



QMS-001

Quality Management System Manual

Revision: A

Revision Date: 07/05/2018

# AEROSPACE COATINGS INTERNATIONAL, LLC

## QUALITY MANAGEMENT SYSTEM MANUAL

### Review and Approval

Prepared By:	Department Manager Approval:	Quality Department Approval:	General Manager Approval:
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Date	Date	Date	Date



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## Record of Revision

Revision Level	Revision Date	Location of Change	Reason for Change
Org	05/09/2018	Entire Document	Initial Release
A	07/05/2018	Sections 4.2, 4.4, 5.1.2, 6.1, 6.3, 7.1.1, 7.1.6, 7.4, 8.1(b), 8.1.1, 8.5.6, and 9.1.3	Renamed Procedure SQP-7.002, introduced SQP-7.004 & CSP-3.001, Added Table-1.



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## 1.0 Welcome to Aerospace Coatings International, LLC

Aerospace Coatings International, LLC (ACI) has been in the plating business since 1963. Our humble roots started as Industrial Plating in Anniston, Alabama. After 30 years of successful plating and machining experience, ACI began repair work for aerospace components and obtained their repair station license in 1993 as IPC – Aerospace Division. As business grew, the need to expand became clear and in 2002 IPC-Aerospace separated and moved to our current facilities located in Oxford, Alabama. Along with the move came a new name, Aerospace Coatings International (ACI).



In 2011 ACI proudly became a part of the Wencor group which expanded our resources. In 2012 ACI saw the need for repairing larger landing gear components and expanded the facilities to include a landing gear shop, specifically catering to larger components.

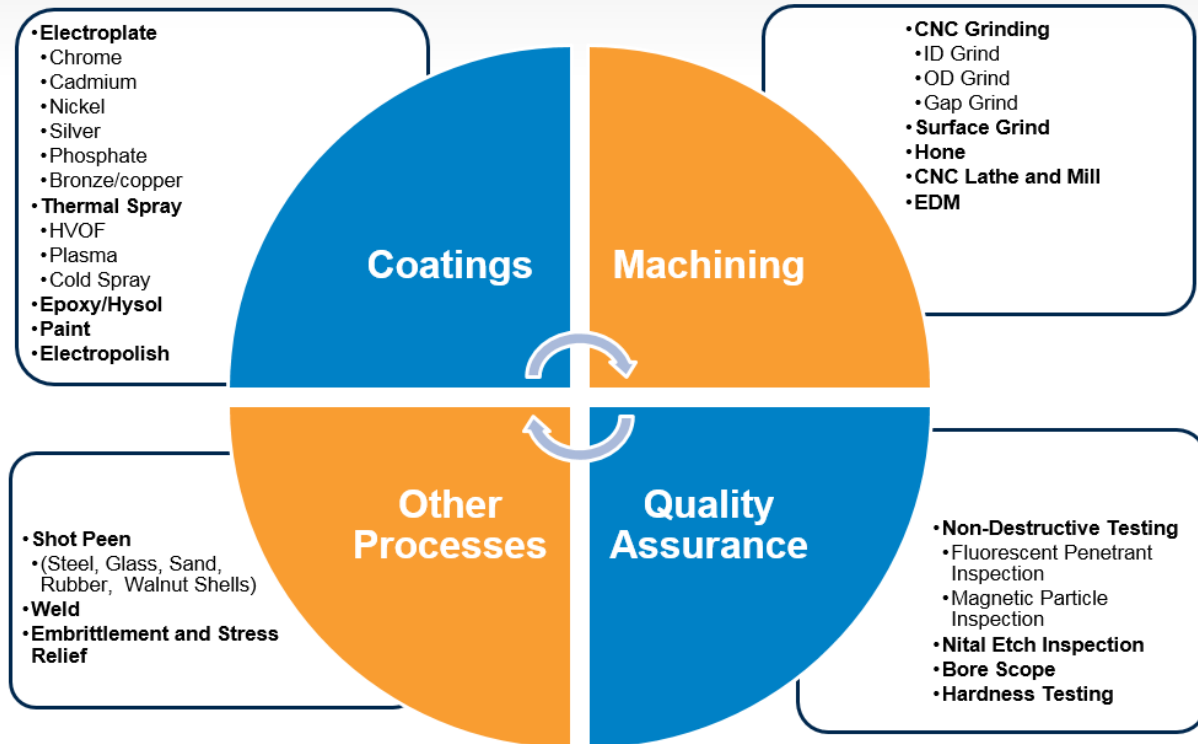
ACI is an MRO repair station that holds FAA, EASA, CAAC, and DGCA, certifications. We are ISO9001:2008 certified and are currently pursuing AS-9110 certification.

**OUR PURPOSE:** To ensure each flight is safe and cost effective every day.

**CORE VALUES:** Safety, Exceptional Service, Continuous Improvement, & Respect

Currently ACI has over 135,000 square feet of floor space including operations for machining, grinding, plating, thermal spray, welding, NDT, and assembly.

# Core Processes

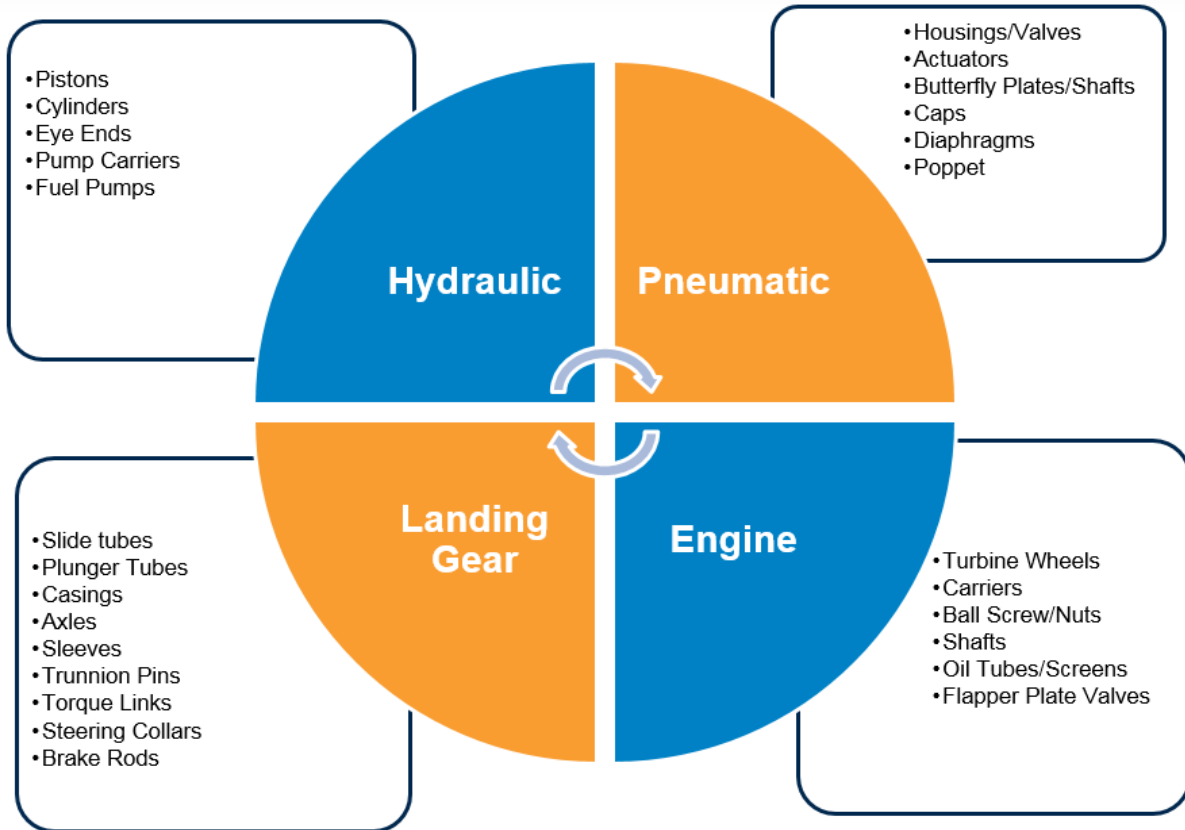


We reduce the cost of fleet maintenance for Commercial Airlines, OEMs, Military and Personal aircraft owners by providing quality component repairs. What sets us apart is that we are a one stop shop for piece part repairs with an exceptionally trained workforce and best in class customer service.

We offer complete in-house repair capability with many exchange units. We have an engineering team with in-house repair development capability and a network of DERs for FAA approval. Our workforce consists of highly skilled craftsmen and professionals that are committed to continuous improvement. Our customer service is unmatched with our long term customer relationships and our 24/7 live status reporting.

We specialize in Hydraulic, Pneumatic, Engine, and Landing Gear components, but are consistently looking for new opportunities to expand our capabilities.

# Part Classifications



## 2.0 About The ACI Quality Manual

This manual is prepared for the purpose of defining the company’s interpretations of the AS9110 standard, as well as to demonstrate how the company complies with that standard. The paragraph numbering correlates to the section in the AS9110 standard.

### 3.0 Terms and Definitions

ACI adopts the following terms and definitions within its Quality Management System. Where no definition is provided, the company typically adopts the definitions provided in *ISO 9000: Quality Management – Fundamentals and Vocabulary*. In some cases, specific procedures or documentation may provide a different definition to be used in the context of that document; in such cases, the definition will supersede those provided for in this Quality Manual or ISO 9000.

#### General Terminology

**ACI** – Aerospace Coatings International, LLC

**Document** – written information used to describe how an activity is done.

**DRSQM** - Domestic Repair Station Quality Manual

**Record** – captured evidence of an activity having been done.

### 4.0 Context of the Organization

#### 4.1 Understanding the Organization and Its Context

ACI is a certified Part 145 (Repair Station) that specializes in the repair and overhaul of aerospace and aircraft parts, accessories, and other ratings as listed on ACI's operation specifications.

#### 4.2 Understanding the Needs and Expectations of Interested Parties

ACI has identified its internal and external issues, interested parties, and their requirements. This is documented in the [COTO LOG \(FORM Q0504\)](#).

This information is used by senior management to ensure their requirements are addressed and to identify risks and opportunities, (see [SQP-9.003 CONTEXT OF THE ORGANIZATION](#)). This is defined in records of management review, and periodically updated as conditions and situations change.

#### 4.3 Determining the Scope of the Quality Management System

Based on an analysis of the above issues of concern, interests of stakeholders, and in consideration of its products and services, ACI has determined the scope of the management system as follows:

The scope of our QMS is established in support of our core business competency “electroplating, coating, grinding, machining, repair and assembly of aerospace and aircraft parts”.

The quality system applies to all processes, activities and employees within the company. The facility is located at:

370 Knight Drive  
Oxford, AL 36203

Phone: 256-241-2750

Fax: 256-241-2760

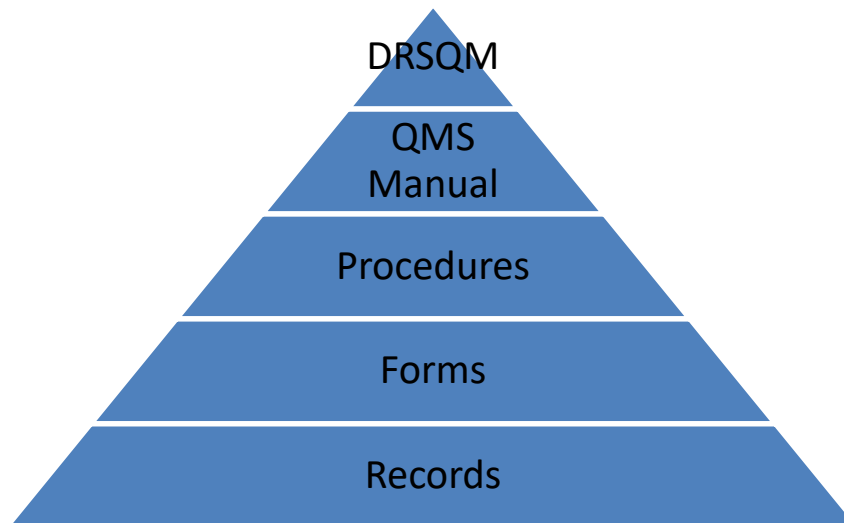
Web: [www.aero coatings.com](http://www.aero coatings.com)

Since ACI repairs individual components and does not install repaired components onto the aircraft, ACI claims exemption to AS9110 sections 8.5.5.b and c. The customer and/or installer are responsible for assembly, testing, and installation. The customer is also responsible for tracking cycles and hours for life limited components.

#### 4.4 Quality Management System and Its Processes

ACI ensures that the QMS includes the documented information that demonstrates its effectiveness and that the documented information is maintained. Procedures are maintained as per **SQP 1.001 STANDARD PROCEDURE FORMAT**. Quality records are retained per **SQP 1.002 DOCUMENTED INFORMATION**. Other documentation are maintained per **SQP 1.005 DOCUMENT AND DATA CONTROL**.

The quality management system is comprised of our Domestic Repair Station Quality Manual, this QMS manual, procedures, forms, and records.





ACI has determined the required processes that are needed to effectively conduct business and meet the requirements of our interested parties. Each process is assigned an owner, who is the manager responsible for monitoring, determining resource needs, addressing risks and opportunities, continual improvement, and implementing any changes needed to ensure their processes achieve their intended results.

Description of processes and assigned owner are listed in Table-1. The interaction and sequence of processes are illustrated in Appendix A.

*Table-1 Description of Processes*

Process	Owner	Description
<b>Management</b>	General Manager	Ensures the overall success of the company including continuous improvement, planning, management review, risk management, performance evaluation, nonconformance and corrective actions. Ensures adequate resources are available. Ensures requirements of all interested parties are understood and met.
<b>Customer Service/Sales</b>	Director of Sales	Ensures customer requirements are understood and met. Communicates information between ACI and the customer.
<b>Engineering</b>	Engineering Manager	Responsible for repair development activities and equivalencies.
<b>Receiving Inspection</b>	Quality Manager	Responsible for receiving parts, reviewing purchase orders, and issuing work order instructions
<b>Production</b>	Production Managers	Responsible for performing maintenance on articles or products. This includes plate shop, ID Grind, OD Grind, Machine Shop, Plasma Spray, Application (Hysol), Actuators, and Transfer products
<b>Final Inspection</b>	Quality Manager	Responsible for issuing release to service
<b>Shipping</b>	Quality Manager	Responsible for packaging and shipping products
<b>Purchasing</b>	Purchasing Manager	Responsible for coordinating with vendors, suppliers, and subcontractors for outside services and products
<b>Resources</b>	General Manager	Responsible for ensuring resources are available and adequate for supporting the work at ACI. This includes information services, human resources (training), Facility maintenance, and Occupational and Environmental Safety
<b>Quality Assurance</b>	Quality Manager	Responsible for controlling documentation and retaining records. Responsible for calibrating equipment.

## 5.0 Leadership

### 5.1 Leadership & Commitment

#### 5.1.1 General

The management team at ACI is committed to supporting the quality management system in all duties and responsibilities.

#### 5.1.2 Customer focus

ACI employs a professional customer service and sales team that are focused on enhancing the customer's satisfaction (see **CSP 2.001 CUSTOMER SATISFACTION**). Each customer purchase order is reviewed prior to accepting work (see DRSQM & **SQP 1.003 – INCOMING RECEIVING INSPECTION**, and **SQP-8.001 CONTRACT REVIEW**). Risks are determined and addressed (see **CSP-3.001 QUOTING RISK ASSESSMENT**). Product conformity and on-time delivery performance is measured, reported, and communicated (see **SQP-1.006 QUALITY OBJECTIVES**).

### 5.2 Policy

The Management Team has developed the Quality and Product Safety Policy that governs day-to-day operations to ensure product conformity and safety. The quality and safety policy provides a framework for setting our quality objectives.

The Quality and Product Safety Policy is communicated and implemented throughout the organization.

The Quality and Safety Policy of ACI is as follows:

*Aerospace Coatings International is firmly committed to meeting our customer's expectations and regulatory requirements with continuous improvement efforts in product safety, quality of work, turn time, and price competitiveness while promoting a culture where safety reporting is encouraged without consequence.*

### 5.3 Organizational Roles Responsibilities and Authorities

The Management Team has assigned responsibilities and authorities for all relevant roles in the company. These are communicated through the combination of the organization chart [**FORM**

**Q0507]** and individual management job descriptions. Management job descriptions are maintained by HR.

In addition, the following overall QMS responsibilities and authorities are assigned as follows:

Responsibility	Assigned To
Management Representative	Quality Manager
AS9110 Accountable Manager	General Manager

## 6.0 Planning

### 6.1 Actions to Address Risks and Opportunities

ACI considers risks and opportunities when taking actions within the management system, as well as when implementing or improving the management system; likewise, these are considered relative to products and services. Risks and opportunities are identified in the **COTO LOG (FORM Q0504)**, as defined in **SQP-9.003 CONTEXT OF THE ORGANIZATION**, as well as throughout other activities of the QMS.

Risks and opportunities are managed in accordance with the document **SQP-7.002 RISK MANAGEMENT SYSTEM**. This procedure defines how risks are managed in order to minimize their likelihood and impact, and how opportunities are managed to improve their likelihood and benefit. Formal risk management may not be utilized in all instances; instead, the level of risk assessment, analysis, treatment and recordkeeping will be performed to the level deemed appropriate for each circumstance or application.

### 6.2 Quality Objectives and Planning to Achieve Them

Quality Objectives are determined, monitored, and reviewed per the procedure **SQP-1.006 QUALITY OBJECTIVES**.

### 6.3 Planning of Changes

Changes to the quality management system and its processes are carried out in a planned manner per the procedure **SQP-7.002 RISK MANAGEMENT SYSTEM** and documented on Form Q0509.

## 7.0 Support

### 7.1 Resources

#### 7.1.1 General

ACI determines and provides the resources needed to comply with all interested party

requirements. Resource allocation is done with consideration of the capability and constraints on existing internal resources, as well as needs related to supplier expectations.

Tools, equipment, data, materials and personnel are made available during maintenance activities. Resources and resource allocation are assessed as needed and during management reviews [Ref [SQP-6.004 MANAGEMENT REVIEW](#)].

### 7.1.2 People

Senior management ensures that it provides sufficient staffing for the effective operation of the management system, as well its identified processes [see the [ACI TRAINING PROGRAM MANUAL](#)].

### 7.1.3 Infrastructure

ACI determines, provides and maintains the building, equipment, and tooling needed to achieve conformity to product requirements.

ACI employs a maintenance staff that is responsible for upkeep and maintenance of the facilities and equipment. ACI employs an IT staff that maintains our servers, computers, and data.

A shop traveler is attached to items in process that document the status of the in process repair. This material is considered serviceable but not airworthy. Nonconforming products are controlled per [SQP-6.002 NONCONFORMING PRODUCTS](#). Unserviceable products are controlled per [SQP-5.001 RECYCLING AND DISPOSITION](#).

### 7.1.4 Environment for the Operation of Processes

ACI provides a clean, safe and well-lit working environment. The Management Team of ACI manages the work environment needed to achieve conformity to product requirements. Specific environmental requirements for products are determined during quality planning and are documented in subordinate procedures, work instructions, or job documentation. Where special work environments have been implemented, these shall also be maintained per 6.3 above. Reference the DRSQM.

### 7.1.5 Monitoring and Measuring Resources

Where equipment is used for critical measurement activities, such as inspection and testing, these shall be subject to control and either calibration or verification; see the procedure [SQP-4.001 CALIBRATION](#).

### 7.1.6 Organizational Knowledge

ACI also determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This knowledge includes relevant CMMs, Service Bulletins, Standards, Specifications, Engineering Repairs, MSDS, documented procedures, etc. Relevant documented information is available to employees.

When addressing changing needs and trends, ACI shall consider its current knowledge and determine how to acquire or access the necessary additional knowledge. This is done in **SQP-7.002 RISK MANAGEMENT SYSTEM** and **SQP-7.001 NEW PRODUCT PLANNING/SELF-EVALUATION**.

### 7.2 Competence

Staff members performing work affecting product quality are competent on the basis of appropriate education, training, skills and experience. The **ACI TRAINING PROGRAM MANUAL** provides specific procedures for assessing, maintaining, and documenting competence of employees. Training records are maintained per the **ACI TRAINING PROGRAM MANUAL**. Certificated repairmen are identified on the repairman roster and qualified per applicable 14 CFR 65 requirements.

### 7.3 Awareness

Training is conducted for new hires as well as recurrent training [Reference **ACI TRAINING PROGRAM MANUAL**].

### 7.4 Communication

The Management Team of ACI ensures communication takes place regarding the effectiveness of the management system. Communication methods may include emails, bulletin boards, meetings, training sessions, and phone calls.

ACI has an open door policy which allows any employee access to The Management Team for discussions on improving the quality system.

Reference procedure SQP-7.004 General Communication for information regarding internal and external communication.

### 7.5 Documented Information

The management system documentation includes both documents and retained quality records.

Documents required for the management system are controlled in accordance with procedure **SQP 1.001 STANDARD PROCEDURE FORMAT**. Customer data is controlled per **SQP-1.005**

**DOCUMENT AND DATA CONTROL.** The purpose of document control is to ensure that staff has access to the latest, approved information, and to restrict the use of obsolete information. All documented procedures are established, documented, implemented and maintained.

A documented procedure **SQP-1.002 DOCUMENTED INFORMATION** has been established to define the controls needed for the identification, storage, retrieval, protection, retention time, and disposition of quality records. This procedure also defines the methods for controlling records that are created by and/or retained by suppliers.

These controls are applicable to those records which provide evidence of conformance to requirements; this may be evidence of customer requirements, contractual requirements, procedural requirements, or statutory/regulatory compliance. In addition, quality records include any records which provide evidence of the effective operation of the management system.

## 8.0 Operation

### 8.1 Operational Planning and Control

ACI plans and develops the processes needed for realization of its maintenance activities and compliance for our interested parties' requirements. ACI controls the processes to meet requirements through:

- a) determining the requirements of products and services [**SQP-8.001 CONTRACT REVIEW**];
- b) establishing criteria for the processes and the acceptance criteria [**SQP-7.001 NEW PRODUCT PLANNING / SELF-EVALUATION, SQP-1.003 INCOMING RECEIVING INSPECTION, SQP-1.004 RELEASE TO SERVICE, CSP-3.001 QUOTING RISK ASSESSMENT**];
- c) determining the resources needed to achieve conformity [**SQP-8.001 CONTRACT REVIEW, SQP-7.001 NEW PRODUCT PLANNING / SELF-EVALUATION, SQP-1.006 QUALITY OBJECTIVES**] ;
- d) implementing control of the processes in accordance with the criteria [**SEE STANDARD OPERATING PROCEDURES**];
- e) determining, maintaining and retaining documented information to the extent necessary to have confidence that the processes have been carried out as planned and to demonstrate the conformity to their requirements [**SQP-1.001 STANDARD PROCEDURE FORMAT, SQP-1.002 DOCUMENTED INFORMATION, SQP-1.004 RELEASE TO SERVICE, SQP-1.007 STANDARD WORK PROCEDURE, and SQP-1.008 -APPROVED PARTS**].
- f) Engaging representatives of affected organization functions for operational planning and control [**SQP-6.004 - MANAGEMENT REVIEW**];

- g) Determining the process and resources to support the use and maintenance of the products and services [**SQP-7.001 NEW PRODUCT PLANNING / SELF EVALUATION**];
- h) Determining the products and services to be obtained from external providers [**SPP-1.002 EVALUATION OF EXTERNAL PROVIDERS**];
- i) Establishing the controls needed to prevent the delivery of nonconforming products and services to the customer [**SQP-1.004 RELEASE TO SERVICE**];
- j) Establishing, implementing and maintaining appropriate processes to manage maintenance tasks identified as critical by the customer or by the type certificate holder [**SQP-1.007 STANDARD WORK PROCEDURE**].

Other required processes include:

**8.1.1 Operational Risk Management** [**SQP-7.002 RISK MANAGEMENT SYSTEM**]

**8.1.2 Configuration Management** [**SQP-1.004 RELEASE TO SERVICE**]

**8.1.3 Product Safety -** [**SQP-6.002 CONTROL OF NONCONFORMING PRODUCT, SQP-1.007 STANDARD WORK PROCEDURE, SOP-3.001 HANDLING, STORAGE, PACKAGING, AND DELIVERY, SQP-9.001 FOREIGN OBJECT DAMAGE PREVENTION, SQP-7.001 NEW PRODUCT PLANNING / SELF EVALUATION, SQP-2.001 FLUORESCENT PENETRANT INSPECTION, SQP-2.002 MAGNETIC PARTICLE INSPECTION, AND PRODUCT SAFETY IS ADDRESSED IN EACH STANDARD OPERATING PROCEDURE**].

**8.1.4 Prevention of Counterfeit Parts** [**SQP-1.008 APPROVED PARTS**]

**8.1.5 Prevention of Suspected Unapproved Parts** [**SQP-1.008 APPROVED PARTS**]

**8.1.6 Installation of Approved Parts** [**SQP-1.008 APPROVED PARTS**]

## **8.2 Requirements for Products and Services**

### **8.2.1 Customer Communication**

ACI maintains a team of customer service representatives and sales staff to provide pertinent communication with the customer [**CSP-1.001 CUSTOMER COMMUNICATION**].

### **8.2.2 Determining the Requirements Related to Products and Services**

During the intake of new business ACI reviews all relevant requirements and seeks approval of all

pertinent levels of management [[SQP-7.001 NEW PRODUCT PLANNING / SELF EVALUATION](#)]:

### **8.2.3 Review of Requirements Related to Products and Services**

Prior to adding a new product to our capabilities list, ACI reviews all relevant requirements and seeks approval of all pertinent levels of management [[SQP-7.001 NEW PRODUCT PLANNING / SELF EVALUATION](#)]. During the receiving process, each customer PO is reviewed to determine if we can meet the requirements [[SQP-8.001 CONTRACT REVIEW](#)]. Prior to releasing a product to service, the product and documentation are reviewed [[SQP-1.004 RELEASE TO SERVICE](#)].

### **8.2.4 Changes to Requirements for Products and Services**

ACI updates all relevant requirements and documents when the requirements are changed, and ensures that all appropriate staff are notified; see the documented procedure [[SQP-8.001 CONTRACT REVIEW](#)].

### **8.3 Design and Development of Products and Services**

ACI Engineering department develops technical data to support repair activities [[SEP-1.001 ENGINEERING REPAIR DEVELOPMENT](#)]

### **8.4 Control of Externally Provided Processes, Products and Services**

ACI ensures that externally provided products and services conform to specified purchase requirements [[SPP-1.001 PURCHASE ORDER PROCESSING](#)] [[SQP-1.003 INCOMING RECEIVING INSPECTION](#)]

ACI evaluates and selects suppliers based on their ability to supply products and services in accordance with the organization's requirements [[SPP-1.002 EVALUATION OF EXTERNAL PROVIDERS](#)]

### **8.5 Production and Service Provision**

#### **8.5.1 Control of Production and Service Provision**

ACI has documented procedures for the following controlled provisions:

- a) the availability of documented information [[SQP 1.001 STANDARD PROCEDURE FORMAT](#), and [SQP-1.005 DOCUMENT AND DATA CONTROL](#), and shop travelers]
- b) the availability and use of suitable monitoring and measuring resources [[SQP-4.001 CALIBRATION PROCEDURE](#)];



- c) the implementation of monitoring and measurement activities [**SQP-6.001 INTERNAL AUDIT, SQP-6.002 CONTROL OF NONCONFORMING PRODUCT** and **SHOP TRAVELERS**];
- d) the use of suitable infrastructure and environment [Addressed in **DRSQM**];
- e) the appointment of competent persons, including any required qualifications [ACI Training Program Manual];
- f) the validation and revalidation of special processes if applicable (see 8.5.1.2);
- g) the implementation of actions to prevent human error [see ACI Training Program Manual for training on Human Factors];
- h) the implementation of release, delivery and post-delivery activities [**SQP-1.004 RELEASE TO SERVICE**].
- i) the identification of in-process inspection/verification points when adequate verification of conformity cannot be performed at later stages [In-Process Inspection, **SQP-2.001 FLUORESCENT PENETRANT INSPECTION, SQP-2.002 MAGNETIC PARTICLE INSPECTION**, and the **SHOP TRAVELER**];
- j) the availability of evidence that all production and inspection/verification operations have been completed as planned/instructed by the customer in accordance with applicable technical data, or as otherwise documented and authorized [**SQP-1.004 RELEASE TO SERVICE** and the **SHOP TRAVELER**].
- k) the provision for the prevention, detection, and removal of foreign objects (e.g., tools, hardware) [**SQP-9.001 FOREIGN OBJECT DAMAGE PREVENTION**].
- l) the provision to prevent loss of continuity of information during work handover [**SOP-3.001 HANDLING, STORAGE, PACKAGING, AND DELIVERY**];
- m) the control and monitoring of utilities and supplies (e.g., water, compressed air, electricity, chemical products) to the extent they affect conformity to product requirements [See Engineering Process Specifications];
- n) the compliance with reference standards, quality plans, type certificate holder and supplemental type certificate holder(s) recommendations, customer specifications, and/or documented procedures [**SQP-1.004 RELEASE TO SERVICE**];
- o) the management of the documented information of approved maintenance capabilities or ratings [**SQP-7.001 NEW PRODUCT PLANNING/SELF-EVALUATION**];
- p) the assurance that maintenance operations do not adversely affect the airworthiness of the article outside the scope of the work ordered [**SQP-1.004 RELEASE TO SERVICE**];
- q) the control of the work undertaken external to the organization [**SPP-1.002 EVALUATION OF EXTERNAL PROVIDERS**].

### 8.5.1.1 Control of Equipment, Tools, and Software Programs

ACI uses the equipment, tooling, and products specified in the appropriate technical data, or those determined to be equivalent [**SEP-1.002 EQUIVALENCIES**, **SQP-7.001 NEW PRODUCT PLANNING/SELF EVALUATION**, and **SQP-6.001 INTERNAL AUDIT**]. Tooling is inspected prior to use. Shelf life is controlled per **SPP-1.003 CONTROL OF SHELF LIFE PRODUCTS AND OTHER MATERIALS**.

### 8.5.1.2 Validation and Control of Special Processes

ACI has in process inspectors that ensures product conformity at various stages of the repair process.

### 8.5.1.3 Evaluation of a New Capability

Prior to adding a new product to our capabilities list, ACI reviews all relevant requirements and seeks approval of all pertinent levels of management [**SQP-7.001 NEW PRODUCT PLANNING/SELF EVALUATION**].

## 8.5.2 Identification and Traceability

The documented procedures [**SOP-6.005 IDENTIFICATION & TRACEABILITY** and **SQP-9.004 STAMP CONTROL**] defines the process for identification and traceability.

## 8.5.3 Property Belonging to Customers or External Providers

ACI exercises care with customer or supplier property while it is under the organization's control or being used by the organization. Upon receipt, such property is identified, verified, protected and safeguarded. If any such property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer or supplier and records are maintained.

For customer intellectual property, including customer furnished data used for design, production and / or inspection, this is identified by the customer and maintained and preserved to prevent accidental loss, damage or inappropriate use. This activity is defined in greater detail in the document [**SQP-1.005 DOCUMENT AND DATA CONTROL**].

## 8.5.4 Preservation

ACI preserves conformity of product or other process outputs during internal processing and delivery. This preservation includes identification, handling, packaging, storage, and protection. Preservation also applies to the constituent parts of a product.

The documented procedures [**SQP-9.001 FOREIGN OBJECT DAMAGE PREVENTION, SOP-3.001 HANDLING, STORAGE, PACKAGING, AND DELIVERY and EPS-008 CLEANING METHODS**] defines the methods for preservation of product.

### **8.5.5 Post-Delivery Activities**

ACI warrants repair work per our current warranty policy. Warranties and problems detected after delivery are processed per **SQP-6.003 CORRECTIVE AND PREVENTATIVE ACTION** and **SQP-6.002 CONTROL OF NONCONFORMING PRODUCT**.

### **8.5.6 Control of Changes**

ACI 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 [**SQP-7.002 RISK MANAGEMENT SYSTEM**].

Procedures and forms are reviewed and revised in accordance with procedure [**SQP-1.001 STANDARD PROCEDURE FORMAT**].

## **8.6 Release of Products and Services**

ACI maintains a process for releasing products to service [**SQP-1.004 RELEASE TO SERVICE**]

## **8.7 Control of Nonconforming Outputs**

ACI ensures that nonconforming products are identified and controlled to prevent their unintended use or delivery. The controls for such nonconformances are defined in [**SQP-6.002 CONTROL OF NONCONFORMING PRODUCT, SQP-1.004 RELEASE TO SERVICE, and SQP 1.003 – INCOMING RECEIVING INSPECTION**].

## **9.0 Performance Evaluation**

### **9.1 Monitoring, Measurement, Analysis and Evaluation**

#### **9.1.1 General**

ACI has determined which aspects of its quality management system must be monitored and measured, as well as the methods to utilize and records to maintain, within this Quality Management System Manual and subordinate documentation.

Monitoring and measurement of the processes, as defined in 4.4 above, ensure that The Management Team evaluates the performance and effectiveness of the quality management system itself.

### 9.1.2 Customer Satisfaction

As one of the measurements of the performance of the management system, ACI monitors information relating to customer perception as to whether the organization has met customer requirements. See [CSP-2.001 CUSTOMER SATISFACTION](#).

### 9.1.3 Analysis and Evaluation

ACI analyzes and evaluates the data and information arising from monitoring and measurement. These are addressed in [SQP-7.002 RISK MANAGEMENT SYSTEM](#) and [SQP-6.004 MANAGEMENT REVIEW](#).

## 9.2 Internal Audit

ACI conducts internal audits at planned intervals to determine whether the management system conforms to contractual and regulatory requirements, to the requirements of AS-9110, and to management system requirements. Audits also seek to ensure that the management system has been effectively implemented and is maintained.

These activities are defined in the document [SQP-6.001 INTERNAL AUDIT](#).

## 9.3 Management Review

The Management Team reviews the management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness. The review includes assessing opportunities for improvement, and the need for changes to the management system, including the Quality Policy and quality objectives.

Management review frequency, agenda (inputs), outputs, required members, actions taken and other review requirements are defined in the documented procedure [SQP-6.004 MANAGEMENT REVIEW](#).

# 10.0 Improvement

## 10.1 General

ACI uses the management system to improve its processes, products and services. Such improvements aim to address the needs and expectations of customers as well as other interested parties, to the extent possible.

### 10.2 Nonconformity and Corrective Action

ACI takes corrective action to eliminate the cause of nonconformity in order to prevent recurrence. Likewise, the company takes preventive action to eliminate the causes of potential nonconformities in order to prevent their occurrence.

These activities are done through the use of the formal Corrective Action (**CAR**) system, and are defined in the document **SQP-6.003 CORRECTIVE AND PREVENTATIVE ACTION**.

### 10.3 Continual Improvement

Through the process effectiveness reviews, done as part of Management Review, ACI works to continually improve the suitability, adequacy and effectiveness of the quality management system. This includes seeking opportunities for improvement.