Infinity Precision Inc.

Quality Manual

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Infinity Precision Inc. (IPI) Company Profile

Infinity Precision Inc. (IPI) is a commercial and military aerospace manufacturing company located near Los Angeles, California in the city of Canoga Park. We are a build to print manufacturing company. Our core capabilities include:

- CNC Turning.
- 3 and 4 axis CNC Milling.
- Precision Sheet Metal Parts.
- Precision Sheet Metal Assemblies.
- Hydroforming.

Infinity Precision Inc. (IPI) is dedicated to long term business relationships.

1. SCOPE

1.1 General

1.1.1 The Infinity Precision Inc. (IPI) Quality Manual, by definition, establishes the scope of the quality management system, and documents, defines and describes the interaction between the processes for the quality management system.

1.1.2 Throughout the manual references to supplemental documents, i.e., forms and quality procedures can be identified with document numbers formatted as IPI-SOP-XXX or IPI-FRM-XXX, where XXX is replaced by numbers.

1.1.3 The hierarchy of the quality systems documentation is as follows: Quality Manual (Level I), Procedures (level II documents), work instructions (level III documents) and forms and other documents (level IV documents).

1.1.4 The presented system was designed to meet a “process approach” based Quality System. To ensure a “process approach” Quality System was met, numerous linked activities were identified, their interactions traced out, and resources allocated to manage the transformation of inputs into outputs. Management of the processes and system is achieved using the PDCA cycle with an overall focus on risk-based thinking.

1.1.5 Infinity Precision Inc. (IPI)’s “process approach” based Quality System emphasizes the importance of:

1.1.5.1 Understanding and meeting requirements;

1.1.5.2 The need to consider processes in terms of added value;

1.1.5.3 Obtaining results of process performance and effectiveness; and

1.1.5.4 Continual improvement of processes based on objective measurements.

1.1.6 The quality system requirements specified in this manual are complementary (not alternative) to local and federal applicable law and regulatory requirements.

1.1.7 If there is a conflict between the requirements of this standard and customer or applicable statutory or regulatory requirements, the latter shall take precedence.

1.2 Non-Applicable Sections

1.2.1 Top Management at Infinity Precision Inc. (IPI) has determined the following requirements are not applicable to the services our company provides (these non-applicable requirements are determined to be exclusions, and shall not be included in our Quality Management System)

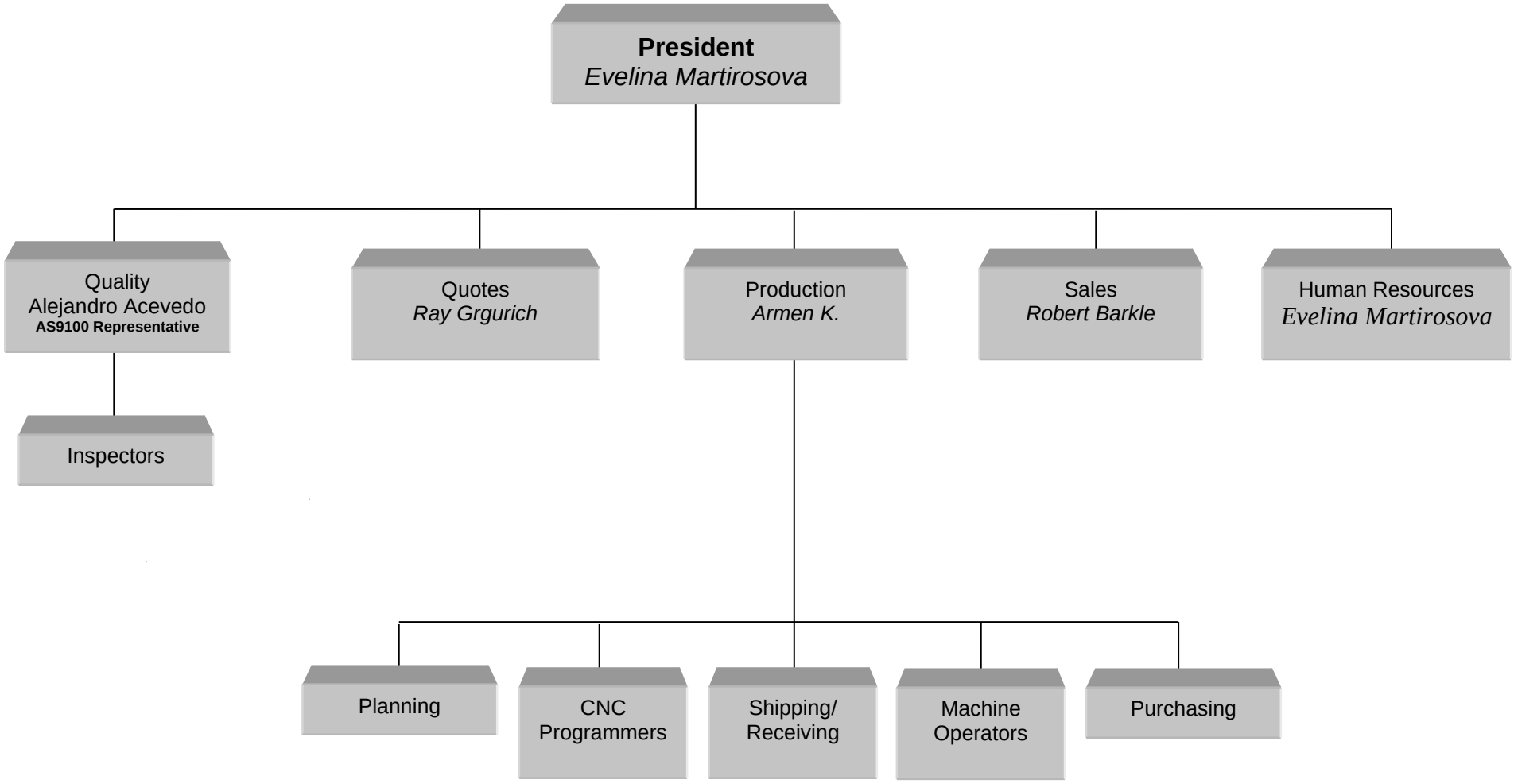
Clause	Non-Applicable
8.3	Infinity Precision Inc. (IPI) does not design product for direct sale, we manufacture product to customer furnished designs.

2. DEFINITIONS

2.1 **Interested Parties Registrar:** A database that outlines the external and internal issues affecting the QMS. It was designed to define the needs and expectations of interested parties and their effect on the QMS.

2.2 **Calibration registrar:** A database that lists all tools/instruments requiring calibration. The database includes, at a minimum, equipment information, unique identification, and calibration status.

3. ORGANIZATION CHART



4. CONTEXT OF THE ORGANIZATION

4.1 Understanding the Organization and its Context

4.1.1 IPI has determined the external and internal issues relevant to our purposes and our strategic direction and that affect our ability to achieve our intended results of our QMS. The outside factors affecting the QMS are documented in our Interested Parties Registrar.

4.1.2 During our annual management review, the external and internal issues relevant to achieving the intended result(s) of the QMS are reviewed.

4.2 Understanding the Needs and Expectation of Interested Parties

4.2.1 Relevant customer and applicable statutory and regulatory requirements are determined by Management. The Quality Management System incorporates and documents these requirements, as needed.

4.3 The needs and expectations of our customers is maintained in our Interested Parties Registrar.

4.4 Determining the Scope of the Quality Management System

4.4.1 Infinity Precision is a build to print manufacturing Company. Requirements for products are determined by contractual obligations. Manufacturing, Inspection, and packaging are performed at Infinity Precision Inc.

4.4.2 The QMS includes all elements of (i) ISO 9001:2015 and (ii) SAE AS9100 Rev. D except those Non Applicable items listed in Section 1.2.

4.5 Quality Management System and its Processes

4.5.1 Infinity Precision Inc. (IPI) has established, documented, and implemented a Quality Management System (QMS) in accordance with AS9100, and continually improves its effectiveness. The QMS consists of the following:

4.5.1.1 Context of the Organization;

4.5.1.2 Leadership;

4.5.1.3 Planning;

4.5.1.4 Support;

4.5.1.5 Operation;

4.5.1.6 Performance Evaluation; and

4.5.1.7 Improvement.

4.5.2 Where applicable, the QMS also addresses customer and applicable statutory and regulatory QMS requirements.

4.5.3 The processes needed for the QMS and their application throughout Infinity Precision Inc. (IPI) are determined by Upper Management and covered by this Quality Manual and / or referenced documents:

4.5.3.1 View **Figure 1** for the determined sequence and interaction of these processes;

4.5.3.2 The criteria and method for ensuring operation and monitoring QMS processes are described in this Quality Manual and / or referenced documents and evaluated during Management Review;

4.5.3.3 The availability of resources and information necessary to support the operation and monitoring of these processes are controlled in accordance with Sections Titled Support and Leadership and their subordinate documents.

4.5.3.4 IPI monitors, measures and analyzes these processes through the described process outlined in Section Titled Performance Evaluation; and

4.5.3.5 IPI implements actions necessary to achieve planned results and continually improve the processes as described in the documents identified in ¶ 4.1.1 above.

4.5.3.6 Upper Management has written the Quality Management System with the following interested parties in mind:

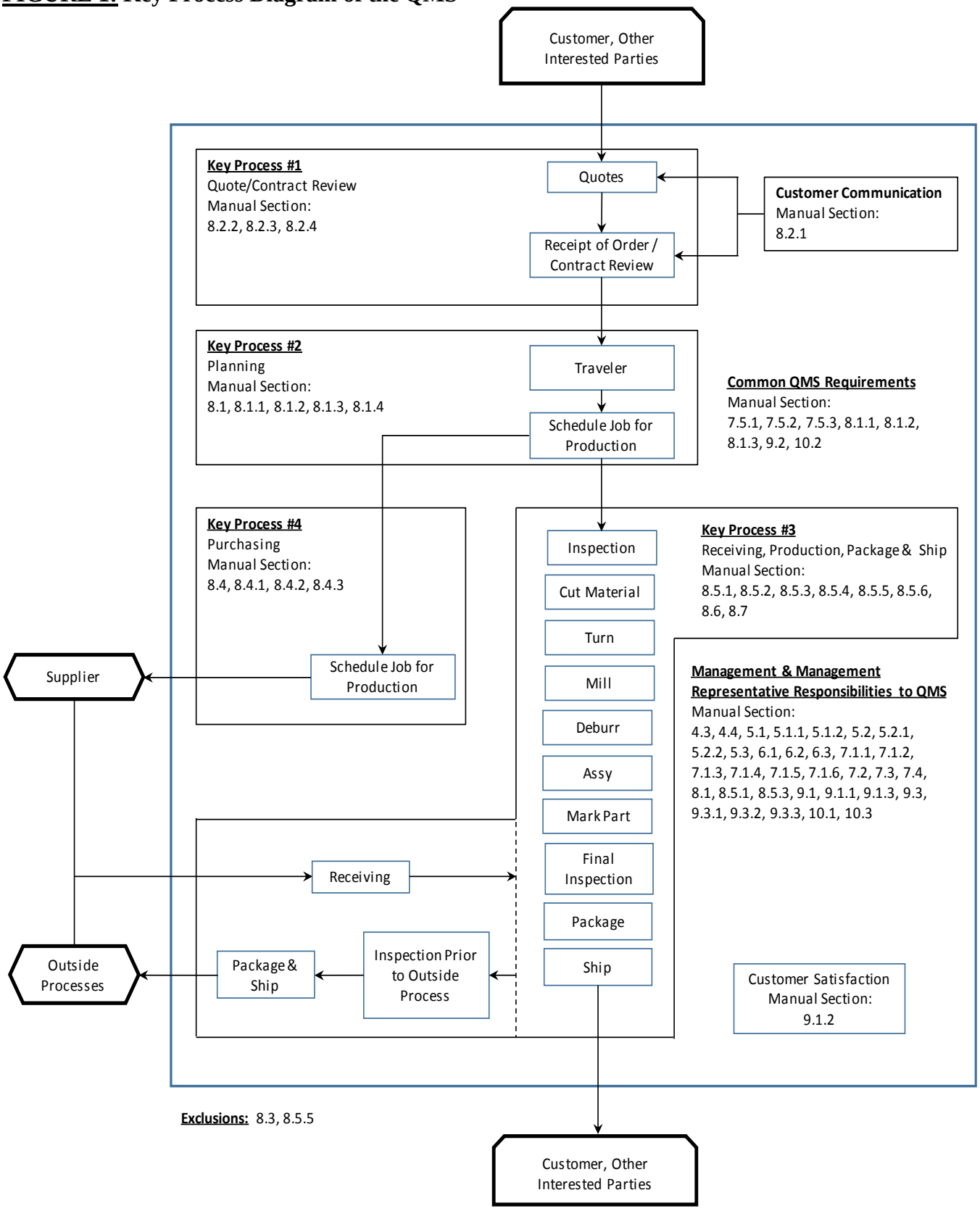
4.5.3.6.1 Customers: Infinity has tailored the QMS to meet the needs, expectations and requirements of our customer product(s).

4.5.3.6.2 Regulatory Agencies: Infinity has tailored the QMS to ensure product are manufactured to meet or exceed the applicable regulatory agencies.

4.5.3.6.3 Employees: Infinity provides a proper working and trains our employees to ensure customer product built correct.

4.5.3.6.4 Shareholders: The overall health of the QMS is gauged with our Quality Objectives. By meeting and continually improving our Quality Objectives, Infinity ensures the bottom line is met.

FIGURE 1: Key Process Diagram of the QMS



5. LEADERSHIP

5.1 Leadership and Commitment

5.1.1 The QA Manager is involved with the development and implementation of the Quality Management System. The QA Manager ensures effectiveness of the QMS is continually improved by:

5.1.1.1 Communicating the importance of meeting customer as well as statutory and regulatory requirements to Upper Management and affected employees,

5.1.1.2 Ensuring a quality policy and quantifiable quality objectives are established and reviewed,

5.1.1.3 Promoting the use of the process approach and risk-based thinking to ensure the QMS is meeting it's objectives,

5.1.1.4 Conducting Management Reviews of the QMS, and

5.1.1.5 Ensuring the availability of resources to continually improve Product Quality and reduce product delivery times.

5.1.2 Customer Focus

5.1.3 Customer and applicable statutory and regulatory requirements are reviewed and communicated throughout IPI. The process used to determine and meet customer requirements is outlined in Section 8.2.2 and Section 9.1.2. These requirements are based on the Interested Parties Registrar.

5.1.4 During Management Reviews customer satisfaction is reviewed and assessed for effectiveness. If Customer Satisfaction is determined to be below par, actions are taken to improve satisfaction (refer to **IPI-FRM-038**).

5.1.5 Management measures customer satisfaction though the Quality Objectives (Refer to **IPI-FRM-001**). If the quality objectives are not met, the objective(s) are reviewed during Management Review Meetings to ensure their effectiveness. The actions taken to improve customer satisfaction are documented during Management Review Meetings.

5.2 Policy

5.2.1 Establishing the Quality Policy

5.2.1.1 Our Quality Policy is reviewed at each management review meeting to ensure it covers our company's core services, includes a commitment to comply with requirements and continually improve the effectiveness of QMS.

5.2.1.2 Our Quality Objectives are reviewed at each management review meeting to ensure the objectives support our Quality Policy.

QUALITY POLICY

Infinity Precision Inc. (IPI) pursues customer satisfaction through continuous quality improvements that emphasize Product Quality and On-time Delivery. Our commitment to quality shall be achieved through the following objectives:

- *High Customer Satisfaction;*
- *On-Time Delivery of Product;*

- *Meeting Regulatory and Statutory Requirements; and*
- *Final Product Acceptance (at First Pass Yield).*

5.2.2 Communicating the Quality Policy

5.2.2.1 Our Quality Policy is provided to all employees during orientation training and posted throughout our facility to ensure it is communicated and understood.

5.3 Organizational Roles, Responsibilities, and Authorities

5.3.1 Management Representative

5.3.1.1 The Infinity Precision Inc. (IPI) QA Manager is the designated authority responsible for implementing and maintaining the Quality Management System.

5.3.1.2 Executive Management at Infinity Precision Inc. (IPI) has appointed the QA Manager as the Management representative for Quality. The Management representative for Quality has the organizational freedom and authority to:

5.3.1.2.1 Ensure processes needed for the quality management system are established, implemented and maintained,

5.3.1.2.2 Report to top management on the performance of the quality management system and any need for improvement,

5.3.1.2.3 Initiate action to prevent the occurrence of any non-conformity relating to products, processes, and the quality management system, and

5.3.1.2.4 Ensure the promotion of awareness of customer requirements throughout Infinity Precision Inc. (IPI)

5.3.1.3 IPI notifies its customers if the Quality Representative is changed.

5.3.2 Responsibility, Authority and Communication

5.3.2.1 The defined authorities at Infinity Precision Inc. (IPI) are demonstrated in Section 3. Responsibility for accomplishing quality management system requirements is referenced in all documented procedures.

5.3.2.1.1 The controls of responsibilities required for the Quality Management System are outlined in Job Descriptions.

5.3.2.1.1.1 The QA Manager delegates quality activities to qualified individuals.

5.3.2.1.1.2 The President delegates production activities to qualified individuals.

5.3.2.2 Executive management reviews and approves established organization charts to ensure communication channels are established for communicating the effectiveness of the quality management system.

6. PLANNING

6.1 Actions to Address Risks and Opportunities

6.1.1 Top Management ensures planned and implemented change(s) to the quality management system shall meet the requirements given in AS9100 4.1 and 4.2. The risks and opportunities from these changes are defined in FMEA QMS.

6.1.2 During planned updates to the QMS Top Management takes appropriate action to address the risks and opportunities associated with planned changes.

6.1.3 The established Quality Objectives are also reviewed to ensure their applicability in the updated QMS and their effectiveness in addressing these planned updates.

6.2 Quality Objectives and Planning to Achieve Them

6.2.1 The effectiveness and suitability of our quality policy is determined by established quality objective measures. Refer to **IPI-FRM-001**.

6.2.2 The achievement of these quality objectives, including what will be done, who is responsible, when it will be done, and the criteria for evaluation are controlled at Management Review.

6.3 Planning of Changes

6.3.1 When changes to the QMS are needed Top Management updates our FMEA and reviews these changes to determine their impact, risks, and potential consequences.

6.3.2 The integrity of the QMS is maintained when changes to the QMS are planned and implemented. To ensure the QMS is maintained Top Management ensures responsibilities are assigned and resources are available for the changes.

7. SUPPORT

7.1 Resources

7.1.1 Management supplies the resources needed to maintain and continuously improve the effectiveness of the QMS. If more resources are needed to maintain and / or improve the QMS, supervisors contact the President with their resource needs. Management will review and determine the capabilities of internal and external resources. Resource needs can include, but are not limited to, equipment and personnel.

7.1.1.1 Resource needs that alter QMS activities are reviewed during Management review meetings. Resulting actions are documented per Section Titled Management Review.

7.1.2 People

7.1.2.1 Personnel are trained to ensure they understand their duties and can effectively do their assigned tasks.

7.1.2.2 There is a training program at IPI that tracks the status of employee's skills. This program is maintained in the Training Database.

7.1.3 Infrastructure

7.1.3.1 The President of IPI determines, provides and maintains the adequacy of the infrastructure—(i) buildings, workspace and associated utilities (ii) process equipment (both hardware and software), and (iii) supporting services (such as transport or communication).

7.1.3.2 During Management review meetings, infrastructure is reviewed to determine if product conformity, AS9100, and customer and regulatory requirements are being met. Records resulting from these reviews are controlled per **IPI-SOP-7.5.3**.

7.1.4 Environment for the Operation Processes

7.1.4.1 Infinity Precision Inc. (IPI) determines and manages the work environment to achieve conformity to product requirements. To ensure proper working environments are present at our facility, a full review of customer and regulatory requirements is conducted during Product Realization.

7.1.4.2 Employees undergo FOD training to ensure their work spaces do not adversely affect product quality, and they are trained to inform their supervisors of unexpected FOD.

7.1.4.3 Where specific work environment requirements are needed, these needs shall be flowed down throughout the manufacturing process, or as required, to the supplier.

7.1.5 Monitoring and Measuring Resources

7.1.5.1 Planning reviews product requirements, and incorporates monitoring and measurement steps into the production router as required. Where specific monitoring and measurement equipment is needed, those needs are specified on the production router.

7.1.5.1.1 Calibration results and recall dates are maintained in the calibration registrar. When required, data pertaining to the equipment calibrations is made available for customer verification.

7.1.5.2 Measurement and test equipment is calibrated in an area where temperature, humidity, vibration, and cleanliness are controlled to the extent necessary to ensure calibration accuracy.

7.1.5.3 Calibration, inspection, and measurement of product are performed within 60 - 80 F with the following exceptions (in order of priority):

7.1.5.3.1 Otherwise specified by the customer.

7.1.5.3.2 Otherwise specified by the manufacturer.

7.1.5.3.3 Calibrate-per-use instruments.

7.1.5.4 The following controls are placed on calibrated measurement and test equipment.

7.1.5.4.1 There are three categories of measurement and test equipment (i) those that are subject to recall (ii) those that are subject to calibration-per-use and (iii) those that are not subject to recall ("For Reference Only"). Inspection equipment is identified as such to deter improper usage.

7.1.5.4.1.1 Calibrated measurement and test equipment is traceable to the NIST requirements, equivalent, and / or customer specifications. Where no such standards exist, the basis used for calibration is documented.

7.1.5.4.2 During the calibration process, tools and instruments that are found to be in calibration are adjusted to nominal where such adjustments are possible.

7.1.5.4.3 Every device requiring calibration is identified and a calibration sticker is applied to the tool, gage, or storage container. Calibrated equipment list the date of calibration, the next calibration due date, ID of the person performing the calibration, and, if applicable, any limitations of the gage.

7.1.5.4.3.1 For outside calibrations the record of calibration is validated per the PO requirements and COC.

7.1.5.4.4 Where possible and appropriate the calibration sticker or some other method of tamper tattletale is affixed to the adjusting mechanism to preclude adjustment of the tool/instrument by unauthorized personnel.

7.1.5.4.5 Measurement and test equipment are handled, preserved, and stored in a manner that ensures accuracy and calibration status are maintained.

7.1.5.4.5.1 IPI personnel shall be trained to submit instruments that may be out of calibration, to the QA Manager or their supervisor.

7.1.5.5 When a piece of measurement or test equipment is found to be out of calibration or the calibration certificate is received out of tolerance, the QA Manager is notified.

7.1.5.5.1 The QA Manager evaluates if the tool was used for acceptance of Product. If determined through investigation that nonconforming product was accepted, it is documented per **IPI-SOP-10.**

7.1.5.5.1.1 The QA Manager determines if customer notification is required. Affected parts will be handled per the customer's disposition.

7.1.5.6 Records of the results of calibration and verifications are controlled and maintained per **IPI-SOP-7.5.3.**

7.1.5.6.1 Suppliers are chosen per **IPI-SOP-8.4** to ensure the supplier is capable of performing the required services.

7.1.5.6.2 If comparative test software or hardware is used as a means of inspection, the capability is proven prior to production use.

7.1.6 Organizational Knowledge

7.1.6.1 Organizational knowledge necessary for the operation of our QMS is controlled by a training matrix. The training matrix defines the requirements needed for each employee to conduct his daily activities and their interaction(s) with the QMS.

7.1.6.2 When it is determined that additional knowledge is needed the training matrix is adjusted accordingly.

7.1.6.3 Managers determine tribal knowledge that may be lost if an employee leaves. The Manager works with the QA Manager to define a training program to capture this tribal knowledge.

7.2 Competence

7.2.1 Personnel performing work affecting product quality shall be trained or have relevant education, and work experience to complete their assigned responsibilities and duties.

7.2.2 Training programs are established for each employee at IPI. Training programs are designed to:

7.2.2.1 Ensure employees are aware of their impact on the quality objectives.

7.2.2.2 Ensure employees are competent on their daily tasks and duties.

7.2.3 Training programs designed to inform employees of their impact / interactions with QMS are established by the QA Manager.

7.2.4 Training programs designed to inform employees of their daily tasks and responsibilities (overall competency) are established and maintained by their supervisor.

7.2.5 IPI uses numerous methods to train employees of their QMS responsibilities, and responsibilities required for their daily activities:

7.2.5.1 Documentation (that employees are required to read and understand);

7.2.5.2 Oral training; and

7.2.5.3 On The Job Training.

7.2.6 On the Job Training (OJT) courses are established to ensure personnel meet competency requirements and to evaluate the effectiveness of the actions taken.

7.2.6.1 OJT courses are established and maintained by department supervisors. The documents and records are controlled per **IPI-SOP-7.5.2** and **IPI-SOP-7.5.3**, respectively.

7.2.7 Where applicable, personnel can be trained by in-house or receive training from an outside resource. The President and QA Manager determine the qualification requirements for outside training resources.

7.2.8 Records of education, training, skills and experience are maintained per **IPI-SOP-7.5.3**.

7.3 Awareness

7.3.1 IPI has established a training matrix to define the minimum information employees need to be aware of and their impact on the QMS.

7.4 Communication

7.4.1 Employees are trained on who and how to communicate internal and external communications relevant to the QMS. The bases of this communication is controlled through our organizational chart. Management and customer requirements determine if/when more stringent monitoring of communications is required; e.g. NDA agreements.

7.4.2 The effectiveness of the quality management system at Infinity Precision Inc. (IPI) is communicated through internal records. Respective Management has been trained on the location and process to access this information.

7.5 Documented Information

7.5.1 General

7.5.1.1 Infinity Precision Inc. (IPI) has established documented, and implemented a quality management system and continually improves its effectiveness in accordance with the requirements of SAE AS9100 Rev D.

7.5.1.2 The complexity of the QMS, interactions of processes, and personnel is reviewed by Upper Management. The documentation requirements is determined and maintained by the QA Manager.

7.5.1.3 The QA Manager provides notices of QMS changes to personnel. QMS documentation is provided to IPI personnel on the company network.

7.5.2 Creating and Updating

7.5.2.1 When documents are created and updated the approval, issue, review, unintended use, and identification of documents are controlled through the process outlined in **IPI-SOP-7.5.2**.

7.5.3 Control of Documented Information **IPI-SOP-7.5.2**

7.5.3.1 Documents required by the quality management system will be controlled to ensure personnel have access to and are informed of relevant quality management system documentation and changes.

7.5.3.2 Any document changes with customers and / or regulatory authorities shall be coordinated by the President or QA Manager in accordance with contract or regulatory requirements.

7.5.3.3 The controls placed on documents of external and internal origin are outlined in **IPI-SOP-7.5.2.**

7.5.3.4 Records will be established and maintained to provide evidence of conformity to requirements and of the effective operation of the quality management system.

7.5.3.5 Records will remain legible, readily identifiable and retrievable. **IPI-SOP-7.5.3** outlines the procedure established to control the identification, storage, protection, retrieval, retention time and disposition of records.

7.5.3.6 **IPI-SOP-7.5.3** defines the method for controlling records that are created by and / or retained by suppliers.

7.5.3.7 Records will be available for review by customers and regulatory authorities in accordance with contract or regulatory requirements.

8. OPERATION

8.1 Operational Planning and Control (IPI-SOP-8.1)

8.1.1 General

8.1.1.1 IPI plans and develops the processes needed for product realization. Planning of product realization is conducted according to **IPI-SOP-8.1**. In planning product realization IPI determines the following, as appropriate:

8.1.1.1.1 Quality objectives and requirements for the product;

8.1.1.1.2 The need to establish processes, documents, and provide resources specific to the product;

8.1.1.1.3 Required verification, validation, monitoring, inspection and test activities specific to the product and the criteria for product acceptance;

8.1.1.1.4 Records needed to provide evidence that the realization processes and resulting product meet requirements;

8.1.1.1.5 The identification of resources to support operation and maintenance of the product.

8.1.1.2 Products manufactured at IPI are managed to ensure known risks and resource requirements are balanced to meet shipment dates.

8.1.1.3 Appropriate actions are taken when risk and resource requirements shall interfere with shipment dates. The actions taken are documented, as required.

8.1.1.4 Control of Work Transferred, on a Temporary or long-term basis to an external provider is controlled per **IPI-SOP-8.4.**

8.1.1.5 Control of Work Transferred, on a Temporary or long-term basis to Infinity Precision is controlled per **IPI-SOP-8.5**.

8.1.1.6 Outsourced processes that affect product conformity will be identified within the quality management system. The control of processes done by suppliers is discussed in **IPI-SOP-8.4**. The following is a list of outsourced processes:

8.1.1.6.1 Heat Treat of all Metal Alloys;

8.1.1.6.2 Government Packaging;

8.1.1.6.3 All chemical coatings and protectants—paint, prime, chemical conversion coating, anodize, Passivation, etc.

8.1.1.6.4 Chemical Milling;

8.1.1.6.5 Intrusive part marking (i.e., Dot Peening);

8.1.1.6.6 Calibration of Inspection Standards;

8.1.1.6.7 Machining—CNC & manual lathe, CNC & manual mill;

8.1.2 Operational Risk Management

8.1.2.1 Risk management is conducted for every accepted Purchase Order / Contract at IPI. The risks associated with the production of product are defined in the FMEA QMS. If the QMS needs to be updated for a contract, the FMEA QMS will be updated to reflect the changes.

8.1.2.2 The risks associated with each Purchase Order/Contract are determined prior to fulfillment of the customer order. Where risks are identified, the risks are assessed, and appropriate action is taken—the action taken is relevant to the identified risk.

8.1.2.3 Identified operational risks and the required actions have been defined and mitigated per the FMEA QMS. At the discretion of Planning, further operational risks and the actions for mitigation are flowed down through the production Router.

8.1.3 Configuration Management

8.1.3.1 Product configurations, if present, are determined by customer Contract / PO clauses or Blueprints.

8.1.3.2 During planning, Production Routers are created for product configurations. These routers are used to control product as it moves throughout all stages of the manufacturing process, including temporary transfer to a supplier.

8.1.3.3 The identification, configuration status, and audit of the product are controlled by the Production Router.

8.1.4 Product Safety

8.1.4.1 Product safety requirements and the associated risks are communicated throughout the organization through our training program. This includes but is not limited to:

8.1.4.1.1 Key Characteristics;

8.1.4.1.2 Awareness of Counterfeit Products; and

8.1.4.1.3 Customer specific requirements.

8.1.5 Prevention of Counterfeit Products

8.1.5.1 A counterfeit products training program ensures personnel are trained for the prevention of counterfeit or suspect counterfeit part use and their inclusion in

product(s) delivered to customers. The specific training required for personnel is determined by the QA Manager.

8.1.5.2 Counterfeit bulletin notices received by customers are communicated to Purchasing by the QA Manager or designee to ensure counterfeit parts are not used.

8.1.5.3 If it is determined customer counterfeit notices affect parts after delivery, Infinity Precision will work with the affected customer until the issue is resolved.

8.2 Requirements for Products and Services (IPI-SOP-8.2)

8.2.1 Customer Communication

8.2.1.1 IPI is a build to print production facility. IPI has no product design information to communicate with customers.

8.2.1.2 IPI encourages customer communication at all levels of the company through established channels of our customer's organization.

8.2.1.3 Communications pertaining to contractual requirements are channeled through management. Where customer's requires specific forms of communication, e.g., documentation on customer forms, etc. IPI will comply with the preferred method of communication.

8.2.1.3.1 When customers enquire about delivery status of their products being manufactured, IPI provides updates; only information pertaining to the respective customer is provided.

8.2.1.4 Customer complaints received in writing are documented and reviewed during Management Review Meetings. Appropriate action is taken to improve customer satisfaction.

8.2.2 Determining the Requirements Related to the Products and Services

8.2.2.1 IPI is a build to print production facility. All requirements for product manufacture are defined by the customer:

8.2.2.1.1 Where additional information or clarification of information is needed to define product requirements, IPI requests the information from the customer. This includes information that is required for special processing.

8.2.2.1.2 Where statutory or regulatory requirements for a product exist, they are determined and included as requirements for production.

8.2.3 Review of Requirements Related to the Product

8.2.3.1 IPI reviews the requirements related to products. This review is conducted prior to IPI's commitment to supply a product to the customer (e.g. submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders). This review is documented on **IPI-FRM-005** and ensures:

8.2.3.1.1 Product requirements are defined,

8.2.3.1.2 Contract or order requirements differing from those previously expressed are resolved,

8.2.3.1.3 IPI has the ability to meet the defined requirements, and risks (e.g., new technology, short delivery time scale) have been evaluated.

The records of the review and actions arising from the review shall be maintained per **IPI-SOP-7.5.3.**

8.2.3.2 Where customers provide no documented requirements, IPI sends out a Sales Order Acknowledgement that documents the understood requirements.

8.2.4 Changes to Requirements for Products and Services

8.2.4.1 Amendments to contracts are reviewed in the same manner as new contracts. Where product requirements are changed, IPI ensures that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

8.3 Design and Development

8.3.1 At the present time Infinity Precision Inc. (IPI) does not have contractual requirements for design and development. Infinity Precision Inc. (IPI) is simply a manufacturer of customer designed products.

8.4 Control of Externally Provided Processes, Products, and Services (IPI-SOP-8.4)

8.4.1 General

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

8.4.1.2 IPI is responsible for the quality of all products purchased from suppliers, including customer-designated sources.

8.4.1.3 IPI evaluates and selects suppliers based on their ability to supply product in accordance with IPI's requirements. Criteria for selection, evaluation and reevaluation of suppliers are controlled per **IPI-SOP-8.4**.

8.4.1.3.1 A registrar of suppliers is maintained.

8.4.1.4 IPI ensures, where required, that suppliers are customer approved.

8.4.1.5 Records of the results of supplier evaluations and any necessary actions arising from the evaluation shall be maintained per **IPI-SOP-7.5.3.**

8.4.1.6 Refer to **IPI-SOP-8.4** for an overview of the Purchasing Process.

8.4.2 Type and Extent of Control

8.4.2.1 Items received from suppliers are inspected or verified to ensure the items meet specified purchase order requirements and referenced customer data; this includes items previously verified by our customer.

8.4.2.1.1 IPI understands verification by customer does not absolve IPI of the responsibility to provide acceptable product, nor will it preclude subsequent rejection by the customer.

8.4.2.2 Verification activities may include:

8.4.2.2.1 Obtaining objective evidence of the quality of the product from suppliers (e.g., documentation, certificate of conformity, test reports, statistical records, process control),

8.4.2.2.2 Inspection and audit at supplier’s premises,

8.4.2.2.3 Review of the required documentation,

8.4.2.2.4 Inspection of products upon receipt, and

8.4.2.2.5 Delegation of verification to the supplier, or supplier certification.

8.4.2.3 Purchased product shall not be used or processed until it has been verified as conforming to specified purchase order requirements.

8.4.2.4 IPI does not delegate verification activities to its suppliers.

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

8.4.2.6 Where specified in the contract, the customer or the customer's representative will be afforded the right to verify at the supplier's premises and IPI's premises that subcontracted product conforms to specified requirements.

8.4.2.7 Refer to **IPI-SOP-8.4** for an overview of the Verification of Purchased Product process**.**

8.4.3 Purchasing Information

8.4.3.1 Purchase Orders shall describe the product to be purchased and include additional requirements the product must meet. Additional product requirements are communicated to suppliers through Purchase Order clauses (**IPI-FRM-025**)

8.4.3.2 Purchase Order Clauses are visible to all suppliers on our Company Website.

8.4.3.3 Prior to issuance of a PO to a supplier, the PO is reviewed to ensure its adequacy for the product being purchased.

8.4.3.4 Refer to **IPI-SOP-8.4** for an overview of the Purchasing Information process**.**

8.5 Production and Service Provision (IPI-SOP-8.5)

8.5.1 Control of Production and Service Provision

- Products are reviewed for the production requirements and plans are created to ensure the production process is controlled; this includes the temporary transfer of products to suppliers.
- Production plans shall be documented on Production Routers. The production router details product requirements and other production controls necessary for the production process. These controls can include work instructions, equipment needs, measuring equipment, detection of foreign object debris, and others. The specific controls are covered in **IPI-SOP-8.5**

8.5.1.1 Control of Production Equipment, Tools and software Programs

8.5.1.1.1 Control of Production Equipment, Tools and Numerical Control (N.C.) Machine Programs

8.5.1.1.1.1 Production equipment, tools and programs are validated prior to use and release for production.

8.5.1.1.1.2 Storage requirements, including periodic preservation/condition checks, shall be established for production equipment or tooling in storage.

8.5.1.2 Validation and Control of Special Processes

8.5.1.2.1 IPI validates any processes for production where the resulting output cannot be verified by subsequent monitoring or measurement. This includes any processes where deficiencies become apparent only after the product is in use.

8.5.1.2.2 Validation shall demonstrate the ability of these processes to achieve planned results.

8.5.1.2.3 IPI establishes arrangements for these processes including, as applicable:

8.5.1.2.3.1 Defined criteria for review and approval of the processes

8.5.1.2.3.2 Approval of equipment and qualification of personnel,

8.5.1.2.3.3 Use of specific methods and procedures—control of the significant operations and parameters of special processes in accordance with documented process specifications and changes thereto,

8.5.1.2.3.4 Requirements for records, and

8.5.1.2.3.5 Revalidation.

8.5.1.3 Production Process Verification

8.5.1.3.1 Products—new part or assembly—produced by IPI for the first time undergo First Article Inspection. First Article Inspection ensures the processes used to produce product are capable of meeting customer requirements.

8.5.1.3.2 When changes—engineering, manufacturing processes—invalidate the original results, First Article Inspection is repeated.

8.5.1.3.3 Unless otherwise specified by customer requirements, the AS9102 template formats shall be used as needed.

8.5.2 Identification and Traceability

8.5.2.1 Where appropriate IPI identifies the product by suitable means throughout product realization.

8.5.2.2 IPI shall maintain identification of product in order to identify any differences between the actual configuration and the agreed configuration.

8.5.2.2.1 Identifications shall include labels, accompanying paperwork, or any form of ID that is legible.

8.5.2.3 The monitoring and measurement requirements and status of product requirements shall be identified though the production router.

8.5.2.4 IPI uses stamps to demonstrate the monitoring and measurement status of products. Stamps used in the production process are controlled per **IPI-SOP-8.5.**

8.5.2.5 Where traceability is a requirement IPI controls and records the unique identification of the product. Records are maintained as required and controlled per **IPI-SOP-7.5.3**.

8.5.2.6 According to the level of traceability required by contract, regulatory, or other established requirement IPI's system provides for:

8.5.2.6.1 Identification to be maintained throughout the production process;

8.5.2.6.2 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;

8.5.2.6.3 For an assembly, the identity of its components and those of the next higher assembly to be traced;

8.5.2.6.4 For a given product, a sequential record of its production (manufacture, assembly, inspection) to be retrieved.

8.5.3 Property Belonging to Customers or External Providers

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

8.5.3.2 While in IPI possession customer property, including but not limited, tooling, furnished material, documents, and data shall be controlled per **IPI-SOP-8.5**. Where customer property is lost, damaged, or found unsuitable for use, the records resulting from these shall be controlled per **IPI-SOP-7.5.3.**

8.5.4 Preservation

8.5.4.1 IPI will preserve the conformity of product during internal processing and delivery to the intended destination. This preservation will include identification, handling, packaging, storage and protection. Preservation will also apply to the constituent parts of a product.

8.5.4.2 Preservation of product will also include, where applicable in accordance with product specifications and/or applicable regulations, provisions for:

8.5.4.2.1 Cleaning;

8.5.4.2.2 Prevention, detection and removal of foreign objects;

8.5.4.2.3 Special handling for sensitive products;

8.5.4.2.4 Marking and labeling including safety warnings;

8.5.4.2.5 Shelf life control and stock rotation;

8.5.4.2.6 Special handling for hazardous materials.

8.5.5 Post Delivery Activities

8.5.5.1 Post delivery activities are limited to nonconforming product identified by a customer. Affected customers can reach out to IPI and an investigation will be performed. Nonconformances will be resolved, and depending on the severity, may be handled through section 8.7 or section 10.2. The QA Manager will determine the specify route of resolution.

8.5.5.2 Where IPI determines product are nonconforming after delivery, IPI will reach out to the customer.

8.5.6 Control of Changes

8.5.6.1 Persons authorized to approve changes to production processes shall be identified, and the process controlled.

8.5.6.2 Customer or regulator guidance is sought when conflicts are identified. (IPI is not authorized to change product criteria). Where changes to processes require

customer approval, i.e., special processes, approval will be obtained prior to initiating the change.

8.5.6.3 Changes made to production plans shall be documented on the affected paperwork.

8.6 Release of Products and Services

8.6.1.1 IPI inspects the characteristics of product to verify product requirements have been met. Product is inspected at each production sequence by Quality personnel. All products are subject to final inspection prior to being released to the customer.

8.6.1.2 When key characteristics are identified by the customer they are monitored and controlled in accordance with customer requirements.

8.6.1.3 Approved sampling plans and SPC derived inspection criteria are noted in production routers when they are applicable. However, if an approved sampling plan or SPC method of inspection is not authorized, product acceptance is conducted per ANSI / ASQ Z1.4 Table 1 Inspection Level II.

8.6.1.4 Raw materials or intermediate finished goods are not used until inspected or otherwise verified as conforming.

8.6.1.5 Records of inspection and test are maintained as part of the quality record. The record contains the applicable customer drawing number, revision level, actual test data recorded (when required by specification, or acceptance test plan), and clearly indicates whether the product passed or failed. Records show actual inspection data when required by specification or requirements of the customer. Records clearly identify the inspector responsible for acceptance and release of product.

8.6.1.6 Inspection requirements are documented in the production router and include:

8.6.1.6.1 Criteria for acceptance or rejection

8.6.1.6.2 The points at which the inspections are performed.

8.6.1.6.3 A record of the inspection results.

8.6.1.6.4 If other than standard hand tools, the type of instrument to be used and, if necessary, specific instructions for their use.

8.6.1.7 When required by our customers, IPI performs first article inspections in accordance with AS9102. For Customers who require First Article Inspection (FAI) Reports to be generated on customer provided forms, the FAI is completed in accordance with the customer provided instruction.

8.6.1.8 The monitoring and measurement or Product is covered in **IPI-SOP-8.2.4**.

8.7 Control of Nonconforming Product (IPI-SOP-8.3)

8.7.1 Requirements for nonconforming product identification, documentation, evaluation, segregation, disposition, and notification to customers are documented in **IPI-SOP-8.3**. The responsibility for review and authority for disposition of nonconforming product is defined in **IPI-SOP-8.3**.

9. PERFORMANCE EVALUATION

9.1 Monitoring, Measurement, Analysis, and Evaluation

9.1.1 General

9.1.1.1 IPI monitors, measures, analyzes and improves processes needed to:

9.1.1.1.1 Demonstrate conformity product requirements,

9.1.1.1.2 Ensure conformity of the quality management system, and

9.1.1.1.3 Continually improve the effectiveness of the quality management system.

9.1.1.2 Where statistical techniques are appropriate for the product being manufactured, Quality and Production Managers determine the statistical techniques capable of verifying design, process controls, and inspection methods. All developed statistical techniques are designed to meet customer and regulatory requirements.

9.1.1.3 IPI applies monitoring and measurement methods to the Quality Management System. IPI monitors four key processes to determine the effectiveness of the QMS (Figure 1) to achieve planned results:

9.1.1.3.1 Quotes / Contracts: Win Rate of Quotes / Awarded Contracts

9.1.1.3.2 Planning: On Time Delivery to Customers

9.1.1.3.3 Production: Quantity of Parts to First Pass Yield

9.1.1.3.4 Purchasing: Receiving Rejections.

9.1.1.4 The measurement results of the Key Processes are reviewed during Management Review Meetings. The resulting actions, if any, to improve the achievement of planned results is controlled per **IPI-SOP-10**.

9.1.1.5 If process nonconformities are identified, IPI:

9.1.1.5.1 Takes appropriate action to correct the identified nonconforming process.

9.1.1.5.2 Evaluates the impact of the process nonconformity on product conformity.

9.1.1.5.3 Identifies and controls any nonconforming product as described in Section 8.3.

9.1.2 Customer Satisfaction

9.1.2.1 IPI reviews and charts customer satisfaction data that is provided by the customer (e.g., quality ratings, delivery ratings, audit findings, etc).

9.1.2.2 Customer complaints are logged (**IPI-FRM-034**). The number of customer complaints is a contributing factor in determining whether customer satisfaction is acceptable or needs improvement. The definition of high/medium/low customer satisfaction is controlled per **IPI-FRM-001**.

9.1.2.3 A complete review of customer satisfaction is conducted during Management Review Meetings. Any resulting actions to improve customer satisfaction are controlled per **IPI-SOP-7.5.3.**

9.1.3 Analysis and Evaluation

9.1.3.1 IPI determines, collects and analyzes data to demonstrate the suitability and effectiveness of the quality management system and to evaluate opportunities for continual improvement of the effectiveness of the quality management system. This includes data generated from monitoring and measurement as well as from other relevant sources. This information is reviewed during Management Review Meetings.

9.1.3.1.1 The analysis provides information, at a minimum, relating to:

9.1.3.1.1.1 Customer satisfaction.

9.1.3.1.1.1.1 Customer satisfaction is determined by on-time delivery reports, lack of written complaints, increased / decreased orders, or similar information source.

9.1.3.1.1.2 Conformity to product requirements.

9.1.3.1.1.2.1 The quantity and status of Corrective / Preventative Action records, First Pass Yield results.

9.1.3.1.1.3 Characteristics and trends of processes and products, including opportunities for preventive action.

9.1.3.1.1.4 Supplier performance.

9.1.3.1.1.5 The number of rejections and lack of rejections from a supplier.

9.2 Internal Audits

9.2.1 Internal audits are conducted per **IPI-SOP-9.2** at least annually to ensure compliance to IPI's Quality System. Audits include an examination of all quality operations and documentation, policies, process controls, training, and certifications performed in each area.

9.2.1.1 Audits are scheduled on the basis of status and importance of the activity being audited.

9.2.1.2 Only personnel who do not have direct responsibility for the activity being audited, and who have been trained in auditing techniques perform audits.

9.2.1.2.1 Personnel assigned to perform audits are trained in basic auditing techniques and, at a minimum, review the systems documentation pertaining to the subject area of the audit.

9.2.1.3 Detailed internal audit checklists are used that incorporate requirements of the Quality Manual policies and procedures.

9.2.1.3.1 A separate checklist is developed for each area audited and for each special process.

9.2.1.3.2 Each checklist is reviewed for accuracy of content prior to its use in the audit process. Necessary changes are made and the revised checklist published.

9.2.1.4 Internal audit results are documented in audit reports addressed to and reviewed by Executive Management. A formal review of all audit reports is performed during scheduled Management Reviews and documented in the meeting records.

9.2.1.4.1 This review includes follow-up findings resulting from internal and external corrective actions.

9.3 Management Review

9.3.1 General

9.3.1.1 The QMS is reviewed annually to ensure its effectiveness in meeting the Quality Policy, requirements of AS9100, and customer and regulatory requirements.

9.3.1.2 Management review includes assessing opportunities for improvement and the need for changes to the quality management system. Management review meetings and

the actions resulting from them are documented on **IPI-FRM-038.** Records resulting from these meetings are controlled per **IPI-SOP-7.5.3.**

9.3.1.3 The results of the

9.3.2 Management Review Input

9.3.2.1 The input to management review includes information on:

9.3.2.1.1 Results of audits

9.3.2.1.2 Customer feedback

9.3.2.1.3 Process performance and product conformity,

9.3.2.1.4 Status of preventive and corrective actions,

9.3.2.1.5 Follow-up actions from previous management reviews,

9.3.2.1.6 Changes that could affect the quality management system, and

9.3.2.1.7 Recommendations for improvement.

9.3.3 Management Review Output

9.3.3.1 After proper discussion of all review inputs management acts to:

9.3.3.1.1 Improve the effectiveness of the quality management system and its processes;

9.3.3.1.2 Improve product related to customer requirements; and

9.3.3.1.3 Ensure resource needs are met.

10. IMPROVEMENT (IPI-SOP-10)

10.1 General

10.1.1 The continual improvement of our quality system is lead by the President.

10.1.2 All IPI employees are encouraged to participate in improvement process.

10.1.3 IPI strives to continually improve the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

10.2 Nonconformity and Corrective Action

10.2.1 IPI takes action to eliminate the causes of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered. IPI handles customer complaints, investigates cause of nonconformities identified by audit, determines corrective action needed, applies controls, and communicates corrective action to suppliers in accordance with **IPI-SOP-10**. This process provides defines the requirements for :

10.2.2 Investigating nonconformities.

10.2.3 Determining the causes of nonconformities.

10.2.4 Evaluating the need for corrective action to ensure that nonconformities do not recur.

10.2.5 Determining and implementing corrective action.

10.2.6 Recording the results of actions taken.

10.2.7 Follow-up on corrective actions.

10.2.8 Flow down of corrective action to suppliers when it is determined that the supplier is responsible.

10.2.9 Specific actions where timely or effective corrective action is not achieved.

10.3 Continual Improvement

10.3.1 IPI determines actions to take to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential nonconformities. Preventive actions are performed in accordance with **IPI-SOP-10**. This document defines the requirements for:

10.3.1.1 Determining potential nonconformities and their causes.

10.3.1.2 Evaluating the need for action to prevent occurrences of nonconformities.

10.3.1.3 Determining and implementing action needed.

10.3.1.4 Recording the results of actions taken.

10.3.1.5 Reviewing preventive actions taken.

10.3.2 As one of the measurements of the performance of the quality management system, IPI will monitor information relating to customer perception as to whether IPI has met customer requirements. The methods for obtaining and using this information will be determined.

REVISION HISTORY

REV	RELEASE DATE	DESCRIPTION	Approved By*
01	05/21/2010	Initial Release	Alex Acevedo Evelina Martirosova
02	03/19/2011	Table of Contents: Cross reference information from the table of contents removed from Quality Manual and placed IPI-FRM-026. Section 8.2.2.1.4: The words “President and Vice President level” were replaced by Executive Management. Bullet points below this section were completely revised. Section 7.1.2: removed “and design outputs” Section 7.6: Edited in its entirety	Alex Acevedo Evelina Martirosova
03	06/01/2013	Updated entire manual to be inline with re-written procedures.	Alex Acevedo Evelina Martirosova
04	07/02/2013	Updated 8.2.1 Customer Satisfaction to explain how the levels of customer satisfaction are determined. Updated exclusions in figure 1.	Alex Acevedo Evelina Martirosova
05	06/26/2017	Revised entire Manual to re-align requirements with AS9100D	Alex Acevedo Evelina Martirosova
06	10/01/2017	Revised manual to incorporate changes from the AS9100D pre-assessment report.	Alex Acevedo Evelina Martirosova
07	05/09/2020	Revised section 8.5.5, Post Delivery Activities. Revised organization chart. Re-aligned Figure 1 to coincide with Key Process Diagrams	Alex Acevedo Evelina Martirosova
08	06/12/2021	Revised section 9.1. 2 .2. Removed definitions for high customer satisfaction (CPAR082). Moved definition to IPI-FRM-001.	Alex Acevedo Evelina Martirosova

*Electronic Signatures