



Metal Preparations Co, Inc  
752 Military Road  
Buffalo, New York 14216

**Title: Business Process System Policy Manual**

Doc. No. **BPS-001**

Rev. No. **B**

Issue Date: 11/20/2008

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# Business Process System

## *Policy Manual*



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**ADDENDUM :**

BPS Policy	BP001-Rev C
Organizational Structure	OS001-Rev A
Definitions and Conventions	DC001-Rev A
BPS Interaction Flow Diagram	PIF001-Rev A

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## **1 General**

### **1.1 Purpose**

This Policy Manual sets out the broad parameters within which we intend to operate our business.

This manual has been written to comply with the requirements set forth in [ISO 9001:2008](#), [SAE, AS9100 Standards](#), and [NADCAP](#), and identifies written statements of mission, vision, strategies, policies, objectives, processes, documents, records, or procedures pertaining to the business process system and products produced by Metal Preparation Co. Inc.

### **1.2 Scope**

This Policy Manual applies to Metal Preparations Co. Inc, Business Process System, including manufacturing, financial, human resources, purchasing, sales, and marketing.

### **1.3 Business Process system**

**This Policy Manual specifies Metal Preparations Co. Inc.'s BPS to demonstrate its capability to meet customer requirements and for assessment of that capability by internal and external parties.**

These BPS requirements are complementary to specified technical requirements for product.


The documentation of Metal Preparations Co. Inc.'s BPS is defined in a manner that is appropriate to its unique activities.

Metal Preparations Co. Inc.'s BPS also considers the guidance in [ISO 9004: 2000](#) "Quality management systems - Guidance for performance improvement."

### **1.4 Application**

Metal Preparations Co. Inc.'s BPS satisfies the full range of requirements of [ISO 9001: 2008](#), [SAE, AS9100 Standards](#), and [NADCAP](#) with exception to Design/Development.

Ref: [ISO 9001:2008](#) Section 7.3 "Design/Development".

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## 2 **Company information**

Metal Preparations Co. Inc. is located at 752 Military Rd., Buffalo, New York 14216,

Phone: (800) 456-7737  
(716) 874-0786

Fax: (716) 874-2769

Web site: [www.metalpreparations.com](http://www.metalpreparations.com)  
[www.mp-engineeredproducts.com](http://www.mp-engineeredproducts.com)

### **Business Mission Statement**

As a recognized leader in our industry, Metal Preparations is committed to continually Define, Measure, Analyze, Improve, and Control our Business Systems to ensure customer requirements are met or exceeded. With our expertise in the production and service of high reliability precision components, and our consistently upgraded facilities, we nurture unique relationships with our customers. Metal Preparations Co. will continue to develop the precision high quality for which we have become known, and upon which our customers rely.

### **Business Policy Statement**

*“To meet or exceed our stakeholders expectations each and every time”*


Stakeholder – Customers, Employees, Stockholders and Community

## 3 **Definitions and Conventions**

Metal Preparations Co. Inc. maintains a list of Definitions and Conventions in Definitions and Conventions to explain unique nomenclature found in the body of this Policy Manual.

### **3.1 Process Interaction**

Metal Preparations Co. Inc. maintains a BPS Interaction Flow (PIF-001) diagram which outlines the interactions between the processes within the Business Process System.

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## **4 Business Process System**

### **4.1 General Requirements**

Metal Preparations Co. Inc. has established, documented, implemented, maintains and continually improves its BPS in accordance with the requirements of [ISO 9001: 2008](#), [SAE, AS9100](#), and [NADCAP](#) Quality Management System Requirements.

Metal Preparations Co. Inc.'s BPS and this Policy Manual also takes into consideration guidelines provided in [ISO 9004: 2000](#), Quality management system Guidelines for performance improvements.

Metal Preparations Co. Inc.'s BPS:


- a) Defines, measures, analyze, improve and control the processes needed to achieve planned results and continual improvement of BPS;
- b) Determines the sequence and interaction of these processes;
- c) Determines criteria and methods required to ensure the effective operation and management of these process;

Metal Preparations Co. Inc. manages these processes in accordance with requirements of [ISO 9001:2008](#), [SAE, AS9100](#), and [NADCAP](#) quality management system Requirements.

### **4.2 General Documentation Requirements**

Metal Preparations Co. Inc.'s BPS documentation includes:

- a) This Policy Manual;
- b) Documented procedures required by the applicable standards and regulations;
- c) Documents required to ensure the effective operation and management of the processes;
- d) Approval Verification and Change Record Document (AV series).

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The extent of the Metal Preparations Co. Inc.'s BPS depends on the requirements for:

- a) Size and type of Metal Preparations Co. Inc.'s structure, documented in the Organizational Structure (OS-001);
- b) Complexity and interaction of the processes;
- c) Competence of personnel documented in the Resource Management Record.

*Metal Preparations Co. Inc. maintains its documents on various media such as paper, electronic, digital, etc.*

## **5 Leadership Responsibility**

### **5.1 Leadership Commitment**


Metal Preparations Co. Inc.'s Leadership Team provides its commitment to the development and implementation of the BPS by:

- a) Communicating to the organization via meetings, Training Process (BPS-181), or other information systems, the importance of meeting customer, regulatory and legal requirements;
- b) Establishing the Business Policy (BP-001) and Business Objectives.
- c) Implementing a Leadership Review Process (BPS-011);
- d) Ensuring the availability of necessary resources per Resource Management Process.

### **5.2 Customer focus**

Metal Preparations Co. Inc.'s Leadership Team ensures that customer needs and expectations are determined and converted into requirements to achieve customer satisfaction.

In determining customer needs and expectations per Contract Review Process, (BPS-031), Metal Preparations Co. Inc. considers application of relevant regulatory and legal requirements.

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### 5.3 Business Policy

Metal Preparations Co. Inc.'s Leadership Team ensures that Metal Preparations Co. Inc.'s Business Policy:

- a) Is appropriate to purpose of the organization;
- b) Includes a commitment to meeting requirements and to continuing improvement;
- c) Provides a framework for establishing and reviewing Business Objectives;
- d) Is communicated and understood at appropriate levels of the organization per Training Process (BPS-181), meetings, or other information systems;
- e) Is evaluated for suitability per Leadership Review Process (BPS-011);
- f) Business policy is controlled per Documentation Management Procedure (BPS-051).

### 5.4 Planning

#### 5.4.1 Business Objectives

Metal Preparations Co. Inc.'s Leadership Team has established and maintains its Business Objectives, at relevant functions and levels of the organization.


Business Objectives shall be measurable and consistent with the Business Policy (BP-001) including the commitment to continuing improvement.

Business Objectives include business performance indicators reflecting requirements for product and evaluated for suitability per Leadership Review Process (BPS-011).

#### 5.4.2 Business planning

Metal Preparations Co. Inc.'s Leadership Team ensures that the resources needed to achieve the Business Objectives are identified and planned.

The output of the planning is documented in Business Planning Record.

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**Business planning includes:**

- a) The processes of the BPS, including permissible exclusions;
- b) The resources;
- c) Continual improvement of the BPS.

**Business planning defines requirements for:**

- a) Identification of potential non-conformities and their causes;
- b) Determination and implementation of preventive action needed;
- c) Recording and reviewing results of preventive action taken.

Planning ensures that changes are conducted in a controlled manner and the integrity of the BPS is maintained during changes.

## **5.5 Responsibility, Authority, and Communication**


### **5.5.1 General**

This section of the Policy Manual describes the administration of the BPS.

### **5.5.2 Responsibility and Authority**

Metal Preparations Co. Inc. has defined functions and their interrelations within the organization in the [Organizational Structure \(OS-001\)](#).

Responsibilities and authorities are defined and communicated in order to facilitate effective process management.

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### 5.5.3 Leadership representative

Metal Preparations Co. Inc.'s Leadership Team has appointed the Quality Leader who, irrespective of other responsibilities, has responsibility and authority for:

- a) Ensuring that the processes of the BPS are established and maintained;
- b) Reporting to top leadership on the performance of the BPS including needs for improvement;
- c) Promoting awareness of customer requirements throughout the organization;
- d) Liaison with external parties on matters relating to the BPS.

Metal Preparations Co. Inc.'s Leadership Team has appointed the Engineering Leader as the alternate Leadership Representative.

### 5.5.4 Internal communication

Metal Preparations Co. Inc. has established a Leadership Review Process (BPS-011), Training Process (BPS-181) and Information Review Process to ensure communication between its various levels and functions.


### 5.5.5 Policy Manual

Metal Preparations Co. Inc. has established and maintains this Policy Manual.

It includes:

- a) The scope of the BPS, including details of, and justification for, any exclusions;
- b) References to documented procedures and external documents;
- c) A description of the sequence and interaction of the processes included in the BPS.

The Policy Manual is managed per Documentation Management Procedure (BPS-051).

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### 5.5.6 Management of Documents

Metal Preparations Co. Inc. has established and maintains a Documentation Management Procedure (BPS-051) to manage its documented procedures or Processes.

It ensures that documents:

- a) Are reviewed and approved for adequacy prior to issue;
- b) **Are reviewed, distributed, implemented and maintenance of all authorized and released drawings, standards, specifications, planning, and changes.**
- c) Are identified with their current revision status;
- d) Are available at point of use;
- e) Are legible, readily identifiable and retrievable;
- f) Of external origin are identified and their distribution is managed;
- g) Are prevented from unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose.
- h) **Include the change effectivity and, when required, shall coordinate these effectivities with the customer**

Documents defined as Quality Records are managed per Quality Records Management (BPS-161).


### 5.5.7 Management of Quality Records

Metal Preparations Co. Inc. has established and maintains Quality Records Management (BPS-161) to manage quality records.

Such records are maintained to provide evidence of conformance to requirements and of effective operation of the BPS.

Quality Records Management (BPS-161) ensures identification, storage, retrieval protection retention time and disposition of quality records.

**Record Availability: Metal Preparations Co. records are readily available for review by the customer or regulatory agencies.**

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## 5.6 Leadership Review

### 5.6.1 General

Metal Preparations Co. Inc.'s Leadership Team reviews the BPS for its continuing suitability, adequacy and effectiveness at least annually (at a minimum) per Leadership Review Process (BPS-011).

These reviews evaluate the need for changes to the organization's BPS, including Business Policy (BP-001) and Business Objectives.

### 5.6.2 Review input

Inputs to leadership review include current performance and improvement opportunities related to the following:

- a) Results of audits;
- b) Customer feedback;
- c) Process performance and product conformance;
- d) Status of preventive and process improvement actions;
- e) Follow-up actions from previous management reviews;
- f) Changes that may affect the BPS.

### 5.6.3 Review output

Outputs from leadership review include actions related to:

- a) Improvement of the BPS and its processes;
- b) Improvement of product related to customer requirements;
- c) Resources needed.

Results of leadership reviews are documented in Leadership Review Records (BPS-011) and maintained per Quality Records Management (BPS-161).



## **6 Resource Management**

### **6.1 Provision of Resources**

Metal Preparations Co. Inc. has established and maintains a Resource Management Process to ensure that resources needed are provided in a timely manner to:

- a) Implement and improve the processes of the BPS;
- b) Address customer satisfaction.

### **6.2 Human Resources**


#### **6.2.1 Assignment of Personnel**

Metal Preparations Co. Inc. has assigned personnel per the Resource Management Record to ensure that those who have responsibilities defined in the BPS are competent on the basis of applicable education, training, skills and experience.

#### **6.2.2 Training, awareness and competency**

Metal Preparations Co. Inc. has established and maintains a Training Process (BPS-181) to:

- a) Identify competency needs for personnel performing activities affecting quality;
- b) **Identify competency needs for individual process owners performing quality assurance functions;**
- c) Provide training to satisfy these needs;
- d) Evaluate the effectiveness of the training provided;
- e) Ensure that the employees are aware of the relevance and importance of their activities and how they contribute to the achievement of the business objectives;
- f) Maintain records of education, experience, training and qualifications per Quality Records Management (BPS-161).

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### 6.3 Infrastructure

Metal Preparations Co. Inc. has established and maintains a documented Facility Management Process to identify, provide and maintain the facilities to achieve conformity of product including:

- a) Workspace and associated facilities;
- b) Equipment, hardware and software;
- c) Supporting services.

### 6.4 Work Environment

Metal Preparations Co. Inc. has implemented and maintains a Work Environment Process to manage the human and physical factors of the work environment needed to achieve conformity of the product.

## 7 Product Realization


### 7.1 Planning of Product Realization

Metal Preparations Co. Inc. has established and maintains a documented Manufacturing Process to ensure that the sequence of events and sub-processes are conducted in a controlled manner.

Planning of the realization processes is consistent with the other requirements of the organization's BPS.

Plans of product realization determine the following:

- a) Quality objectives for the product, project or contract;
- b) The need to establish processes and documentation, and provide resources and facilities specific to the product;
- c) Verification and validation activities, and the criteria for acceptability;
- d) The records that is necessary to evidence conformity of the processes and resulting product to specified requirements.

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## 7.2 Customer-Related Processes

### 7.2.1 Identification of Customer Requirements

Metal Preparations Co. Inc. has established a Contract Management Process (BPS-031) for identifying customer requirements.

These processes determine:

- a) Product requirements specified by the customer, including the requirements for availability, delivery and support;
- b) Product requirements not specified by the customer but necessary for intended or specified use;
- c) Obligations related to product, including regulatory and legal requirements;


### 7.2.2 Review of Product Requirements

Metal Preparations Co. Inc. reviews the identified customer requirements together with applicable additional requirements.

This review is conducted prior to commitment to supply a product to the customer per the Contract Management Process (BPS-031).

The review process ensures that:

- a) Product requirements are defined;
- b) Where the customer provides no documented statement of requirement, the customer requirements are confirmed before acceptance and a record of verbal order is maintained;
- c) Contract or order requirements differing from those previously expressed in a tender or quotation, are resolved;
- d) Metal Preparations Co. Inc. has the ability to meet the customer requirements;
- e) The design, manufacture, and use of tooling so that variable measurements can be taken, particularly for key characteristics;
- f) Key Characteristics have been identified where required;
- g) The identification of in-process verification points when adequate verification of conformance cannot be performed at a later stage of realization;

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- h) **The establishment of appropriate process controls and development of control plans if key characteristics have been identified by the customer;**
- i) **The identification and selection of subcontractors capable of meeting quality requirements and the appropriate flowdown of requirements;**
- j) **Continual improvement of the BPS.**

The results of the review and subsequent follow-up actions are recorded per Contract Management Process (BPS-031) and maintained per the Quality Records Management (BPS-161).

When product requirements are changed, Metal Preparations Co. Inc. ensures that relevant documentation is amended and relevant personnel are made aware of the changed requirements.

### 7.2.3 Customer Communication

Metal Preparations Co. Inc. has implemented and maintains processes for communication with the customers relating to:

- a) Customer feedback, per Customer Satisfaction Process (BPS-176);
- b) Inquiries, contracts or order handling, including amendments per Contract Management Process (BPS-031);
- c) Customer complaints per Corrective Action Management Process (BPS-141).

## 7.4 Purchasing


### 7.4.1 General Requirements

Metal Preparations Co. Inc. manages its purchasing processes per the Purchase Management Process (QS-062). This process ensures that purchased product conforms to Metal Preparations Co. Inc.'s requirements.

The type and extent of methods to manage the purchasing process depends on the effect on subsequent realization processes and their output.

Metal Preparations Co. Inc. evaluates and selects suppliers per the Supplier Partnership Process. Selection is based on the supplier's ability to supply product in accordance with Metal Preparations Co. Inc.'s requirements.

Criteria for selection and periodic evaluation are defined. The results of evaluations and follow-up actions are recorded.

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## 7.4.2 Purchasing Information

Purchasing documents contain information describing the product to be purchased, including, where appropriate:

- a) Requirements for approval or qualification of:
  - Product;
  - Procedures;
  - Processes;
  - Equipment;
  - Personnel.
- b) Supplier Quality Assurance Requirements and Clauses (SQARC-001).

Metal Preparations Co. Inc. ensures the adequacy of specified requirements contained in the purchasing documents prior to their release.

**Metal Preparations Co. and all subcontractors shall use customer approved special process sources when required by contract.**

**Certification from Subcontractor: When certification reports are used as a means of product acceptance, the types and frequencies of analyses to validate certifications will be documented in the Supplier Partnership Record.**

## 7.4.3 Verification of Purchased Product and/or Services


Metal Preparations Co. Inc. has identified and implemented activities necessary for verification of purchased product defined in the Inspection and Test Process (BPS-101).

Where Metal Preparations Co. Inc. or its customer proposes to perform verification activities at the supplier's premises, Metal Preparations Co. Inc. specifies the required verification arrangements and method of product release in the purchasing information per the Purchase Management Process (BPS-062).

**Right of Entry: Metal Preparations Co. shall include provisions in subcontracts to allow Metal Preparations Co., Metal Preparations Co. Inc.'s customers, and regulatory agencies right of entry to any place necessary to determine and verify the quality of work, records and material.**

**Delegation of Supplier Verification to Subcontractors: Where Metal Preparations Co. proposes to delegate product verification to a subcontractor; Metal Preparations Co. shall define the requirements for the delegation and maintain a list of the delegations.**

**Requirements Flowdown: Metal Preparations Co. will flowdown quality system requirements to subcontractors to the extent necessary to ensure that characteristics not verifiable upon receipt are adequately controlled by the subcontractor.**

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**Key characteristics requirements shall be flowed down if Metal Preparations Co. subcontracts the key characteristics process.**

## **7.5 Production Operations**

### **7.5.1 General Requirements**

Metal Preparations Co. Inc. has established and maintains a Manufacturing Process to manage production operations through:

- a) The availability of information that specifies the characteristics of the product;
- b) Where necessary, the availability of work instructions;
- c) The use and maintenance of suitable equipment for production operations;
- d) The availability and use of measuring and monitoring devices per the Calibration of Inspection, Measuring, and Test Equipment (BPS-110);
- e) The implementation of monitoring activities;
- f) The implementation of defined processes for release, delivery and applicable post-delivery activities.
- g) **First Production Article:** The system shall provide a process, as appropriate, for the inspection, verification, and documentation of the first production article.

### **7.5.2 Identification and Traceability**

Metal Preparations Co. Inc. has developed and maintains a Product and Traceability Management Process (BPS-082) for identifying product by suitable means throughout all applicable processes.

This process identifies the status of the product with respect to measurement and monitoring requirements.

Where traceability is a requirement, unique identification of the product is recorded and controlled.



### 7.5.3 Customer Property

Metal Preparations Co. Inc. exercises care with customer property while it is under Metal Preparations Co. Inc.'s control or being used by Metal Preparations Co. Inc. as defined in the [Manufacturing Process \(BPS-081\)](#) and the [Product and Traceability Management Process \(BPS-082\)](#).

Metal Preparations Co. Inc. ensures identification, verification, protection and maintenance of customer property provided for use or incorporation into the product.

Any customer property that is lost, damaged or otherwise found to be unsuitable for use is recorded and reported to the customer per the [Control of Non-conforming Material Procedure \(BPS-131\)](#).

Customer property may include intellectual property, such as information provided in confidence.

### 7.5.4 Preservation of Product

Metal Preparations Co. Inc. has developed and maintains a documented [Handling, Storage, Packaging, Preservation and Delivery Process](#) to preserve conformity of product with customer requirements during internal processing and delivery to the intended destination.

This process ensures adequate identification, handling, packaging, storage and protection. This also applies to the constituent parts of the product.


### 7.5.5 Validation of Processes

Metal Preparations Co. Inc. has established and maintains [Process Validation Process](#) to validate any production processes where the resulting output cannot be verified by subsequent measurement or monitoring.

This includes any processes where deficiencies may become apparent only after the product is in use.

Validation is performed to demonstrate the ability of the processes to achieve planned results. Metal Preparations Co. Inc. has defined arrangements for validation that include the following, as applicable:

- a) Qualification of process per [Process Validation Process](#);
- b) Qualification of equipment and personnel per [Process Validation Process](#) and [Training Process \(BPS-181\)](#);
- c) Use of defined methodologies and procedures per [Documentation Management Procedure](#);
- d) Requirements for records per the corresponding procedures;
- e) Re-validation per [Process Validation Process](#).

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## 7.6 Control of Monitoring and Measurement Devices

**Definition:** Inspection, measuring and test equipment includes all types of devices used by any supplier or subcontractor personnel to verify materials, products, processes, or other inspection, measuring and test equipment.

This includes tooling used as media of inspection, test hardware, test software, automated (ATE), and plotters to produce inspection media. Also included is personally owned equipment used for product or process acceptance.

Metal Preparations Co. Inc. has identified the measurements to be made and the monitoring and measurement devices required to assure conformity of the product to specified requirements.

Measuring and monitoring devices used are controlled per Calibration of Inspection, Measuring, and Test Equipment (BPS-110) to ensure that measurement capability is consistent with the measurement requirements.


### Monitoring and Measuring Devices:

- a) Is calibrated and adjusted periodically or prior to use against devices traceable to the international or national standards. Where no such standards exist, the basis used for calibration are recorded;
- b) Are safeguarded from adjustments that would invalidate the calibration;
- c) Are protected from damage and deterioration during handling, maintenance and storage;
- d) Have the results of their calibration recorded;
- e) Have the validity of previous results re-assessed if they are subsequently found to be out of calibration and corrective action is taken per Control of Non-conforming Material Procedure (BPS-131).

Metal Preparations Co. Inc. uses ISO 10012 standard for devices calibrated by Metal Preparations Co. Inc.

Software used for monitoring of specified requirements is validated prior to use per Process Validation Process.

## 8 Measurement, Analysis and Improvement

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## 8.1 General

Metal Preparations Co. Inc. has established and maintains a documented Continuous Improvement Process to define, plan and implement the monitoring and measurement activities needed to assure conformity and achieve improvement.

This includes the determination of the need for, and use of, applicable methodologies including statistical techniques.

## 8.2 Monitoring and Measurement

### 8.2.1 Customer Satisfaction

Metal Preparations Co. Inc. monitors information on customer satisfaction. This information is used as one of the measurements of performance of the BPS.

The methodologies for obtaining and using this information are documented in the Corrective Action Management Process (BPS-141) and Customer Satisfaction Process (BPS-176).

### 8.2.2 Internal Audits

Metal Preparations Co. Inc. has established and maintains document Business Process Systems Audit (BPS-171) procedure to ensure that periodic internal audits are conducted to ensure that Business Process System:

- a) Confirms to the requirements of the applicable standards and regulations;
- b) Has been effectively implemented and maintained.

Metal Preparations Co. Inc. plans the audit program taking into consideration the status and importance of the activities and areas to be audited as well as the results of previous audits.

The audit scope, frequency and methodologies are defined.


Personnel other than those who perform the activity being audited conduct audits.

BPS Audit Procedure (BPS-171) includes the responsibilities and requirements for conducting audits, ensuring their independence, recording results and reporting to management.

Metal Preparations Co. Inc. takes timely process improvement actions on deficiencies found during audits.

Follow-up actions include the verification of the implementation of the process improvement actions and the reporting of verification results per Corrective Action Management Process (BPS-141).

ISO 10011 is used as a reference.

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### 8.2.3 Monitoring and Measurement of Processes

**Metal Preparations Co. Inc. applies suitable methods for monitoring and measurement of those realization processes necessary to meet customer requirements.**

**These methods confirm the continuing ability of each process to satisfy the intended purpose.**

**Process Specification Requirements: When special processes requiring customer approval are required by drawing, specification, or purchase order, Metal Preparations Co. shall obtain qualification prior to processing or subcontract the process to a customer-approved source.**

**Tooling: Metal Preparations Co. shall maintain and control production tooling to ensure the product meets design requirements.**

**Subcontracting Inspection Activities: When Metal Preparations Co. proposes to subcontract inspection activities, Metal Preparations Co. shall control the subcontracted activity consistent with the requirements of section 7.4. (Purchasing)**

### 8.2.4 Monitoring and Measurement of Product

**Metal Preparations Co. Inc. monitors and measures the characteristics of the product to verify that requirements for the product are met.**

**This is carried out at appropriate stages of the product realization process.**


**Metal Preparations Co. shall monitor and control key characteristics when required by purchase order/contract.**

**Metal Preparations Co. maintains accountability of all products during manufacturing within the Tracker Record (e.g., part quantities, split orders, nonconformities, etc.).**

**Metal Preparations Co. shall provide evidence that all manufacturing and inspection operations have been completed as planned, or as otherwise documented and authorized.**

**Metal Preparations Co. shall ensure all production/process areas remain free of all foreign objects (Contamination of raw material, product or items not necessary for product realization) via prevention, detection, and removal.**

**Acceptance Authority Media: Metal Preparations Co. maintains a documented control system of all acceptance authority media used (e.g., stamps, electronic passwords, etc.) documented in Acceptance Authority Media Process and Acceptance Authority Media Record.**

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### 8.3 Control of Non-conforming Product

Metal Preparations Co. Inc. has established and maintains a documented Control of Non-conforming Material Procedure (BPS-131) to ensure that product that does not conform to requirements is identified and managed to prevent unintended use or delivery.

This procedure ensures that non-conforming product is corrected and subject to verification after correction to demonstrate conformity.

Where required by the contract, the proposed recertification of non-conforming product is reported for concession to the customer, the end user, regulatory body or other applicable authority per the Deviation / Waiver Management Procedure (BPS-132).

#### Notes:


- 1) **Parties requiring notification of nonconforming product may include internal organizations, customers, distributors and government agencies.**
- 2) **The term “nonconforming product” includes nonconforming product returned from a customer.**

**Material Review Authority:** Metal Preparations Co. shall not use dispositions of use-as-is or repair, unless specifically authorized by the customer, if the product is produced to customer design or the nonconformity results in a departure from the contract requirements.

**Regrading Material:** Product dispositioned for regrade requires a change in product identification to preclude the product’s original use. Adequate test reports and certifications shall reflect the regrading.

**Scrap Material:** Product dispositioned for scrap shall be conspicuously and permanently marked until physically rendered unsuitable for use in completed products.

**Notification:** Metal Preparations Co. Inc.’s provides timely reporting of nonconformance’s that may affect product already delivered.

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## 8.4 Analysis of Data

Metal Preparations Co. Inc. has established and maintains a documented Leadership Review Process (BPS-011) to collect and analyze appropriate data to determine the suitability and effectiveness of the BPS and to identify improvements that can be made.

This includes data generated by measuring and monitoring activities and other relevant sources.

Metal Preparations Co. Inc. analyzes these data to provide information on:

- a) Customer satisfaction per Corrective Action Management Process (BPS-141);
- b) Conformance to customer requirements per PAM Procedure (BPS-142);
- c) Characteristics of process;
- d) Supplier performance per Supplier Partnership Process.

## 8.5 Improvement

### 8.5.1 Planning for continual improvement

Metal Preparations Co. Inc. has established and maintains a documented Leadership Review Process (BPS-011) to continually improve the BPS.

This process describes facilitation of the continual improvement of the BPS through the use of the Business Policy (BP-001), Business Objectives, audit results, analysis of data, process improvement, preventive action and management review.


### 8.5.2 Corrective Action Management

Metal Preparations Co. Inc. has established and maintains a documented Corrective Action Management Process (BPS-141) for eliminating the causes of non-conformity in order to prevent recurrence.

Process improvement actions taken are appropriate to the impact of the problems encountered.

Corrective Action Management Process (BPS-141) defines requirements for:

- a) Identification of nonconformities, including customer complaints;
- b) Determination of the causes of non-conformities;
- c) Evaluation of the need for actions to ensure that non-conformities do not recur;
- d) Determination and implementation of process improvement actions needed;
- e) Recording and reviewing the results of process improvement actions taken.

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### 8.5.3 Preventive Action Management

Metal Preparations Co. Inc. has established and maintains documented quality records, and a Preventive Action Management Procedure (BPS-142) for eliminating the causes of potential nonconformities.

Preventive Action Management Procedure (BPS-142) defines requirements for:

- a) Identifying potential nonconformities and their causes;
- b) Determining and ensuring the implementation of preventive action needed;
- c) Recording and reviewing preventive action taken.

*Preventive actions taken shall be appropriate to the impact of the potential problems.*



<b>Requirement</b>	<b>AS 9100</b>	<b>ISO 9001:2008</b>	<b>NADCAP</b>
Scope	1	1	1
Normative references	2	2	2
Definitions	3	3	n/a
Management responsibility	4.1	5	4.1
Quality policy	4.1.1	5.1, 5.3, 5.4.1	n/a
Organization	4.1.2	5.5.2	n/a
Responsibility and authority	4.1.2.1	5.5.2, 6.2.1	n/a
Resources	4.1.2.2	5.1, 6.1, 6.3	n/a
Management representative	4.1.2.3	5.5.3	n/a
Management review	4.1.3	5.6	4.1
Quality system	4.2	4, 4.1	4.2
General	4.2.1	4.2, 5.1, 5.4.1, 5.5.5	4.2.1
Quality system procedures	4.2.2	4.2	4.2.2
Quality planning	4.2.3	5.4.2, 7.1	n/a
Contract review	4.3	7.2.2	4.3
Design control	4.4	7.3	4.4
Document and data control	4.5	5.5.6	4.5
Purchasing	4.6	7.4	4.6
Control of customer-supplied product	4.7	7.5.3	4.7
Product identification and traceability	4.8	7.5.2	4.8
Process control	4.9	7.1, 7.5.1, 7.5.5	4.9
Inspection and testing	4.10	7.1, 7.5.1, 8.1, 8.2.4	4.10
Control of inspection, ... equipment	4.11	7.6	4.11
Inspection and test status	4.12	7.5.1	4.12
Control of non-conforming product	4.13	8.3	4.13
Corrective and preventive actions	4.14	8.4, 8.5.2, 8.5.3	4.14
Handling, storage, packaging ...	4.15	7.1, 7.5.4	4.15
Control of quality records	4.16	5.5.7	4.16
Internal audits	4.17	8.2.2	4.17
Training	4.18	6.2.2	4.18
Servicing	4.19	7.1, 7.5.1	n/a
Statistical techniques	4.20	8.1, 8.2.3, 8.2.4, 8.4	n/a