide cost effective, defect free products to our customers with on time deliveries while maintaining our operating values.
- b) To work in partnership with our suppliers to assure mutual quality objectives and a successful outcome.
- c) To Maintain and Continually improve the effectiveness of our Quality Management System.

Our Operating Values are:

- a) To continuously exceed the expectations of our customers, staff and our community,
- b) To provide product that complies with customer and applicable statutory and regulatory requirements.
- c) To be an innovator and leader in all corporate endeavors,
- d) To understand our customers' priorities and problems and create a relationship built on mutual trust and respect,
- e) To promote growth, mutual respect, common core values, safety and open communication with our staff,
- f) To make a profit.

Our Quality Objectives:

- a) Provide exceptional quality products and services by striving to exceed our customer's expectations..
- b) Maintain a formal quality system meeting all ISO 9000 standards.
- c) Foster an atmosphere of continuous process improvement and problem prevention.
- d) Empower employees so that they can help improve the systems that affect their work.
- e) Provide education and training to all employees to support their health, welfare and safety as a top priority.
- f) Communicate our mission and quality objectives to all employees.
- g) Develop relationships with our suppliers that emphasize continuous improvement in product quality, service and support.
- h) Provide an environment that supports team work.

2 Company Description

Anderson Machining Service, Inc. is a Precision CNC Contract Machine Shop, specializing in machined components and assemblies, run on a lean, just-in-time basis. We have been meeting the needs of high profile industrial OEM manufacturers since 1980, providing uncompromising quality in close tolerance parts, pricing and delivery. We obtain work from our clients as a result of winning fixed price competitive quotations, providing single source project management proposals and/or operating within 'time and material' contracts.

NOTE 1: Throughout the rest of this manual, Anderson Machining Service, Inc. is referenced as "AMS."

NOTE 2: The Plex Online Information System used to organize and control our processes will be referenced as Plex.

NOTE 3: The Quality Management System will be referenced as the QMS.

3 Documentation Structure

This Quality Manual represents Level I in the documentation hierarchy. The Quality Manual also references, but does not include, Level II procedures essential to the proper implementation of the quality system.

AMS uses the Plex Information System to organize and control much of its operation, including Job/Inventory Tracking, Labor Tracking, Accounting, Quality Management and Document Control.

All Level I and Level II quality documents, including this Quality Manual, are controlled through the Plex Document Control System. Documents are available online to all company employees. Paper documents are avoided. Since all documents are controlled and distributed online, all paper copies are considered by definition to be uncontrolled and for reference purposes only, regardless of whether they have been marked accordingly. All AMS personnel have access to Plex and have been trained in the "paperless" concept.

Document Level	Description	Examples
Level 0	ISO Requirements	The ISO-9001 Requirements book and supporting ISO-provided documents.
Level 1	Quality Manual	Quality Manual, Quality Policy, Values and Objectives. (This Manual)
Level 2	Procedures	Procedures, Organizational Chart, etc. Quote log, Problem log, Training and improvement activities.
Level 3	Work Instructions	Engineering Drawings, Job Sheet, and Job-specific and Customer-specific instructions.
Level 4	Records & Evidence	Plexus inventory records, jobs records, shipping records, etc.

4 Quality Management System

4.1 General Requirements

AMS has established, documented, implemented and maintains a QMS. AMS continually strives to improve its effectiveness in accordance with the requirements of the ISO-9001/2008 International Standard.

AMS does the following:

- a) Determines the processes needed for the QMS and their application throughout the organization.
- b) Determines the sequence and interaction of these processes.
- c) Determines criteria and methods needed to ensure that both the operation and control of these processes are effective.
- d) Ensures the availability of resources and information necessary to support the operation and monitoring of these processes.

- e) Monitors, measures (where applicable), and analyzes these processes.
- f) Implements actions necessary to achieve planned results and continual improvement of these processes.

These processes are managed by AMS in accordance with the requirements ISO 9001:2008.

Where AMS chooses to outsource any process that affects product conformity with requirements, AMS ensures control over such processes. The type and extent of control to be applied to these outsourced processes is defined within the quality management system.

NOTE 1: Processes needed for the QMS referred to above should include processes for management activities, provision of resources, product realization, and measurement, analysis, and improvement.

NOTE 2: An outsourced process is identified as one being needed for AMS's QMS, but is chosen to be performed by a party external to the organization.

NOTE 3: Ensuring control over outsourced processes does not absolve AMS of the responsibility of conformity to all customer, statutory, and regulatory requirements. The type and extent of control to be applied to the outsourced process can be influenced by factors such as:

- a) *The potential impact of the outsourced process on AMS's capability to provide product that conforms to requirements,*
- b) *The degree to which the control for the process is shared;*
- c) *The capability of achieving the necessary control through the application of clause 7.4.*

4.2 Documentation Requirements

AMS's QMS in relation to ISO 9001 is summarized in this document. Each clause of the standard is identified and its relevance to AMS explained. Appendix A identifies supporting Level 2 documentation where required. The degree of supporting documentation is determined by the degree to which processes need to be controlled and the competence of the personnel involved.

The QMS documentation includes:

- a) Documented Quality Policy and Quality Objectives
- b) A Quality Manual
- c) Documented procedures and records required by ISO 9001
- d) Documents and records determined by AMS to be necessary to ensure the effective planning, operation and control of its process.

NOTE 1: Where the term "documented procedure" appears within this International Standard, this means that the procedure is established, documented, implemented and maintained. A single note may include the requirements for one or more procedures. A requirement for a documented procedure may be covered by more than one document.

NOTE 2: The extent of QMS documentation can differ from one organization to another due to; a) the size of organization and type of activities, b) the complexity of processes and their interactions, and c) the competence of personnel.

NOTE 3: The documentation can be in any form or type of medium.

4.2.2 Quality Manual

AMS has established and maintains a Quality Manual that includes

- a) The scope of the quality management system, including details of and justification for any exclusions.
- b) References to the documented procedures established for the quality management system.
- c) A description of the interaction between the processes of the quality management system.

4.2.3 Control of Documents

Documents required by the quality management system are controlled. Quality records are a special type of document and are controlled according to the requirements given in 4.4.

A documented procedure is established to define the controls needed:

- a) To approve documents for adequacy prior to issue
- b) To review and update as necessary and re-approve documents
- c) To ensure that changes and the current revision status of documents are identified
- d) To ensure that relevant versions of applicable documents are available at points of use
- e) To ensure that documents remain legible and readily identifiable

- f) To ensure that documents of external origin determined by the organization to be necessary for the planning and operation of the quality management system are identified and their distribution controlled
- g) To prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose

4.2.4 Control of Quality Records

Quality records established to provide evidence of conformity to requirements and of the effective operation of the quality management system are controlled. AMS has established a documented procedure to define the controls needed for the identification, storage, protection, retrieval, retention and disposition of records.

AMS assures that records remain legible, readily identifiable, and retrievable.

5 Management Responsibility

5.1 Management Commitment

Top Management (defined as the management team of AMS), led by the Chief Executive Officer is both committed and involved in the QMS within AMS, Inc. Management provides evidence of its commitment to the development and implementation of the QMS and continually improving its effectiveness by:

- a) Communicating the importance of meeting customer as well as statutory and regulatory requirements
- b) Establishing the Quality Policy
- c) Ensuring that Quality Objectives are established and measured
- d) Conducting management reviews
- e) Ensuring the availability of resources

5.2 Customer focus

Top management ensures that customer requirements are determined and fulfilled with the aim of enhancing customer satisfaction.

5.3 Quality Policy

Top management ensures that the Quality Policy:

- a) Is appropriate to the purpose of the organization
- b) Includes a commitment to comply with requirements and continually improve the effectiveness of the QMS.
- c) Provides a framework for establishing and reviewing quality objectives
- d) Is communicated and understood within the organization
- e) Is reviewed for continuing suitability on at minimum an annual basis.

5.4 Planning

5.4.1 Quality Objectives

Top management ensures that quality objectives, including those needed to meet requirements for product are established at relevant functions and levels. The quality objectives are measurable and consistent with the Quality Policy. The Management Team at AMS, Inc. as part of the management review process reviews the achievement and continued relevance of the quality objectives on an annual basis.

5.4.2 Quality Management System Planning

Top management ensures that:

Planning to assure the continued relevance of the quality management system is carried out in order to meet the requirements given in 4.1, as well as the quality objectives

The integrity of the QMS is maintained when changes to the QMS are planned and implemented. Where further development of the quality management system is required this will be detailed as part of the output from the management review process. Reference will be made, where applicable, to the skills, knowledge and resources required to implement the change and any additional monitoring required to assess the effectiveness of the change.

5.5 Responsibilities, Authority, and Communication

5.5.1 Responsibility and Authority

Top management ensures that the responsibilities, authorities and their interrelation are defined and communicated within the organization.

The interrelation of personnel is documented in the form of an Organization Chart. The Organization Chart is a document that is controlled in accordance with the document control procedures outlined in this manual. (4.2.3)

Specific QMS authority and responsibility is documented in accordance with this manual (Section 6).

5.5.2 Management Representative

Top management appoints a member of the AMS's management team who, irrespective of other responsibilities, has responsibility and authority that includes:

- a) Ensuring that processes needed for the QMS are established, implemented and maintained,
- b) Reporting to top management on the performance of the QMS and any need for improvement, and
- c) Ensuring the promotion of awareness of customer requirements throughout AMS.
- d) Act as the liaison with external parties on matters relating to the QMS.

The Management Representative is identified in accordance with section 6 of this manual.

5.5.3 Internal Communication

Top management ensures that appropriate communication processes are established within the organization and that communication takes place regarding the effectiveness of the QMS. Communication of Quality Objectives (5.4.2.5) is an intricate part of this requirement.

5.6 Management Review

5.6.1 General

Top management reviews the QMS, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness. This review includes assessing opportunities for improvement and the need for changes to the QMS, including the quality policy and quality objectives. Records from management reviews are maintained (see 4.2.4).

5.6.2 Review Input

The input to management review includes information on

- a) Results of audits
- b) Customer feedback
- c) Process performance and product conformity
- d) Status of preventive and corrective actions
- e) Follow-up actions from previous management reviews,
- f) Planned changes that could affect the QMS.
- g) Recommendations for improvement

5.6.3 Review Output

The output from the management review includes any decisions and actions related to:

- a) Improvement of the effectiveness of the QMS and its processes
- b) Improvement of product related to customer requirements
- c) Resource needs

d) Suitability of the Quality Policy, Operating Values and Quality Objectives

6 Resource Management

6.1 Provision of Resources

AMS determines and provides the resources needed

- a) To implement and maintain the quality management system
- b) To continually improve its effectiveness,
- c) To enhance customer satisfaction by meeting customer requirements.

6.2 Human Resources

6.2.1 General

AMS seeks to improve the effectiveness and efficiency of their operations through the involvement and support of its personnel.

Personnel performing work affecting conformity to product requirements are competent on the basis of appropriate education, training, skills and experience.

Note: personnel performing any task within the management system may affect Conformity to product requirements directly or indirectly

6.2.2 Competence, Training, and Awareness

AMS:

- a) Determines the necessary competence for personnel performing work affecting conformity to product requirements,
- b) Where applicable, provides training or takes other actions to achieve the necessary competence,
- c) Evaluates the effectiveness of the actions taken,
- d) Ensures that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives, and
- e) Maintains appropriate records of education, training, skills and experience (see 4.2.4).

6.3 Infrastructure

AMS determines, provides and maintains the infrastructure needed to achieve conformity to product requirements.

Infrastructure includes, for example

- a) Buildings, workspace and associated utilities
- b) Process equipment, both hardware and software
- c) Supporting services such as transport, communication, or information systems.

6.4 Work Environment

AMS determines and manages the work environment needed to achieve conformity to product requirements. Note: The term "work environment," relates to conditions under which work is performed including physical, environmental, and other factors such as noise, temperature, humidity, lighting, or weather.

7 Product Realization

7.1 Planning of Product Realization

AMS plans and develops the processes needed for product realization. Planning of product realization is consistent with the requirements of the other processes of the QMS (see 4.1).

In planning product realization, AMS determines the following, as appropriate:

- a) Quality objectives and requirements for the product;
- b) The need to establish processes and documents, and to provide resources specific to the product;
- c) Required verification, validation, monitoring, measurement, inspection and test activities specific to the product and the criteria for product acceptance;
- d) Records needed to provide evidence that the realization processes and resulting product fulfill requirements (see 4.2.4).

The output of this planning is suitable to AMS's method of operations. This output document is referred to within this manual as the quality plan.

7.2 Customer-Related Processes

7.2.1 Determination of Requirements Related to the Product

AMS recognizes the importance of ensuring that customer requirements and expectations are clearly understood at all times. AMS determines:

- a) Requirements specified by the customer, including the requirements for delivery and post-delivery activities,
- b) Requirements not stated by the customer but necessary for specified use or known and intended use
- c) It's ability to meet customer, statutory and regulatory requirements applicable to the product, and
- d) Any additional requirements considered necessary by AMS.

NOTE: Post delivery activities include, for example, actions under warranty provisions, contractual obligations such as maintenance services, and supplementary services such as recycling or final disposal.

7.2.2 Review of Requirements Related to the Product

AMS reviews the requirements related to the product. This review is conducted prior to AMS's commitment to supply a product to the customer (e.g. submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders) and ensures that

- a) Product requirements are defined
- b) Contract or order requirements differing from those previously expressed are resolved
- c) AMS has the ability to meet the defined requirements

Records of the results of the review and actions arising from the review are maintained (see 4.2.4).

Where the customer provides no documented statement of requirement, AMS confirms the customer requirements before acceptance.

Where product requirements are changed, AMS ensures that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

7.2.3 Customer Communication

AMS determines and implements effective arrangements for communicating with customers in relation to

- a) Product information,
- b) Inquiries, contracts or order handling, including amendments, and
- c) Customer feedback, including customer complaints.

7.3 Design and Development

Although AMS may assist customers with their design process or create variations of proven designs, AMS does not accept design responsibility and does not include such responsibility in the scope of our certification to the international standard. Therefore, the requirement outlined in section 7.3 of the ISO Requirement is not included in the QMS.

7.4 Purchasing

7.4.1 Purchasing Process

AMS ensures that purchased product conforms to specified purchase requirements. The type and extent of control applied to the supplier and the purchased product is dependent upon the effect of the purchased product on subsequent product realization or the final product.

AMS evaluates and selects suppliers based on their ability to supply product in accordance with AMS's requirements (7.4.2.4). Criteria for selection, evaluation and re-evaluation have been established. Records of the results of evaluations and any necessary actions arising from the evaluation are maintained (see 4.2.4).

7.4.2 Purchasing Information

Purchasing information describes the product to be purchased, including where appropriate

- a) Requirements for approval of product, procedures, processes and equipment,
- b) Requirements for qualification of personnel, and
- c) QMS requirements.

AMS ensures the adequacy of specified purchase requirements prior to their communication to the supplier.

7.4.3 Verification of Purchased Product

AMS establishes and implements the inspection or other activities necessary for ensuring that purchased product meets specified purchase requirements.

Where AMS or its customer intends to perform verification at the supplier's premises, AMS states the intended verification arrangements and method of product release in the purchasing information.

7.5 Production and Service Provision

7.5.1 Control of Production and Service Provision

AMS plans and carries out production and service provision under controlled conditions. Controlled conditions include, as applicable

- a) The availability of information that describes the characteristics of the product
- b) The availability of work instructions
- c) The use of suitable equipment
- d) The availability and use of monitoring and measuring equipment.
- e) The implementation of monitoring and measurement
- f) The implementation of product release, delivery and post-delivery activities

7.5.2 Validation of Processes for Production and Service Provision

AMS validates any processes for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement and, as a consequence, deficiencies become apparent only after the product is in use or the service has been delivered.

1. Validation demonstrates the ability of these processes to achieve planned results.
2. AMS establishes arrangements for these processes including, as applicable
 - a. Defined criteria for review and approval of the processes
 - b. Approval of equipment and qualification of personnel
 - c. Use of specific methods and procedures
 - d. Requirements for records (see 4.2.4)
 - e. Revalidation

7.5.3 Identification and Traceability

Throughout all stages of manufacture and delivery, all components and assemblies are identified by the appropriate part number, project identifier or description, which is affixed to the item, its container, or the relevant accompanying documentation.

AMS identifies the product status with respect to monitoring and measurement requirements throughout product realization. Where traceability is a requirement, AMS controls the unique identification of the product and maintain records (see 4.2.4).

7.5.4 Customer Property

AMS exercises care with customer property while it is under AMS's control or being used by AMS.

AMS identifies, verifies, protects and safeguards customer property provided for use or incorporation into the product. If any customer property is lost, damaged or otherwise found to be unsuitable for use, AMS will report this to the customer and maintain records (see 4.2.4).

NOTE: Customer property can include intellectual property and personal data.

7.5.5 Preservation of Product

AMS preserves the product during internal processing and delivery to the intended destination in order to maintain conformity to requirements. As applicable, preservation includes identification, handling, packaging, storage and protection. Preservation also applies to the constituent parts of a product.

This preservation is accomplished in the routine processes carried out by AMS. Where specific or special instructions are required to preserve the conformity of the product, it is noted on the quality plan for the product.

7.6 Control of Monitoring and Measuring Equipment

AMS determines the monitoring and measurement to be undertaken and the monitoring and measuring Equipment needed to provide evidence of conformity of product to determined requirements.

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

Where necessary to ensure valid results, measuring equipment is:

- a) Calibrated or verified, or both at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification is recorded
- b) Adjusted or re-adjusted as necessary
- c) Uniquely identifiable in order to determine its calibration status
- d) Safeguarded from adjustments that would invalidate the measurement result
- e) Protected from damage and deterioration during handling, maintenance and storage

In addition, AMS assesses and records the validity of the previous measuring results when the equipment is found not to conform to requirements. AMS takes appropriate action on the equipment and any product affected.

Records of the results of calibration and verification are maintained (see 4.2.4).

NOTE: Confirmation of the ability of computer software to satisfy the intended application would typically include its verification and configuration management to maintain its suitability for use.

8 Measurement, Analysis and Improvement

8.1 General

AMS plans and implements the monitoring, measurement, analysis and improvement processes needed

- a) To demonstrate conformity to product requirements
- b) To ensure conformity of the QMS, and
- c) To continually improve the effectiveness of the QMS.

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

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

As one of the measurements of the performance of the QMS, AMS monitors information relating to customer perception as to whether AMS has fulfilled customer requirements. The methods for obtaining and using this information are determined as part of the management review process.

NOTE: Monitoring customer perception can include obtaining input from sources such as customer satisfaction surveys, customer data on delivered product quality, user opinion surveys, lost business analysis, compliments, warranty claims, dealer reports.

8.2.2 Internal Audit

AMS conducts internal audits at planned intervals to determine whether the QMS:

- a) Conforms to the planned arrangements (see 7.1), to the requirements of this International Standard and to the QMS requirements established by AMS, and
- b) Is effectively implemented and maintained.

An audit program is planned, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency and methods are defined. Selection of auditors and conduct of audits ensure objectivity and impartiality of the audit process.

Auditors do not audit their own work.

A documented procedure is established to define the responsibilities and requirements for planning and conducting audits, establishing records and reporting results.

The audit program ensures that all areas of the QMS are audited at least once per annum.

Records of the audits and their results shall be maintained (see 4.2.4).

The management responsible for the area being audited ensures that any necessary corrections and corrective actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities include the verification of the actions taken and the reporting of verification results (see 8.5.2).

NOTE: Refer to ISO 19011 for guidance.

8.2.3 Monitoring and Measurement of Processes

AMS applies suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These methods demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action is taken, as appropriate.

The monitoring and measuring of processes is a function of the internal audit system.

NOTE: When determining suitable methods, it is advisable that the organization consider the type and extent of monitoring or measurement appropriate to each of its processes in relation to their impact on the conformity to product requirements and on the effectiveness of the quality management system

8.2.4 Monitoring and Measurement of Product

AMS monitors and measures the characteristics of the product to verify that product requirements are fulfilled. This is carried out at appropriate stages of the product realization process in accordance with the planned arrangements (see 7.1). Evidence of conformity with the acceptance criteria is maintained.

Records indicate the person(s) authorizing release of product for delivery to the customer (see 4.2.4).

The release of product and delivery of service to the customer does not proceed until all the planned arrangements (see 7.1) have been satisfactorily completed, unless otherwise approved by a relevant authority, and where applicable by the customer.

8.3 Control of Nonconforming Product

AMS ensures that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. A documented procedure is established to define controls and related responsibilities and authorities for dealing with nonconforming product.

Where applicable, AMS deals with nonconforming product by one or more of the following ways:

- a) By taking action to eliminate the detected nonconformity
- b) By authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer;
- c) By taking action to preclude its original intended use or application.
- d) By taking action appropriate to the effects, or potential effects, of the nonconformity when nonconforming product is detected after delivery or use has started.

When nonconforming product is corrected it is subject to re-verification to demonstrate conformity to the requirements.

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, are maintained (see 4.2.4).

8.4 Analysis of Data

AMS determines, collects and analyzes appropriate data to demonstrate the suitability and effectiveness of the QMS and to evaluate where continual improvement of the QMS can be made. This includes data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data provides information relating to

- a) Customer satisfaction (see 8.2.1)
- b) Conformance to product requirements (see 8.2.4)
- c) Characteristics and trends of processes and products including opportunities for preventive action (see 8.2.3 and 8.2.4), and
- d) Suppliers (see 7.4).

8.5 Improvement

8.5.1 Continual Improvement

AMS continually improves the effectiveness of the QMS through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

8.5.2 Corrective Action

AMS takes action to eliminate the causes of nonconformities in order to prevent recurrence.

Corrective actions are appropriate to the effects of the nonconformities encountered.

A documented procedure has been established to define requirements for

- a) Reviewing nonconformities (including customer complaints)
- b) Determining the causes of nonconformities
- c) Evaluating the need for action to ensure that nonconformities do not recur
- d) Determining and implementing action needed
- e) Records of the results of action taken (see 4.2.4)
- f) Reviewing the effectiveness of corrective action taken

8.5.3 Preventive Action

AMS determines actions to eliminate the causes of potential nonconformities in order to prevent their occurrence.

A documented procedure has been established to define requirements for

- a) Determining potential nonconformities and their causes
- b) Evaluating the need for action to prevent occurrence of nonconformities
- c) Determining and implementing action needed
- d) Records of results of action taken (see 4.2.4)
- e) Reviewing the effectiveness of preventive action taken