



Quality Management System

AM-QMS-01

This manual has been written to be based on
ISO 9001:2015 International Quality Standard and AS9100-D

1265 Goodrick Drive Ste B, Tehachapi, CA 93561
661-822-1909

The purpose of this Quality Manual is to provide an overview of the quality policy, guidelines, and system elements. The Quality Manual is supported by detailed procedures, forms, operational definitions, flowcharts, control plans, and other means of documenting and communicating within the organization.

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Approval

The signatures below certify that this management system manual has been reviewed and accepted and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name	Signature	Position	Date
Prepared by	Tom Ohmit		President	11/28/2020
Reviewed by	Tom Ohmit		President	11/28/2020
Approved by	Tom Ohmit		President	11/28/2020

Amendment Record

This quality manual is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

Affected Pages	Description	Revision	Date
All	Initial Release	A	11/28/2020

Company Proprietary Information

The electronic version of this document is the latest revision. It is the responsibility of the individual to ensure that any paper material is the current revision. The printed version of this manual is uncontrolled, except when provided with a document reference number and revision in the field below:

Document Ref: AM-QMS-01 Revision A

Uncontrolled Copy X Controlled Copy Date 7/13/2023



DATE: 11/28/2020

SUBJECT: **Atmosphere Machining LLC** Quality Manual

TO: All Employees

Atmosphere Machining's goal is to provide the highest quality, highest value, on-time **PRODUCTS & SERVICES**. Quality is our strategic focus. Our objectives include the following:

- Management commitment to quality as a business strategy, including timed action plans with supportive resources.
- Management improvement of systems and the work environment that will result in promoting employee involvement in both quality and productivity.
- Team approaches to problem solving and process control, using statistical methods in both manufacturing and administrative activities.

A handwritten signature in black ink, appearing to read 'Tom Ohmit', is written above a horizontal line.

Tom Ohmit
Owner / President





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1. Introduction of Atmosphere Machining

- 1.1. Atmosphere Machining is a rapid response machine shop serving wind energy, medical, aerospace and many other industries. We provide customer-engineered precision machined parts/components.
- 1.2. A strategic decision has been made by Executive Management to establish a Quality Management System based on ISO 9001:2015 and AS9100-D, with the aim to support consistent quality management performance outcome, and to provide a sound basis for sustainable processes within our company. The potential benefits to our company from implementing a Quality Management System based on ISO 9001:2015 and AS9100-D are:
- 1.3. The ability to consistently provide products and services that meet or exceed our current and future customer needs; and applicable statutory and regulatory requirements;
 - 1.3.1. facilitating opportunities to enhance customer satisfaction;
 - 1.3.2. addressing risks and opportunities associated with our organizational context and objectives;
 - 1.3.3. the ability to demonstrate conformity to all relevant Quality Management System requirements.
- 1.4. The policies established in this Quality Manual and its scope and purpose are written to conform to the international ISO 9001:2015 and AS9100-D standard as a working document that describes, as a minimum, the Quality Management System to be deployed and at all time maintained at Atmosphere Machining.
- 1.5. Atmosphere Machining promotes the adoption of a process approach when developing, implementing and improving the effectiveness of the Quality Management System, in order to ensure to enhance customer satisfaction by meeting customer requirements.
- 1.6. Management of QMS processes as a whole will be achieved using the PDCA cycle with overall focus on risk-based thinking, aiming to take advantage of opportunities and lessons learned to prevent undesirable results. [Appendix A \(PDCA\)](#)
- 1.7. PDCA Closed Loop Cycle can be briefly described as follows:
 - 1.7.1. **Plan:** Establish the Quality Objectives of the Quality Management System and its processes, and plan the resources needed to deliver results in accordance with customers' requirements and company's policies, and also identify and address all business risks and opportunities.
 - 1.7.2. **Do:** Implement what was planned
 - 1.7.3. **Check:** Monitor and (where applicable) measure the QMS processes and the resulting products and services against QMS policies, objectives, requirements and planned activities, and report the results;

1.7.4. **Act:** Close the loop and take actions to improve our QMS performance, as necessary.

1.8. This PDCA application of the process approach in our Quality Management System enables us to:

1.8.1. understand and stay consistent in meeting customer requirements;

1.8.2. consider QMS processes in terms of added value;

1.8.3. achieve effective process performance;

1.8.4. improve QMS processes based on evaluation of data and information.

1.9. Risk Based Thinking

1.9.1. Atmosphere Machining applies the concept of risk-based thinking, as extension of the task known as carrying out preventive action to eliminate potential nonconformities by analyzing any nonconformities that do occur and taking action to prevent recurrence. Risk-based thinking is essential for achieving the effective Quality Management System application, as the planning and implementation of actions to address risks and opportunities increases the effectiveness of the Quality Management System, supporting the prevention of negative effects, while leveraging opportunities that can arise as a result of a risk mitigation situations favorable to achieving an intended result within the context of the QMS.

1.10. Atmosphere Machining bases all activities associated with ISO 9001:2015 with the exception of product design, Clause 8.3. Atmosphere Machining does not design or modify components.

2. References

2.1. The following documents are referenced in this document.

2.1.1. ISO 9000:2015, Quality Management Systems — Fundamentals and vocabulary

3. Terms and Definitions

3.1. For the purpose of this Quality Manual, the terms and definitions given in

3.1.1. ISO 9000:2015 Quality Management – Fundamentals and Vocabulary

4. Organizational Context

4.1. Atmosphere Machining has reviewed and analyzed key aspects of itself and its stakeholders to determine the strategic direction of the company.

4.2. The Organizational Context

4.2.1. Understanding our core products and services, and scope of management system.

4.2.2. The Executive Management and Department Managers participate in strategic planning sessions at minimum an annual basis to review the overall performance and effectiveness of the QMS to identify any new external or internal issues that are relevant and may impact our strategic goals and quality objectives.

- 4.2.3. Atmosphere Machining defines “interested parties” as our customers, employees, suppliers and regulators. During strategic planning sessions a SWOT analysis AM-QMSP-02-YEAR is performed to identify any risks and opportunities facing Atmosphere Machining and its interested parties. Once identified, this information is then used by the Strategic Team in the determination of any changes or additions to the key performance goals and quality objectives for the upcoming year.
- 4.2.4. Understanding internal and external issues that are of concern to Atmosphere Machining and its interested parties are identified during scheduled strategic planning sessions using SWOT analysis AM-QMSP-15-YEAR.

4.3. Scope of the Quality Management System

- 4.3.1. Scope Determination: Our Executive Management determines the boundaries and applicability of our Quality Management System to establish its scope by considering:
 - 4.3.1.1. the external and internal issues referred to in clause 4.1 of the ISO 9001:2015 standard
 - 4.3.1.2. the requirements of relevant interested parties referred to in clause 4.2 of the ISO 9001:2015 standard
 - 4.3.1.3. to establish consistency in the quality of the applicable products and services of our company.
 - 4.3.1.4. to enhance customer satisfaction through effective application of the QMS
 - 4.3.1.5. all statutory, regulatory and/or legal requirements
 - 4.3.1.6. establishment of suitable processes for improvement of the QMS
- 4.3.2. Based on an analysis of the above issues of concern, interests of stakeholders, and in consideration of its products and services, Atmosphere Machining has determined the scope of the management system as follows:
 - 4.3.3. Machining Services is our primary core product.
 - 4.3.4. The scope of the Quality Management System and the understanding of our core products and services must be at all times based on our strategic business planning concept outlined within the document.
 - 4.3.5. Facilities Within the Scope
 - 4.3.5.1. The quality system applies to all processes, activities and employees within the company located at: 1265 Goodrick Drive Ste B, Tehachapi, CA 93561.
 - 4.3.6. Permissible Exclusions. The following clauses of ISO 9001 were determined to be not applicable to Atmosphere Machining:
 - 4.3.6.1. 8.3 Design and Development – products are designed by customers

4.4. QMS Process Management

- 4.4.1. Atmosphere Machining has established, implemented, is maintaining and continually improving the Quality Management System, including the processes needed and their interactions, in accordance with the requirements of the AS9001:2015 standard. The processes needed for the Quality Management System have been determined and include business activities and their application throughout the Company.
- 4.4.2. Process Identification Atmosphere Machining has adopted a process approach for its management system. By identifying the top-level processes within the company, and then managing each of these discretely, this reduces the potential for nonconforming products discovered during final processes or after delivery. Instead, nonconformities and risks are identified in real time, by actions taken within each of the top-level processes.
- 4.4.3. The following top-level processes have been identified for Atmosphere Machining:
- 4.4.3.1. Sales AM-QMS-TD1.0
 - 4.4.3.2. Purchasing AM-QMS-TD2.0
 - 4.4.3.3. Engineering AM-QMS-TD3.0
 - 4.4.3.4. Manufacturing AM-QMS-TD4.0
- 4.4.4. Process Controls & Objectives: Each process may be supported by other activities, such as tasks or sub-processes. Monitoring and control of top level processes ensures effective implementation and control of all subordinate tasks or sub-processes.
- 4.4.4.1. Each top-level process has a Turtle Diagram document which defines: [Appendix B \(Turtle Chart\)](#)
 - 4.4.4.2. applicable inputs and outputs
 - 4.4.4.3. process owner(s)
 - 4.4.4.4. applicable responsibilities and authorities
 - 4.4.4.5. applicable risks and opportunities
 - 4.4.4.6. critical and supporting resources
 - 4.4.4.7. criteria and methods employed to ensure the effectiveness of the process
 - 4.4.4.8. Quality Objectives related to that process
- 4.4.5. Process Controls & Objectives: Each process has at least one objective established for it; this is a statement of the intent of the process. Each objective is then supported by at least one “metric” or key performance indicator (KPI) which is then measured to determine the process’ ability to meet the quality objective
- 4.4.5.1. Throughout the year, metrics data is measured and gathered by process owners or other assigned managers, in order to present the data to the management team. The data is then analyzed by the management team in order that the management team may set goals and make adjustments for the purposes of long-term continual improvement. The specific Quality Objectives for each process are defined in the applicable Turtle Diagram. [Appendix B \(Turtle Chart\)](#)

- 4.4.5.2. Metrics, along with current standings and goals for each objective, are recorded in records of management review.
- 4.4.5.3. When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective and preventive action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

4.5. QMS Process Deployment

- 4.5.1. To establish QMS processes, Atmosphere Machining has created and maintains the Turtle Diagrams that provide the following:
 - 4.5.1.1. determine the inputs required and the outputs expected from each process
 - 4.5.1.2. determine the sequence and interaction of our QMS processes
 - 4.5.1.3. determine and apply the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of each process
 - 4.5.1.4. determine the resources needed for each process and ensure their availability
 - 4.5.1.5. assign the responsibilities and authorities for each process
 - 4.5.1.6. address the risks and opportunities for each process as determined in accordance with the requirements of clause 6.1 of the ISO 9001:2015 standard
 - 4.5.1.7. evaluate each process on effectivity on a regular basis and implement any changes needed to ensure that these processes achieve their intended results, and
 - 4.5.1.8. try to constantly improve all processes and the Quality Management System.
- 4.5.2. Atmosphere Machining will maintain documented information to support the operation of all QMS processes within the Turtle Diagrams to gain confidence that all QMS processes including its business activities are being carried out as planned.

5. Leadership Responsibility

5.1. Quality Commitments

- 5.1.1. Atmosphere Machining management must be committed at all times to developing and maintaining an efficient and effective Quality Management System with focus on the following quality management principles.

5.2. Customer Focus

- 5.2.1. Our customers determine the expectations, standards and requirements. Our Executive management must strive at all time to understand, and meet all of our existing customer requirements, inclusive focus on predicted future customer expectations. Our customers determine the expectations, standards and requirements of our QMS. Atmosphere

Machining strives to understand and meet these requirements. This requires us to apply continuous customer satisfaction research and measurement. This balanced approach between satisfying current and future customer needs and managing needs of all interested parties must include also tracking of internal customer's satisfaction.

5.2.1.1. Customers are defined as:

- 5.2.1.1.1.** External Customers as product and service end users.
- 5.2.1.1.2.** Internal Customers which are all people in our organization.
- 5.2.1.1.3.** The public that can be affected by our product and services.

5.2.1.2. Expectations include:

- 5.2.1.2.1.** Product Safety & Product Liability
- 5.2.1.2.2.** Availability of Products and Services
- 5.2.1.2.3.** Packaging, Delivery and Shipping
- 5.2.1.2.4.** Conformity

5.2.1.3. Standards shall include:

- 5.2.1.3.1.** Customer established written requirements (If provided)
- 5.2.1.3.2.** Government or Industry specifications (If provided)
- 5.2.1.3.3.** Regulatory specifications (If provided)

5.2.1.4. Requirements shall include:

- 5.2.1.4.1.** Key product and service characteristics
- 5.2.1.4.2.** Internal product and process specifications
- 5.2.1.4.3.** Internal process procedures
- 5.2.1.4.4.** Purchase material and service specifications
- 5.2.1.4.5.** Key supplier selection

5.3. Leadership:

- 5.3.1.** Executive management establishes the quality management vision, goals, measurable objectives and quality related direction for the QMS. At all times the needs of all the applicable interested parties are considered. Management must apply "Risk Based Thinking" when planning QMS activities and lead by example and involve all employees proactively in reaching quality goals and objectives. Management provides freedom to act with responsibility and accountability. Company leaders encourage and recognize people contributions.

5.4. People Engagement:

- 5.4.1.** Quality is seen as the responsibility of all employees and must be intrinsic in the products and services provided, as we can only achieve our vision, goals and measurable QMS objectives by including all employees. Employees must be competent and experience a blend of job satisfaction, organizational commitment, job involvement and feelings of

empowerment, in order to deliver value. This shall include a well communicated perception of job importance, clarity of job expectation, regular feedback and dialog with supervisors and the active participation of employees in generating improvement opportunities.

5.5. Process Approach:

5.5.1. Executive management must at all time recognize, identify, understand, document and manage processes that determine final outcome of the quality management related activities. Executive management must ensure that at all times customer requirements and other requirements (Statutory/regulatory/industry requirements) are built in the QMS processes. We identify these as input – process – output and connect these as a series of interrelated processes. All employees must be trained and understand the QMS core process map [Appendix A \(QMS Core Process Map PDCA\)](#), which must be defined within an ongoing continuous PDCA process loop.

5.6. Continuous Improvement:

5.6.1. Continuous improvement is the core of the Quality Policy. All employees must be trained in the Quality Policy ([Atmosphere Machining Quality Policy](#)), and in the methods and tools of improvement management. Management must make the commitment to improve efficiency and effectiveness of the products and processes as QMS performance objective, with the aim to improve the entire Company.

5.7. Evidence Based Approach to Decision-Making:

5.7.1. Management must make effective and efficient decisions based on evidence rich data and information and is at all time responsible for collecting evidence by performing observations, measurements, tests, or by using any other suitable methods to produce data or information that is sufficiently accurate and reliable. QMS related data and information should include determination, measurement and monitoring of key indicators to manage the performance of all processes.

5.8. Relationship Management:

5.8.1. Management must see all external and internal interested parties as “suppliers” to the Company as integral important part of meeting our customer needs and expectations. Improving the internal and external “supplier” performance benefits our customers and the Company. Management must at all times establish relationships that balance short-term considerations with long term focus; including pooling of expertise and resources with partners, identification and selection of key suppliers and creating open dialog with all our stakeholders for improvement purposes and to communicate shared achievements.

5.9. Atmosphere Machining Quality Policy

5.9.1. Atmosphere Machining has established a Quality Policy that provides an overall framework for establishing specific Quality Objectives, and provides direction for the goal of continual improvement and is determined by the following factors:

- 5.9.1.1. Executive management shall assure that the quality policy is appropriate to Atmosphere Machining
- 5.9.1.2. The Quality Policy shall provide a commitment for product and services to meet the appropriate quality standards.
- 5.9.1.3. Continuous improvement is the core of the Atmosphere Machining Quality Policy.
- 5.9.1.4. Review of the Quality Policy will form part of the Quality Management Reviews.
- 5.9.1.5. The Quality Policy must be communicated to all employees within Atmosphere Machining

5.9.2. **“Atmosphere Machining will consistently provide products and services that meet the requirements and expectations of our customers. We will actively pursue quality improvements and ensure employees have processes to perform their task well.”**

5.9.3. Quality Policy Deployment: The Quality Policy is deployed by Executive management establishing, implementing and maintaining well connected quality plans, standard operating procedures and training plans to execute on quality improvement.

5.10. Roles & Responsibilities

- 5.10.1. Executive Management is overall responsible for effective deployment, communication and improvement of all matters regarding our QMS, which can be managed by one or more Managers who report directly to the President.
- 5.10.2. The President and Treasurer form the Executive management staff. They are the key personnel jointly responsible for achieving product and service quality, compliant to the quality system processes and the operating guidelines within this manual.
- 5.10.3. The management team is jointly responsible for:
 - 5.10.3.1. Supporting the Quality Policy of Continuous Improvement.
 - 5.10.3.2. Creation, implementation and review of quality plans and Quality Objectives.
 - 5.10.3.3. Initiation of corrective action to prevent product, service or any other operational nonconformance within our QMS processes.
 - 5.10.3.4. Identification and recording of product, service or systemic quality problems.
 - 5.10.3.5. Initiation, recommendation and development of risk mitigating preventive measures and solutions.
 - 5.10.3.6. Verification of such preventive measures and solutions.
 - 5.10.3.7. Control of further processing and delivery of non-conforming product until appropriate corrective action of the deficiency.

5.10.4. Personnel who are in charge of inspection, review and testing of products and servicing are responsible for:

- 5.10.4.1. Identifying and segregating any non-conforming products,
- 5.10.4.2. Monitoring the production and servicing process on a scheduled basis, and
- 5.10.4.3. Maintaining manufacturing and inspection plans for all significant process characteristics and parameters (where appropriate).

5.10.5. QMS Management Representative

- 5.10.5.1. The President is designated by the company as the management representative for the quality system.
- 5.10.5.2. The Executive management is responsible for ensuring that the necessary processes needed for the Quality Management System are established, implemented, and maintained to ensure that the daily operation of the quality system is in compliance with AS9100-D requirements.
- 5.10.5.3. Executive management is responsible for ensuring the promotion of awareness of customer requirements throughout Atmosphere Machining.

6. Planning

6.1. Risks and Opportunities Management

- 6.1.1. Quality planning must focus on effectively meeting Quality Objectives AM-QMSP-01-YEAR and customer and legal requirements, as well as try to mitigate all potential operational risks, which includes product risk, service risk, but also all other operational risk, based on the context of the organization. Atmosphere Machining considers risks and opportunities when taking actions within the Quality Management System, as well as when implementing or improving the Quality Management System; likewise, these risk considerations have to be updated within the regular management reviews.
- 6.1.2. All operational risks and opportunities are managed in accordance with AM-QMS-04 Risk Assessment FMEA and based on results from risk assessments performed.
- 6.1.3. The Contingency Plan is provided through immediate action and long-term action entries of AM-QMS-04 Risk Assessment FMEA.

6.2. Quality Objectives and Planning

- 6.2.1. Executive Management is responsible for quality planning throughout our Company. Inputs of the Quality planning must include:
 - 6.2.1.1. Organization strategies
 - 6.2.1.2. Organization QMS objectives
 - 6.2.1.3. Customer and Regulatory requirements
 - 6.2.1.4. Product and service performance data
 - 6.2.1.5. Risk and Opportunities mitigation strategies

- 6.2.1.6. Process performance data
- 6.2.1.7. Lessons learned, Knowledge and Change management
- 6.2.1.8. Quality Management Review
- 6.2.1.9. Outputs Needs of Quality planning shall include:
- 6.2.1.10. Process improvement plans
- 6.2.1.11. Necessary skills, resources and knowledge capture
- 6.2.1.12. Performance metrics
- 6.2.1.13. Documentation

Quality Objectives, Key Performance Indicators

- 6.2.1.14. Executive Management determines the Quality Objectives. These objectives must meet the Quality Policy. The Quality Objectives must be at all times established, implemented and maintained as goals to be achieved at relevant functions and levels within the Company/organization.
 - 6.2.1.15. Executive Management ensures that also QMS objectives are established:
 - 6.2.1.16. Quality Objectives must at all time be defined and documented.
 - 6.2.1.17. Quality Objectives will be periodically reviewed on a schedule basis during management review meetings.
 - 6.2.1.18. QMS objectives will be specific, measurable, applicable, reliable and defined within a scheduled achievement time/date.
 - 6.2.1.19. QMS objectives will be tracked.
 - 6.2.1.20. Improvement actions to achieve the Quality Objectives will be implemented based on results of measurements.
- 6.2.2. The Quality Objectives can include but are not limited to:
- 6.2.2.1. Customer Satisfaction
 - 6.2.2.2. Process Performance
 - 6.2.2.3. Product Performance
 - 6.2.2.4. On Time Delivery
 - 6.2.2.5. Supplier Performance
 - 6.2.2.6. Overall QMS Performance
- 6.2.3. Quality Objectives are identified within AM-QMSP-01-YEAR Quality Objectives. The Quality Objectives are reviewed by management and approved by the President.
- 6.2.4. The specific Quality Objectives for each process are defined in the applicable process activities of each core process, and further described in the Turtle Diagrams. Metrics, along with current standings and goals for each quality objective, are recorded in records of management reviews. When a process does not meet a goal, or an unexpected problem is encountered within a QMS core process, the corrective action process is

implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

6.3. QMS Change Management

- 6.3.1. When the company determines the need for changes to the Quality Management System and its processes, these changes must be at all times planned, implemented, and then verified for effectiveness; according to the AM-QMS-10 Control of Records.

7. Support

7.1. Resource Management

- 7.1.1. Executive management determines and provides the resources necessary to implement, maintain and improve the quality management system, including both internal requirements and resources required from external sources.

- 7.1.2. Executive management determines and provides resources needed to implement and maintain the Quality Management System. Resource allocation is done with consideration of the capability and constraints on existing internal resources, as well as needs related to supplier expectations. Resources and resource allocation are assessed during management reviews.

7.1.2.1. Resources include:

- 7.1.2.1.1. People
- 7.1.2.1.2. Facilities
- 7.1.2.1.3. Suppliers and supplies
- 7.1.2.1.4. Infrastructure
- 7.1.2.1.5. Work environment
- 7.1.2.1.6. Operational Knowledge capture
- 7.1.2.1.7. Natural resources
- 7.1.2.1.8. Equipment

7.1.2.2. Executive Management shall at all time ensure the availability of resources. This includes but are not limited to:

- 7.1.2.2.1. Adequate staffing
- 7.1.2.2.2. Adequate equipment
- 7.1.2.2.3. Adequate facilities
- 7.1.2.2.4. Adequate tooling
- 7.1.2.2.5. Adequate supplies

- 7.1.3. Infrastructure: Atmosphere Machining determines, analyzes, provides and maintains the infrastructure to maintain and continuously improve this quality system and ensure that customer requirements are met. This includes the following:

7.1.3.1. Targeted plans for new equipment or new services

- 7.1.3.2. Product specific requirements
- 7.1.3.3. Scheduled Preventive Maintenance of equipment
- 7.1.3.4. Supplier scores/initial and continual supplier performance evaluations
- 7.1.4. Work Environment: Atmosphere Machining determines, analyses, provides and maintains the work environment to maintain and continuously improve this quality system and ensure that customer requirements are met. This includes the following:
 - 7.1.4.1. Safety training
 - 7.1.4.2. Statutory and regulatory environmental training (as needed)
 - 7.1.4.3. Feedback from employees
 - 7.1.4.4. Environmental controls needed, such as lighting, heat, humidity, noise Human factors are considered to the extent that they directly impact on the quality of products.
- 7.1.5. Monitoring and Measuring of Resources
 - 7.1.5.1. Atmosphere Machining determines and provides the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements. Atmosphere Machining ensures that the resources provided:
 - 7.1.5.1.1. are suitable for the specific type of monitoring and measurement activities being undertaken;
 - 7.1.5.1.2. are maintained to ensure their continuing fitness for their purpose. Atmosphere Machining retains appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources.
 - 7.1.5.2. Measurement traceability: When measurement traceability is a requirement, or is considered by the organization to be an essential part of providing confidence in the validity of measurement results, measuring equipment shall be:
 - 7.1.5.2.1. calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification shall be retained as documented information. A master list of calibrated equipment is maintained on form AM-QMS-07 Calibration Control Log.
 - 7.1.5.2.2. identified in order to determine their status;
 - 7.1.5.2.3. safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results. Atmosphere Machining determines if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and shall take appropriate action as necessary.

7.1.6. Organizational Knowledge: Atmosphere Machining determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

This may include knowledge and information obtained from:

- 7.1.6.1. internal sources, such as lessons learned, feedback from subject matter experts, and/or intellectual property;
- 7.1.6.2. external sources such as standards, academia, conferences, and/or information gathered from customers or suppliers. This knowledge shall be maintained, and made available to the extent necessary. When addressing changing needs and trends, Atmosphere Machining considers its current knowledge and determine how to acquire or access the necessary additional knowledge.

7.2. Competency and Training

7.2.1. Executive management ensures that it provides sufficient staffing for the effective operation of the management system, as well its identified processes. Staff members performing work affecting product quality are competent on the basis of appropriate education, training, skills and experience.

7.2.2. Atmosphere Machining shall determine the required competence for personnel performing work affecting product and service quality. Consideration will be given to:

- 7.2.2.1. Future demands
- 7.2.2.2. Cross training
- 7.2.2.3. Audit results
- 7.2.2.4. Statutory and regulatory requirements
- 7.2.2.5. Promotion of importance of awareness for potential failure of non-active participation within our QMS processes

7.2.3. Atmosphere Machining shall provide training or take other action to satisfy these needs. The objective is to provide people with skills, knowledge and experience that will improve their competence.

7.2.4. Atmosphere Machining shall evaluate the effectiveness of the actions/training taken.

7.2.5. Atmosphere Machining shall ensure its personnel are aware of the relevance and importance of their activities and how they contribute to the quality objectives.

7.2.6. Records of education, training, skills and experience will be maintained.

7.3. Personnel Awareness

7.3.1. Atmosphere Machining shall select personnel based on appropriate education, training, skills and experience to perform work that affects product quality.

7.3.2. Atmosphere Machining encourages the involvement and development of its people by:

- 7.3.2.1. Ongoing training
- 7.3.2.2. Establishing responsibilities and authorities
- 7.3.2.3. Involving them in objective setting and decision making

7.3.2.4. Establishing Training needs

7.4. Management of Communication

- 7.4.1. Executive Management ensures that appropriate communication systems are established within the organization.
- 7.4.2. Executive Management must define and implement an effective and efficient communication of our quality management system matters.
- 7.4.3. Communication parameters of the quality management system include:
 - 7.4.3.1. Quality Policy and promotion of Risk Based Thinking
 - 7.4.3.2. QMS Objectives AM-QMSP-01-YEAR and request for detailed support
 - 7.4.3.3. Results of objective measurements using KPI analysis
 - 7.4.3.4. Ongoing improvement projects
 - 7.4.3.5. All QMS Requirements
 - 7.4.3.6. Convey the importance of our applicable Standards
 - 7.4.3.7. All employee accountability for the QMS and Accomplishments
- 7.4.4. Executive management must also be at all times committed to communicating and meeting all internal and external customer requirements as well as statutory and regulatory requirements by:
 - 7.4.4.1. Continuous training of employees on QMS compliance
 - 7.4.4.2. Detailed documentation of customer and legal requirements
 - 7.4.4.2.1. Understanding external customer needs and expectations and transferring this information to employees through pertinent disclosure
 - 7.4.4.2.2. Encouraging all employees to contribute to Risk Based Thinking on all operational processes during regular meetings
 - 7.4.4.2.3. Understanding and communicating internal customer needs and expectations and transferring this information into documented activities to satisfy these needs
 - 7.4.4.2.4. Encouraging employees to strive for continuous improvement of customer satisfaction
- 7.4.5. Methods of communication include:
 - 7.4.5.1. Schedule quality reviews
 - 7.4.5.2. Meetings (periodic, scheduled and/or unscheduled) to discuss aspects of the QMS
 - 7.4.5.3. Performance Boards
 - 7.4.5.4. use of corrective and preventive action processes to report nonconformities or suggestions for improvement
 - 7.4.5.5. use of the results of analysis of data
 - 7.4.5.6. use of the results of the internal audit process

- 7.4.5.7. regular company meetings with all employees
- 7.4.5.8. internal emails
- 7.4.5.9. memos to employees
- 7.4.5.10. President's "open door" policy which allows any employee access to President for discussions on improving the quality system

7.5. Management of Documented Information

- 7.5.1. Documented and controlled information comprising the QMS includes:
 - 7.5.1.1. Documented statements of the Quality Policy and Quality Objectives.
 - 7.5.1.2. The documented Scope of the QMS and justification of any exclusions.
 - 7.5.1.3. This Quality Manual.
 - 7.5.1.4. Documented procedures relevant to the QMS.
 - 7.5.1.5. All documented information needed to ensure the effective planning, operation and control of the internal and external QMS processes.
 - 7.5.1.6. Records required by ISO 9001 as being documented information needed to be retained by Atmosphere Machining for the purpose of providing evidence of result achieved
- 7.5.2. Controlled documented information of Quality Planning can include:
 - 7.5.2.1. Product, Equipment and Process Control documentation
 - 7.5.2.2. Procedures
 - 7.5.2.3. Quality System Documentation
 - 7.5.2.4. Quality Records in hardcopy or any kind of electronic format
 - 7.5.2.5. Documents containing QMS relevant internal communications
 - 7.5.2.6. Any other kind of Test and Inspection Plan, Quality Plan, Risk Plan, Quality Manual, Strategic Plan, Records, or Forms.
- 7.5.3. Control of Documented Information
 - 7.5.3.1. Atmosphere Machining ensures that all QMS controlled documents are under change and revision control and are maintained on AM-QMS-10 Control of Documents List. All other documented information necessary to manage the QMS must be kept accessible and preserved at all time during day to day work. Records are controlled per section
- 7.5.4. Atmosphere Machining has established a documented procedure AM-QMS-10 Control of Documents which defines the controls in place to:
 - 7.5.4.1. Approve documents for adequacy prior to use.
 - 7.5.4.2. Review and update as necessary and re-approve documents
 - 7.5.4.3. Ensure that changes and the current revision of documents is identified.
 - 7.5.4.4. Ensure that relevant versions of documents are available at point of use.
 - 7.5.4.5. Ensure that controlled documents remain legible and readily identifiable.

- 7.5.4.6. Ensure that documents of external origin and their internal distribution are identifiable and controlled by our QMS within documented filing.
- 7.5.4.7. Prevent unintended use of obsolete documents and apply suitable identification to them if they are retained for any purpose.

7.5.5. Control of Records

- 7.5.5.1. Atmosphere Machining establishes and maintains records to provide evidence of conformity to all our legal and customer requirements and establish measurable evidence for effective operations of our quality management system.
- 7.5.5.2. These records will at all time remain legible, easily identifiable and retrievable either in hardcopy or electronic format. The documented procedure AM-QMS-10 Control of Records defines the controls needed for identification, storage, protection, retrieval, retention time and disposition of our QMS related records.

8. Operation

8.1. Operational Planning and Control

- 8.1.1.1. Atmosphere Machining plans and develops the processes needed for product realization. Planning of product realization is consistent with the requirements of the other processes of the management system. Such planning considers the information related to the context of the organization (see section 4.0 above), current resources and capabilities, as well as product and service requirements. Changes to operational processes are done in accordance with AM-QMS-10 Control of Records.

8.2. Requirements for Products and Services

- 8.2.1. Customer Communication: Atmosphere Machining has implemented effective communication with customers in relation to:
 - 8.2.1.1. providing information relating to products and services;
 - 8.2.1.2. handling inquiries, contracts or orders, including changes;
 - 8.2.1.3. obtaining customer feedback relating to products and services, including customer complaints;
 - 8.2.1.4. handling or controlling customer property;
 - 8.2.1.5. establishing specific requirements for contingency actions, when relevant
- 8.2.2. Determining the Requirements for Products and Services: Once requirements are identified, Atmosphere Machining reviews the requirements prior to its commitment to supply the product. This review ensures that:
 - 8.2.2.1. product requirements are defined,
 - 8.2.2.2. contract or order requirements differing from those previously expressed are resolved,

- 8.2.2.3. the organization has the ability to meet the defined requirements, and/or the claims for the products and services it offers, and
- 8.2.2.4. risks have been identified and considered.
- 8.2.3. Review of the Requirements for Products and Services: During the review of new customer requirements, Atmosphere Machining ensures they have the ability to meet the customer requirements and shall review the requirements prior to committing to take the order and also review:
 - 8.2.3.1. requirements specified by the customer, including the requirements for delivery and postdelivery activities;
 - 8.2.3.2. requirements not stated by the customer but necessary for specified or intended use, where known
 - 8.2.3.3. statutory and regulatory requirements related to the product;
 - 8.2.3.4. any additional requirements determined by Atmosphere Machining.
 - 8.2.3.5. order requirements that differ from those supplied by the customer or previously identified.
- 8.2.4. Changes to Requirements for Products and Services

8.3. Design and Development

- 8.3.1.1. Atmosphere Machining is not a product design-responsible supplier. Due to the nature of Atmosphere Machining and its product, Atmosphere Machining is excluded from compliance to the design and development requirements of ISO 9001, clause 8.3. This exclusion does not affect the ability or responsibility of Atmosphere Machining to provide product that meets customer and applicable statutory/regulatory requirements.

8.4. Control of Externally Provided Processes, Products, and Services

- 8.4.1. Outsourcing: If Atmosphere Machining decides to outsource any process that affects product and service conformance with related requirements, Atmosphere Machining shall ensure control over such processes. These processes must be clearly identified within the QMS, to ensure that the QMS is not adversely affected. Processes, products, and services includes:
 - 8.4.1.1. Products and services from external sources that are intended for use into Atmosphere Machining' own products and services
 - 8.4.1.2. Products and services provided directly to the customer by an external source on behalf of Atmosphere Machining
 - 8.4.1.3. A process or part of a process is provided by an external source as a result of a decision by Atmosphere Machining

- 8.4.1.4. Atmosphere Machining determines the criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers based on the criticality of the product/service and their ability to provide processes, products, or service that meet requirements. Procedure AM-QMS-14 Vendor Approval and Evaluation, defines the controls in place for approvals and monitoring of vendors.
- 8.4.2. Type and Extent of Control Atmosphere Machining ensures that externally provided processes, products and services are controlled to the aspect that they do not adversely affect the ability to consistently deliver conforming products and services to customer requirements. Atmosphere Machining will:
 - 8.4.2.1. Ensure that externally provided processes remain within the control of the QMS
 - 8.4.2.2. Define the controls that it will apply to an external provider and those it intends to apply to the resulting product or service
 - 8.4.2.3. Take into consideration:
 - 8.4.2.3.1. The potential impact of the externally provided processes, products and services on the ability to consistently meet customer and any applicable statutory and regulatory requirements
 - 8.4.2.3.2. The effectiveness of the controls applied by the external provider
 - 8.4.2.3.3. Determine the verification or other activities necessary to ensure that the externally provided processes, products and services meet requirements
- 8.4.3. Information for External Providers
 - 8.4.3.1. The purchasing person shall ensure that all supplies and services procured from suppliers conform to specified requirements.
 - 8.4.3.2. The type and extent of control is dependent upon the effect of the purchased product on the subsequent product realization or the final product, considering all potential risk factors involved with suppliers.
 - 8.4.3.3. The company shall select suppliers on the basis of their ability to meet and exceed requirements within initial documented supplier evaluation analysis, following annual supplier performance evaluation.
 - 8.4.3.4. A controlled list of approved critical material suppliers is maintained on AM-QMS-14 Vendor Approval and Evaluation. Critical is defined as material that has been deemed to affect product quality.
 - 8.4.3.5. Records of the results of the evaluations and any necessary actions arising from the evaluation are maintained on the Vendor Performance Worksheet.
- 8.4.4. Purchasing Information All company purchase orders shall contain data clearly describing the product ordered and where appropriate, the following information:
 - 8.4.4.1. The type, class, style, grade, quality code or other precise identification.

- 8.4.4.2. The title, document number, and revision level of all relevant technical data or standards.
 - 8.4.4.3. The title number and issue of any quality system standard to be applied.
 - 8.4.4.4. All requirements for approval of the purchased item
 - 8.4.4.5. All requirements for qualification of personnel
 - 8.4.4.6. Quality management system requirements
 - 8.4.4.7. Atmosphere Machining shall ensure the purchase requirements are adequate and correct prior to placing the order with the supplier.
- 8.4.5. Verification of Purchase Products & Services Atmosphere Machining has established and implemented inspection procedures with acceptance criteria for purchase products and services to assure product and services meets purchase requirements. This includes the following:
- 8.4.5.1. Acquisition of objective evidence of the quality of the product or service from subcontractors (e.g., accompanying documentation, certificate of conformity, test reports, statistical records, process control)
 - 8.4.5.2. Inspection and audit at the source. If inspection is required at source, the verification arrangements and product and service release information will form part of the purchase order.
 - 8.4.5.3. Review of the required documentation
 - 8.4.5.4. Inspection of products and service at delivery points

8.5. Production and Service Provision

- 8.5.1. Control of Production and Service: Atmosphere Machining management plans and carries out production and service under controlled conditions within planned control points. This includes but is not limited to: a) Availability of specifications and information that describe the characteristics of the product and process requirements, including Work Orders and customer drawings
- 8.5.1.1. Availability of procedures and work instructions for all manufacturing processes and inspections covering all operational relevant risks
 - 8.5.1.2. The use of suitable equipment including its maintenance and repairs.
 - 8.5.1.3. The availability of monitoring and measuring devices
 - 8.5.1.4. The implementation of measurement and monitoring at control points
 - 8.5.1.5. The implementation of release, delivery and post-delivery activities
 - 8.5.1.6. Product or critical materials liable to deterioration shall be identified and assessed or tested at defined intervals. Critical materials with limited shelf life shall be identified on receipt to stock or stores at the time it is produced. Final stocked product subject to deterioration shall be identified, and inspected in accordance with the Work Order.

- 8.5.1.7. Atmosphere Machining will validate any process change where the resulting output cannot be verified by subsequent monitoring or measurement. This includes any process where deficiencies become known only after the product has been delivered.
- 8.5.1.8. Validation will demonstrate the ability of these processes to achieved planned results. Atmosphere Machining has established validation processes for appropriate applications using the following:
 - 8.5.1.8.1. Defined criteria for review and approval of the process
 - 8.5.1.8.2. Approval of equipment, process and qualification of personnel
 - 8.5.1.8.3. Use of specific methods and procedures
 - 8.5.1.8.4. Requirements for records
 - 8.5.1.8.5. Revalidation
- 8.5.2. Identification and Traceability: All products, including raw material shall be identified with a part number and lot number. All final product shall be traceable to all raw material sources for the purposes of investigation. This traceability is documented from receiving to final product and defined in appropriate procedures. According to the level of traceability required by contract, regulatory, or other established requirement, the quality system shall provide for the following:
 - 8.5.2.1. identification to be maintained throughout the product and service life
 - 8.5.2.2. all the products manufactured from the same batch of raw material or from the same manufacturing batch to be traced, as well as the destination (delivery, scrap) of all products of the same batch
 - 8.5.2.3. for a given product, a sequential record of its production to be retrieved
 - 8.5.2.4. identification of the product or service status with regards to monitoring and measurement requirement
 - 8.5.2.5. Maintaining the identification of the configuration - via the lot traveler of the product - in order to identify any differences between the actual configuration and the agreed configuration
 - 8.5.2.6. Incoming defect products or services must be at all time placed in quarantine areas, to avoid infusion into our conforming product and services and must be processed under formulized quality control.
 - 8.5.2.7. Adequate bins, containers, pallets, trays, or bags shall be used to move production in-house under safety and operational risk considerations.
 - 8.5.2.8. Cleaning, Prevention, detection and removal of foreign objects
- 8.5.3. Property Belonging to Customers or External Providers: Atmosphere Machining shall exercise care with customer or external provider's property while it is under Atmosphere Machining' control or being used by Atmosphere Machining. Atmosphere Machining shall

identify, verify, protect and safeguard customer or external provider's property provided for use or incorporation into the product. If any customer or external provider's property is lost, damaged or otherwise found unsuitable for use, it shall be reported to the customer or external provider and records maintained.

8.5.4. Preservation All product, at whatever stage of production or delivery shall be handled in a manner such as to prevent damage or deterioration to the product. The proper handling method will be documented in the appropriate Work Order.

8.5.4.1. The use and configuration of packaging and labeling material shall be defined in the Work Order or in accordance with customer requirements. The Work Order covers the specific requirements for:

8.5.4.1.1. Special handling for sensitive products

8.5.4.1.2. Marking and labeling including safety warnings

8.5.4.1.3. Shelf-life control and stock rotation

8.5.4.1.4. Hazardous materials

8.5.4.1.5. Where applicable, product specifications must always be under regulations

8.5.4.1.6. Shipping documentation shall exist to identify product, customer and destination.

8.5.4.1.7. Product shipped from stock shall be processed to a "First In- First Out" policy.

8.5.4.1.8. The company shall ensure that the accompanying documents for the product are present at delivery as specified in the contract/order and are protected against loss and deterioration.

8.5.5. Post-Delivery Activities

8.5.5.1. As applicable, Atmosphere Machining conducts the following activities which are considered "post-delivery activities":

8.5.5.1.1. No post-delivery activities

8.5.5.2. In determining the extent of post-delivery activities, Atmosphere Machining considers:

8.5.5.2.1. Statutory and regulatory requirements

8.5.5.2.2. Any potential undesired consequences associated with products and services

8.5.5.2.3. Nature, use and intended lifetime of products and services

8.5.5.2.4. Customer requirements

8.5.5.2.5. Customer feedback Note: Post-delivery activities can include installation, warranty activities, maintenance services, or other services such as recycling or disposal of product.

8.5.6. Control of Changes: Atmosphere Machining reviews and controls both planned and unplanned changes to processes to the extent necessary to ensure continuing conformity with all requirements. Process change management is defined in the document AM-QMS-10 Control of Records.

8.6. Release of Products and Services

8.6.1.1. Atmosphere Machining ensures release of product to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer. Product and service activities are verified at various stages to ensure all requirements have been met. Records shall be maintained to enable identification of the individual releasing the product

8.7. Control of Nonconforming Output

- 8.7.1. Atmosphere Machining ensures that product and services that does not meet requirements are identified and controlled to prevent use or delivery of the product or service. Nonconforming product is documented on form AM-QMS-20 Non-Conformance Log and control of the nonconforming product/service process is identified in procedure AM-QMS-21 Non-Conformance Products.
- 8.7.2. All nonconforming material is reviewed by the Executive Management. Review and disposition guidelines are defined in procedure AM-QMS-21 Non-Conformance Products.
- 8.7.3. The nonconforming material review is established to provide a means for evaluating discrepant material and initiating corrective action. The review can be performed by the Engineering Manager or the President. The disposition decision authority performed on final manufactured product rests solely with the President or designated representative within the Quality department. Only the President can override this decision.
- 8.7.4. Nonconforming product reviews are conducted to determine the status of non-conforming material which may include: Rework, Use-As-Is, Scrapped, or Return to Vendor.
- 8.7.5. A description of nonconforming product or lots and its condition shall be recorded on the CPAR form.
- 8.7.6. The Nonconforming product decision shall be recorded on the CPAR and the material processed accordingly.
- 8.7.7. Established procedures shall take into account process nonconformity that may result in product or service nonconformity. Parties requiring notification of nonconforming product may include subcontractors, internal organizations, customers, distributors and regulatory authorities
- 8.7.8. The company shall not use dispositions of use-as-is or repair, unless specifically authorized by the customer, if

- 8.7.8.1. the product or service is produced to customer design, or
- 8.7.8.2. the nonconformity results in a departure from the contract requirements. Unless otherwise restricted in the contract, company-designed product or service which is controlled via a customer specification may be dispositioned by the company as use-as-is or repair, provided the nonconformity does not result in departure from customer-specified requirement.
- 8.7.9. Product and services that have been reworked shall be subject to re-verification to demonstrate conformity to requirements.
- 8.7.10. When nonconforming product, services or processes are detected after delivery or use has started, the organization shall take action appropriate to the effects or potential effects of the nonconformity.

9. QMS Performance Evaluation

9.1. Monitoring, Measurement, Analysis, and Evaluation

- 9.1.1.1. Atmosphere Machining determines:
 - 9.1.1.2. what information or processes need to be monitored or measured
 - 9.1.1.3. what methods will be used to ensure valid results
 - 9.1.1.4. when monitoring and measuring will be performed and when the results will be analyzed and evaluated the performance of the Quality Management System will be evaluated and records maintained.
 - 9.1.1.5.
- 9.1.2. Monitoring and Measurement of Customer Satisfaction Atmosphere Machining shall monitor information relating to customer perception as to whether the organization has met customer satisfaction. Our Customer Satisfaction System includes methods for obtaining and using this information. Methods include:
 - 9.1.2.1. Internal and External Customer complaints
 - 9.1.2.2. Delivery data
 - 9.1.2.3. Growth data
 - 9.1.2.4. Customer feedback through analysis of internal customer contact and customer feedback Customer Satisfaction results and analysis are documented on the Data Analysis Reports and the Quality Score Card and discussed during Management Review Meetings.
- 9.1.3. Atmosphere Machining realizes that measurement data is important for making evidence-based decisions. To ensure Atmosphere Machining performance and customer satisfaction, effective and efficient measurement, collection and validation of data is necessary. Examples of process performance measurables include:
 - 9.1.3.1. Conformity of products, services and processes

- 9.1.3.2. Customer Satisfaction
- 9.1.3.3. Performance and effectiveness of the Quality Management System
- 9.1.3.4. Planning effectiveness
- 9.1.3.5. Effectiveness of actions taken to address risks and opportunities
- 9.1.3.6. Performance of external providers
- 9.1.3.7. Need for improvements to the Quality Management System: A broad range of data is collected and acted upon. This measurement data is converted to information and knowledge that benefits Atmosphere Machining. Data collection and analysis is documented on the Data Analysis Reports and reviewed with the management

9.2. Internal Audit

- 9.2.1. Internal Audits, performed as identified in procedure AM-QMSP-03-YEAR Internal Audits, are conducted at planned intervals to determine whether the quality management system conforms and is effectively implemented and maintained to:
 - 9.2.1.1. Planned arrangements
 - 9.2.1.2. Requirements of the AS9100-D standard
 - 9.2.1.3. Requirements established by this Quality Manual
- 9.2.2. Internal audits shall be performed by an independent party or internally trained personnel that do not have Executive authority to authorize changes to the QMS.
- 9.2.3. The audit program is planned under the focus and purpose of finding opportunities for improvement in all QMS areas, based on process improvement, not “People” improvement, and shall take into consideration the status, importance, and previous audits of processes and areas by creating appropriate sampling plans for targeted process audit areas.
- 9.2.4. The audit program defines the following:
 - 9.2.4.1. Criteria
 - 9.2.4.2. Scope
 - 9.2.4.3. Frequency
 - 9.2.4.4. Methods
 - 9.2.4.5. Responsibilities
 - 9.2.4.6. Planning
 - 9.2.4.7. Reporting results
 - 9.2.4.8. Maintaining records
- 9.2.5. The Management responsible for the audited area shall ensure actions are taken to eliminate deficiencies with undue delay. Follow up activities shall include verification of the actions and reporting of verification results.

9.3. Management Review

- 9.3.1. Executive Management reviews the quality management system every year to ensure its suitability, adequacy, effectiveness and alignment with Atmosphere Machining' strategic direction. The review will include review of the quality objectives, quality policy, and necessary changes and improvement to the quality management system.
- 9.3.2. The Management Review shall be planned and documented on form AM-QMSP-04-YEAR Management Review. These reviews must include these inputs but not limited to:
 - 9.3.2.1. Results from previous QMS management review meetings and follow up actions
 - 9.3.2.2. Changes in external and internal issues that are relevant to the QMS
 - 9.3.2.3. Information on the performance and effectiveness of the QMS, including trends in:
 - 9.3.2.3.1. Customer satisfaction and feedback from interested parties
 - 9.3.2.3.2. Extent to which Quality Objectives have been met
 - 9.3.2.3.3. Process performance and conformity of products and services
 - 9.3.2.3.4. Nonconformities and corrective action
 - 9.3.2.3.5. Monitoring and measurement results
 - 9.3.2.3.6. Audit results
 - 9.3.2.3.7. Performance of external providers
 - 9.3.2.3.8. Adequacy of resources
 - 9.3.2.3.9. Effectiveness of actions taken to address risks and opportunities
 - 9.3.2.3.10. Opportunities for improvement
- 9.3.3. Management Review Outputs: The output from the quality management review shall include any decisions and actions made by our Executive management related to:
 - 9.3.3.1. Opportunities for improvement
 - 9.3.3.2. Any need for changes to the QMS
 - 9.3.3.3. Resource needs Records from quality management reviews are maintained on form AM-QMSP-04-YEAR Management Review.

10. QMS Improvement

10.1. QMS Improvement Plan

- 10.1.1.1. Rather than waiting for problems to reveal opportunities for improvement, Atmosphere Machining management continually seeks to improve the effectiveness and efficiency of the processes. Atmosphere Machining has a process in place to identify and manage improvement activities. This process is partially based of results from the following:
 - 10.1.2. Quality Policy implementation
 - 10.1.3. Quality Objectives

- 10.1.4. Audit results
- 10.1.5. Analysis of data
- 10.1.6. Corrective actions
- 10.1.7. Risk and opportunity considerations
- 10.1.8. Preventive actions
- 10.1.9. Management Review
- 10.2.** Nonconformity and Corrective Action
 - 10.2.1. When a nonconformity occurs, including that from customer complaints, Atmosphere Machining:
 - 10.2.1.1. Reacts to the nonconformity and performs the following actions:
 - 10.2.1.1.1. Takes action to control and correct the nonconformity
 - 10.2.1.1.2. Deals with any consequences arising from the nonconformity
 - 10.2.1.2. Evaluates the need for action to eliminate the cause of the nonconformity to prevent recurrence by:
 - 10.2.1.2.1. Reviewing and analyzing the nonconformity
 - 10.2.1.2.2. Determining the root cause of the nonconformity
 - 10.2.1.2.3. Determining if similar nonconformities exist or could occur
 - 10.2.1.3. Implement any action needed
 - 10.2.1.4. Review the effectiveness of any corrective action taken
 - 10.2.1.5. Update risks and opportunities determined during planning, if needed
 - 10.2.1.6. Make changes to the Quality Management System, if needed Determination of the need for corrective action is determined by management, based on the effect of the nonconformity.
 - 10.2.2. The Corrective Action process is identified and controlled in accordance with procedure AM-QMS-21 Non-Conformance Products and Corrective Actions are documented on form AM-QMS-20 Non-Conformance Log
- 10.3.** ***Continual Improvement***
 - 10.3.1.1. Atmosphere Machining continually improves the suitability, adequacy and effectiveness of the QMS by reviewing the results of data analysis, process evaluations, internal audit results, corrective and preventive action, and management review meetings.

Strategic Quality Initiative

Quality is the top priority in every decision.

- Every product and service must be the leader within its market segment, as perceived by the customer.
- Every manager must develop a strategy and an action plan to accomplish the Quality Initiative.
- Every employee must understand the cost of nonconformance.
- Every employee must understand the importance of Customer satisfaction through Quality.
- Every employee must recognize that quality means conformance to requirements.
- Management must become actively involved in the organization and management of the quality system.
- Every employee must become actively involved in the implementation of the Quality Initiative.
- Everyone on the team must be committed to quality.



Owner / President

Note: The Quality Policy should be signed and displayed throughout the organization.