ELITE

ENGINEERING &
MANUFACTURING

Elite Engineering & Manufacturing (Elite) Quality Manual

Approval

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

	Name	Position	Date
Reviewed by	Jeff Daro	Document Control	03/03/2026
Approved by	Tim Parsley	President	03/16/2026

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:

Rev.	Nature of changes	Approval	Date
1.0	Original release		04/25/2025
2.0	Revised to AS9100 rev D	Tim Parsley	03/16/2026
3.0	Added Appendix A-C, Revised Scope, Moved SOPs list to Appendix D	Tim Parsley	03/25/2026

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 Quality manual is uncontrolled.

1 About Us

Elite makes high-quality products for all your needs. We produce components for many industries such as the Space, Defense, Medical, Microwave, Semiconductor and Communications industries. We work with various types of materials (common and exotic). We have been primarily serving the needs of the Bay Area since 1997, and we are able to respond to any requirement in the United States. Elite's goal is for 100% customer satisfaction via quality products with on-time delivery and competitive pricing.

2 Normative References

The following documents were used as a reference during the preparation of the Quality Management System:

AS9100D/ ISO9001, Quality Management Systems

3 Definitions

Term	Meaning
Buyer	A representative of the organization purchasing function who evaluates and selects vendors, generates Purchase Orders and places orders with vendors. The Buyer monitors vendor performance and works with Requestors and Vendors to address Corrective Action Requests.
Corrective Action Request (CAR)	Documents, controls, and corrects nonconformities within the organization.
Counterfeit Part	An unauthorized copy, imitation, substitute, or modified part (e.g., material, part, component), which is knowingly misrepresented as a specified genuine part of an original or authorized manufacturer.
Customer	The organization or person that receives a product or service.
Date (Last Update)	A field within the document header that indicates the date of the document revision, i.e., the date when the format and/or content of the document was last changed/updated.
Department Manager(s)	Person(s) responsible for operations and performance of processes.
Documents	Generally, consists of permanent documentation describing or defining systems, processes, procedures and products. Examples include product specification and Quality Manuals.
Infrastructure	The set of facilities, which may be under the control of the customer or the organization.
IT Personnel	Administers policies that protect and preserve administrative and corporate information and computing resources in accordance with the policy of the organization.
Management Representative (General Manager)	Authorized to document, implement and maintain the Quality Management System described in this manual. The Management Representative communicates quality goals to the organization and facilitates discussion of the Quality Management System with Senior Management via Management Reviews.

Term	Meaning
Management Review	The review of the quality system by management to ensure that the quality system remains suitable and effective.
Manufacturing	A set of processes that transform requirements into specified characteristics or into the specifications of a product, process or system.
Nonconformity	The non-fulfilment of a requirement.
President	Responsible for the overall operations of the organization.
Preventive Action	Action taken to eliminate the cause of a potential nonconformity or other undesirable situation.
Process	The set of interrelated or interacting activities that transforms inputs into outputs.
Process Control	The identification of and action taken on all identified factors affecting process variability, proper maintenance of equipment, use of statistical process control methods and the degree of adherence to valid work instructions.
Process Owner(s)	Personnel responsible for the development and maintenance of Procedures and Work Instructions.
Quality	The degree to which a set of inherent characteristics fulfils requirements.
Quality Audit	The systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which criteria are fulfilled.
Quality Management	The coordinated activity to direct and control an organization with regard to quality. Direction and control with regard to quality generally includes establishment of the quality policy, quality objectives, quality planning, quality control, quality assurance and quality improvement.
Quality Management System	A set of interrelated or interacting processes with regard to quality. It generally includes establishment of the quality policy, quality objectives, quality planning, quality control, quality assurance and quality improvement.
General Manager	The organization employee who has been assigned to support and maintain the processes of the organization. The duties include, but are not limited to: coordination, submission and tracking of Quality documents; maintenance of the storage of Quality records; and maintenance of the tracking of all properties.
Quality Manual	The document specifying the Quality Management System of an organization.
Quality Policy	Represents the overall intentions and direction of an organization, with respect to quality, as formally expressed by top management.

Term	Meaning
Records	Documents which provide current and historical evidence of activities conducted. Examples include inspection and test records, records confirming traceability, evidence of certification and/or preventive and corrective action. Electronic data are acceptable as a record.
Retention	Documentation that is retained by the appropriate program for an indefinite period. Upon completion of the program, this documentation may be archived or destroyed. In many cases, this documentation reflects the history of the program.
Revision	The field located within the Quality document header that indicates the version of the document. The revision will be changed to the next sequential number whenever the format or content of the document is changed. In addition, the date field will be updated to indicate the date of the revision.
Special Requirements	Those requirements identified by the customer, or determined by the organization, which have high risks of not being met, thus requiring their inclusion in the operational risk management process. Factors used in the determination of special requirements include product or process complexity, previous experience, and product or process maturity. Examples of special requirements include performance requirements imposed by the customer that are at the limit of the industry's capability, or requirements determined by the organization to be at the limit of its technical or process capabilities.
Statistical Process Control	The application of statistical techniques to the control of processes.
Supplier	The organization or person that provides a product or service.
Traceability	The ability to trace the history, application, location or compliance of that which is under consideration.
Training	The result of teaching and learning, so as to be fitted, qualified or proficient in a specific task.
Validation	The confirmation, through the provision of objective evidence, that the user-level requirements for a specific intended use or application have been fulfilled.
Verification	Confirmation, through the provision of objective evidence, that specific component-level requirements have been fulfilled.
Work Environment	The set of conditions under which work is performed. Conditions include physical, social, psychological and environmental factors such as temperature, recognition schemes and ergonomics.

4 About Our Organization

4.1 Organizational Context

Elite is committed to defining our position in the marketplace and understanding how relevant factors arising from legal, political, economic, social and technological issues influence our strategic direction and our organizational context.

Elite identifies, analyzes, monitors and reviews factors that may affect our ability to satisfy our customers and stakeholders, as well as factors that may adversely affect the stability and integrity of our processes and our management system.

To ensure that our organizational context is aligned with our strategy, while taking account of relevant, influential, internal and external factors; Elite collects and analyzes information pertinent to those influential factors to identify issues that have the potential to be affected by our activities, products and services. Similarly, we identify internal and external issues that can affect our organization's ability to deliver products, services or activities.

Elite assesses information about our influential factors to ensure that a continual understanding of the relevance of each factor is derived and maintained. To facilitate the understanding of our context, we regularly consider issues that influence our business during management review meetings, the results of which are conveyed via minutes and business planning documents.

The output from this activity is an input to the consideration of risks and opportunities, and the actions that we take to address them.

4.2 Relevant Interested Parties

Elite has determined the interested parties, their needs, and expectations. Context and Interested Parties are documented in ***QF 4.2.1-1 - Interested Parties, Internal - External issues***.

4.3 Management System

4.3.1 QMS Scope

Based on the analysis of the issues and requirements identified in Sections 4.1 and 4.2, Elite has established the scope of our QMS to implement our objectives and the policies relevant to our context, compliance, and obligations.

The following scope is applicable to all activities at

340 Martin Avenue - Santa Clara, California 95050 USA

Providing Precision CNC Machining & Sheet Metal Fabrication, Design of Precision Sheet Metal Enclosures, and Production & Prototypes for a Variety of Industries

This document describes our quality management system (QMS) and delineates authorities, inter-relationships and responsibilities of process owners and personnel that operate within the system. The scope statement contained within this manual is available to interested parties via our website.

This document also demonstrates the relationship between our management system and the sequence and interaction of our key processes as well as AS9100. Understanding that AS9100 is drafted to allow all types of organizations to align their QMS with, in some cases specific requirements for AS9100 have been determined to be not applicable for Elite.

AS requirement	Justification for determining to be not applicable
8.5.5,A-C,F,G,H&I	Elite does not perform these post-delivery activities. A) Statutory and regulatory requirements. B) The potential undesired consequences associated with its products and services. C) The nature, use and intended lifetime of its products and services. F) Collection and analysis of in-service data (e.g. performance, reliability, lessons learned); G) Control, updating and provision of technical documentation relating to product use, maintenance, repair, and overhaul. H) Controls required for work undertaken external to the organization (e.g. offsite work) I) Product/customer support (e.g. queries, training, warranties, maintenance, replacement parts, resources, obsolescence)

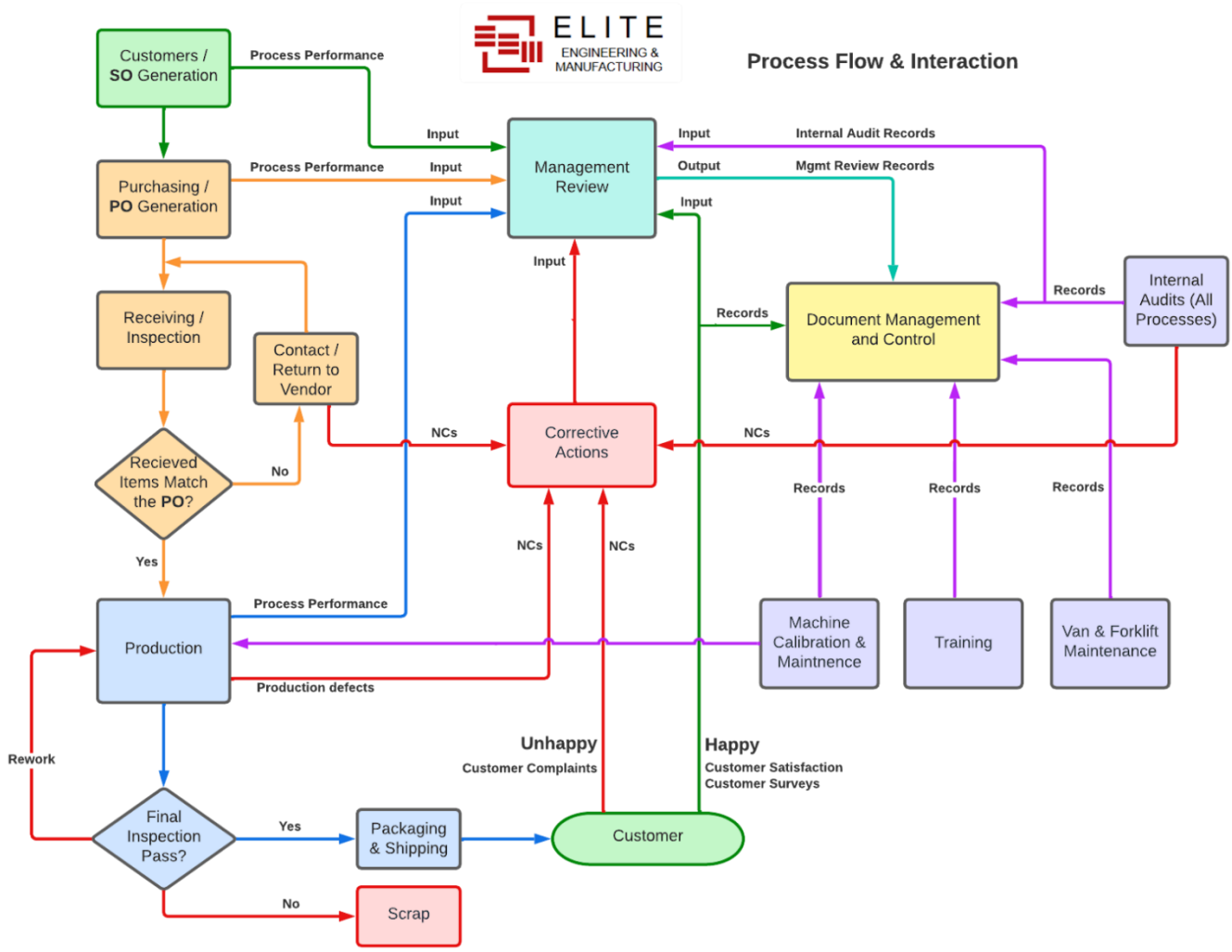
4.4 QMS Processes

Elite has implemented a management system that has established, documented, and implemented our processes, integrated policies and objectives, while satisfying the requirements of AS9100, as well as customer and applicable statutory and regulatory QMS requirements

Top management has determined the processes required for achieving the intended outputs. These processes are described using tools such as procedures, flow diagrams, and turtle maps/process maps. Inputs and outputs to these processes are verified during each internal audit.

The effectiveness of each process and its subsequent output is measured and evaluated through regular internal audits, inspections, and data analysis. We also use trends and indicators relating to non-conformities and corrective actions, as well as; monitoring and measuring results, customer satisfaction and process performance data.

The Elite High-level Process Flow:



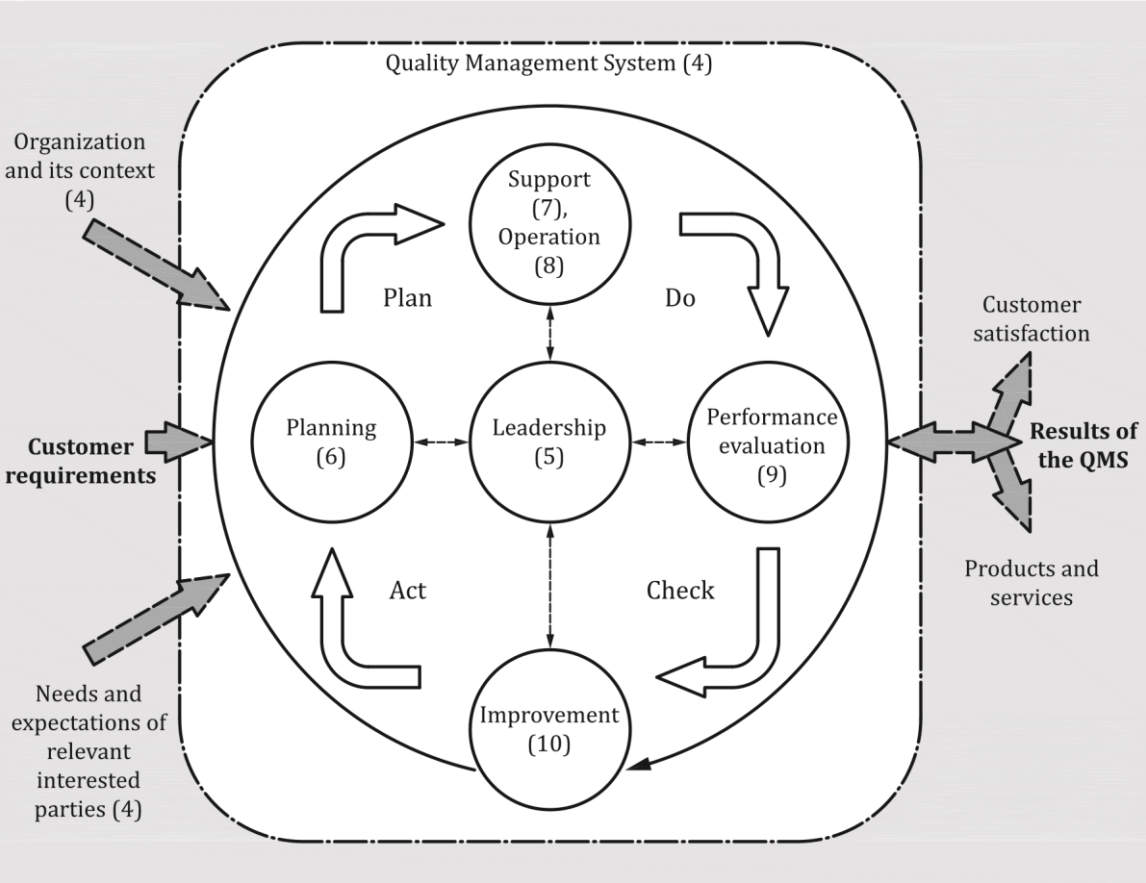
5 Leadership & Governance

5.1 Leadership & Commitment

5.1.1 Quality Management

Elite's leadership is responsible for implementing our QMS, including the development and deployment of our quality policies, subsequent objectives and targets, and product which are customer focused. Top management provides accountability and governance to all activities related to the lifecycle processes including defining the strategic direction, responsibility, authority, and communication to assure their safe and effective performance.

Elite's governance structure provides necessary support for creating and establishing processes that are important for achieving our quality objectives, targets and policies by using the PDCA approach.



Oversight activities include the systematic verification of QMS effectiveness by undertaking internal audits and analyzing performance data, reviewing trends and quality objectives. Regular reviews and reporting ensure that our QMS is effective and can react to emerging issues.

Top management is committed to implementing and developing the QMS, and this commitment is defined by our corporate policies and objectives.

Elite ensures that our policies are understood, implemented, and maintained throughout at all levels of the organization through printed distribution of our policy statements and periodic management review of the policy statements and corporate level improvement objectives. Elite communicates our mission, vision, strategy, policies, and processes to all employees to:

- Create and sustain shared values of fairness and ethical behavior.
- Establish a culture of trust and integrity.
- Encourage commitment to quality.
- Provide people with the required resources, training and authority to act with accountability.
- Inspire, encourage and recognize people's contribution.

In addition, our policies, objectives and targets are communicated and deployed throughout the business via individual, team and department performance objectives which are established and discussed during employee performance reviews.

5.1.2 Customer Focus

Elite strives to identify current and future customer needs, to meet their requirements, and to exceed their expectations. Top management ensures that the focus on improving customer satisfaction is maintained by setting objectives related to customer satisfaction at management review meetings.

Top management also ensures that customer requirements are understood and met. Customer requirements are understood, converted into internal requirements and communicated to appropriate personnel within the organization. Customer complaints and other customer feedback are continually monitored and measured to identify opportunities for improvement. We continually look for ways to interact directly with our customers to ensure that we focus on their unique needs and expectations.

5.2 Quality Policy

5.2.1 Establishing & Communicating

Elite quality policies act as a compass by providing direction and framework for establishing key corporate level performance measures, as well as related objectives and targets. Top management ensures that our corporate policy is established and documented, and that the policy is available to all interested upon request.

The Top management has overall responsibility for defining, documenting, implementing and reviewing our quality policy in consultation with the management teams and other personnel, or their representatives. The policy is reviewed at least annually, as part of the management review meeting or at a frequency determined by:

1. The changing needs and expectations of relevant interested parties, Section 4.2.
2. The risks and opportunities that are presented through the risk management process, Section 6.1.1.

Our policy is communicated to all employees at all levels throughout our organization via training, regular internal communications, and reinforcement during annual employee performance reviews. Employee understanding of our policy and objectives is determined during internal audits and other methods deemed appropriate.

Quality Policy

"The Elite strategic direction is our commitment to meeting our customer's requirements by continually improving the effectiveness of our Quality Management System (QMS)."

- Elite is committed to providing precision fabricated products, with excellent customer service that meets or exceeds customer requirements for quality and on-time delivery. We are committed to adhering to the requirements of AS9100 / ISO 9001:2015 through and continual improvement of our Quality Management System

- Elite takes great pride in the quality of products that we produce. With comprehensive experience in machining a wide range of different materials, the more difficult and demanding tasks are what makes us the source that customers rely on for the complex jobs.

- We recognize the disciplines of quality and health with a safe work environment and are an integral part of our management function. We view these as primary responsibilities and the key to a good business in adopting appropriate quality standards.

- We strive to provide prompt and professional service our customers require of us as a reputable contract manufacturer. Long-term development and growth with our customers is our objective.

5.3 Role, Responsibilities & Authorities

Our organizational structure is defined in an Organization Chart maintained by management. The organization chart shows the interrelation of personnel within Elite, while job descriptions define the responsibilities of each role.

All employees are ultimately responsible for the quality of Elite's products and services since they control the resources, systems and processes by which conforming work is accomplished. Top management is responsible for business planning, development and the communication of our policies, management system planning, the establishment and deployment of objectives, the provision of resources needed to implement and improve the management system and for undertaking management reviews.

All employees demonstrate their commitment to the development and improvement of the QMS through the provision of necessary resources, their involvement in the internal audit process, and their proactive involvement in continual improvement activities. Emphasis is placed on improving both the effectiveness and efficiency of key system processes.

All employees are responsible for implementation and execution of the policies, processes and systems described in this Quality Manual. All employees are responsible for planning and controlling the management system processes within their area of responsibility, including the establishment and deployment of operational level objectives and the provision of resources needed to implement and improve these processes.

All employees are responsible for the quality of their work and implementation of the policies and procedures applicable to processes they perform. Personnel responsible for product quality have the authority to stop production to correct quality problems. Employees are motivated and empowered to identify and report any known or potential problems and to recommend solutions to aid risk management and corrective action activities, such as:

- **Ensuring that processes needed for the QMS are documented**
- **Reporting to top management on the effectiveness of the QMS and any need for improvement**
- **Ensuring the promotion of awareness of applicable regulatory requirements and QMS requirements throughout the organization.**

6 QMS Planning

6.1 General

For our organization to have a successful QMS, we consider and manage the risks and opportunities relating to our stakeholders, our external and internal context and from our quality. This process uses the information collected during our review of ***QF 4.2.1-1 - Interested Parties, Internal - External issues***, stakeholder and interested party analysis, and from the evaluation of our aspects. Top management then considers the risks and opportunities that we manage to ensure that our QMS meets its intended outcomes and achieves continual improvement.

Once the significant risks and opportunities are identified, our organization plans actions to mitigate perceived risk or take advantage of opportunities. Action is taken in a variety of ways using our QMS system processes via setting objectives.

6.1.1 Risks & Opportunities

The aim of risk and opportunity management within Elite is to ensure that organizational capabilities and resources are employed in an efficient and effective manner to take advantage of opportunities and to mitigate risks.

Top management is responsible for incorporating risk-based thinking into our organization's culture. This includes documenting departmental risk to ensure effective implementation of risk and opportunity management principles throughout the lifecycle of activities and services by:

- Providing sufficient resources to carry out risk and opportunity management activities.
- Assigning responsibilities and authorities for risk and opportunity management activities.
- Reviewing information and results from audits and risk and opportunity management activities.

6.2 QMS Objectives

Elite sets its objectives and targets on a regular basis within the management review minutes where details of program dates and responsibilities are defined within each Process Definition. Improvements in quality performance are incremental and are in keeping with the size and complexity of our organization.

When setting objectives and targets, our organization ensures that they are consistent with the needs and expectations of our interested parties, as defined in Section 4.2, and with our corporate objectives, targets, programs, and policies.

6.3 Planning for Change

Our QMS is planned and implemented to meet our corporate objectives as well as the requirements of AS9100. The planning process involves establishing and communicating our policies, objectives and associated operational procedures.

This document constitutes our overall plan for establishing, maintaining and improving our QMS. For each instance of management system planning, the output is documented and retained accordingly, and changes are conducted in a controlled manner. The management review process, change control process, and the internal audit process ensure that the integrity of our QMS is maintained when significant changes are planned which may affect key processes.

Whenever management system changes are planned, Top management ensures that all personnel are made aware of any changes which affect their process, and that subsequent monitoring is undertaken to ensure that QMS changes are effectively implemented and that they do not adversely impact other processes.

7 Support

7.1 Resources

7.1.1 General

Resources at Elite include human resources; specialized skills, infrastructure, technology, and work environment; and financial resources. The resource requirements for the implementation, management, control, and continual improvement of our QMS, and the activities necessary to enhance customer satisfaction, are defined in our operational procedures, work instructions and the following sections of this Quality manual:

1. Planning; Section 6.0
2. Management review; Section 9.3
3. Human resources; Section 7.1.2
4. Infrastructure; Section 7.1.3
5. Work environment; Section 7.1.4
6. Planning of product realization; Section 8.1
7. Determination of customer requirements; Section 8.2

7.1.2 People

To ensure competence of our personnel, job descriptions have been prepared which identify the qualifications, experience and responsibilities that are required for each position that affects product and QMS conformity. Qualifications include desired requirements for education, skills, and experience. Appropriate qualifications, along with the provision of any required training, provide the competence required for each position.

Qualifications are reviewed upon hire, when an employee changes positions, or the requirements for a position change. Management maintains records of employee qualifications. If any differences between the employee's qualifications and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence. The results of training are then evaluated to determine if it was effective.

Staff training records are maintained to demonstrate competency and experience. Management maintains and reviews the training records to ensure completeness and to identify potential future training needs. Training records are maintained and include as a minimum; copies of certificates for any training undertaken to date and current job description.

7.1.3 Infrastructure

Elite is responsible for planning, providing, and maintaining the resources needed to achieve product and process conformance, including buildings; workspace and associated utilities; process equipment (hardware and software); and supporting services (such as internal transportation and material handling systems and communications systems).

7.1.4 Environment

Elite ensures that our facility complies with relevant health and safety regulations. Elite carries out regular compliance audits to ensure that appropriate standards are maintained. Top management is committed to providing:

- A place of work that is safe, including all equipment and methods of work.
- Training, instruction, information, and supervision for employees.
- A means of safe handling, storage, use, and transportation of equipment, materials, and chemicals.
- Safe working environment with good lighting, ventilation, safe passageways, stairs, and corridors.

7.1.5 Monitoring & Measurement Resources

Elite has determined the monitoring and measurement activities to be undertaken, and the devices needed to provide evidence of validation to specified tolerances and measurement ranges. The frequency of cleaning, maintenance, and calibration is considered regarding the risks associated with the process.

Methods for controlling monitoring and measurement tools are communicated within the organization. Where necessary, to ensure the validity of results, measuring and monitoring equipment is:

- Calibrated or verified at specified intervals, or prior to use.
- Calibrated against measurement standards traceable to appropriate measurement standards.
- Protected from damage and deterioration during handling, maintenance and storage.
- Safeguarded from adjustments that would invalidate the measurement result.
- Identified to enable the unit's calibration status to be determined.
- Safeguarded from use when a unit is found to be out of calibration and the results revalidated.
- Adjusted or re-adjusted as necessary.

Software used for monitoring and measurement is validated using defined parameters prior to use.

Storage requirements shall be defined for production equipment or tooling in storage including any necessary periodic preservation or condition checks.

In addition, the Quality Manager, as appropriate, assesses and records the validity of previous measurement results when the equipment is found not to conform to requirements. The appropriate manager will take appropriate action on any equipment, product or process that may be affected. Where equipment is found to be out of calibration, the significance of the error is reviewed, and appropriate action taken. Records of the results of calibration and validation are maintained.

7.1.6 Organizational Knowledge

Elite recognizes that organizational knowledge is a valuable resource that supports our quality management activities which assure product, process, and service conformity. There is a strong link between organizational knowledge and the competence of our people, the latter being people's ability to apply knowledge to their work.

To ensure that organizational knowledge is retained and transferred, organizational knowledge is recorded in documented information, and is embedded in our processes, products, and services. Examples of organizational knowledge include:

- Documented information regarding a process, product, or service.
- Previous specifications and work instructions.
- The experience of skilled people and their processes and operations.
- Knowledge of technologies and infrastructure relevant to our organization, etc.

Sources of internal knowledge also include our intellectual property; knowledge gained from experience and coaching; lessons learnt from failures and successes; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products, and services.

Sources of external knowledge often include other Aerospace / ISO standards; research papers; webinars from conferences; or knowledge gathered from customers, stakeholders, or other external parties. Elite determines and reviews internal and external sources of knowledge, such as:

- Lessons learnt from non-conformities, corrective actions, and the results of improvement.
- Gathering knowledge from customers, suppliers and partners, benchmarking against competitors.
- Capturing knowledge existing within the organization, e.g. through mentoring/succession planning.
- Sharing knowledge with relevant interested parties to ensure sustainability of the organization.
- Knowledge from attending conferences, trade fairs, networking seminars, or other external events.

7.2 Competence

Top management identifies emerging competency needs during management reviews. Emerging competency needs are converted into job descriptions for the type and number of positions that need to be filled through internal or external recruitment.

Where required, competency training and monitoring is conducted in-house; although for more specialist skills, external seminars or courses are utilized. The effectiveness of training is evaluated and recorded. The company induction includes an introduction to our policies and objectives. Future competency training needs are identified as part of management reviews.

7.3 Awareness

All employees are trained on the relevance and importance of their activities and how they contribute to the achievement of our policies and objectives. We aim to raise quality awareness and encourage involvement with relevant schemes. Our organization operates a formal system to ensure that all employees within the organization are adequately trained to enable them to perform their assigned duties.

7.4 Communication

7.4.1 Internal Communication

Elite communicates information internally regarding our QMS and its effectiveness through documented training, internal audit reports, and continual improvement processes. All managers and supervisors are responsible for establishing regular formal and informal communications as needed to convey to their employees the relevance and importance of their activities; typically, this information is conveyed through team meetings and cross-functional improvement projects.

Communications regarding how employees contribute to the achievement of objectives are also conveyed and reinforced during employee briefings and performance reviews. Issues pertaining to our QMS that may be communicated internally include:

- Day-to-day operations and general awareness.
- Quality policy.
- Information on achieving objectives and targets.
- Risk and opportunities.

Top management is responsible for communicating corporate policies as well as the importance of meeting customer, statutory, and regulatory requirements for employees within their respective departments. They ensure that our policies are understood and applied to the daily work of the organization through the establishment of measurable goals and objectives. Internal communication occurs on an on-going basis and is achieved through various mechanisms as appropriate. These may include:

- Regular meetings and briefings.
- Training sessions and training material.
- Display boards, memorandums, letters.
- Website, intranet, internal e-mails.
- Product and process performance data analysis and audit results.
- Targets, objectives, quality assurance manual.
- Corrective action and non-conformance reports.
- Minutes of ad-hoc and scheduled meetings.

7.4.2 External Communication

Elite determines the need to communicate information externally to our interested parties, as defined in Section 4.2, regarding the effectiveness of our QMS. The various criteria and means of external communication may include as appropriate:

Interested Parties	Needs & Expectations	Possible modes of Communication
Customers	Price, reliability & value	Quotations and website
Owner	Profitability & growth	Annual reports
Suppliers	Beneficial relationships	Meetings or questionnaires
Regulatory & statutory	Compliance & reporting	Regulatory compliance submissions or results of audits

7.5 Documented Information

7.5.1 Management System Documents

Elite ensures that our QMS includes the documented information which is required to be maintained and retained by AS9100, and additionally, any documented information identified by our organization that demonstrates the effective operation of our QMS.

Elite applies the following criteria to all types of documented information to assess whether the information is necessary for demonstrating the effectiveness of our QMS, and whether it should be formally controlled. Should any of the following criteria apply, Elite ensures that this information is retained and/or maintained as a form of documented information.

- Provides guidance and instruction for implementing a process.
- Provides evidence of process and product conformity.

7.5.1.1 Creating, Updating & Issuing

Elite ensures that when we create documented information, it is appropriately identified and described (e.g. title, date, reference number) and is available in an appropriate format (e.g. language, software version, graphics, etc.) and on appropriate media (e.g. paper, electronic). All documented information is reviewed and approved for suitability and adequacy. Where permanent changes to a document are required, the owner shall approve.

7.5.1.2 Controlling Documented Information

Documented information is retained to provide evidence of conformity to the requirements specified by AS9100 standards, customer requirements, and of the effective operation of our integrated management system.

Elite uses standard forms and templates that are accessed via a local area network computer system. An electronic document management system, which is backed up and updated as required, is used to retain documented information ensuring only the current versions are available to users. All management system documents are controlled and communicated in accordance with ***SOP 7.5.3-1 Control of Quality Documents & Records***.

8 Product & Service Development

8.1 Operational Planning & Control

Elite establishes and implements documented plans and procedures that describe the processes identified in Section 4.4 and the controls required for the provision of products and services in cognizance to our objectives, the potential for planned or unintended change, and the risks and opportunities identified in Section 6.1. During the planning phase, Top management and other responsible personnel identify the following parameters:

- Objectives and requirements for the product or service.
- Verification, validation, monitoring, inspection, and test requirements.
- Documented information to demonstrate conformity.
- Necessary resources, or outsourced processes, and their controls.
- Criteria for process performance and product/service acceptance.
- Potential consequences and mitigation to changes affecting input requirements.
- Resources necessary to support the ongoing operation and maintenance of the product.

The output of this planning activity can include documented plans, resource schedules, processes, equipment requirements, procedures, and design outputs.

Operational Risk

Elite has completed an operational risks assessment that identifies risks associated with the product realization processes.

Configuration Management

Elite has planned, implemented, and controls the configuring of products to ensure the identification and control of physical and functional attributes throughout; from receiving of raw material to shipping of finished products.

Product Safety

Elite shall plan, implement and control the processes needed to assure product safety during the manufacturing processes. Product safety critical items, if applicable, shall be flown down by the customer.

Counterfeit Part Prevention

Elite has implemented a plan to prevent the purchase of counterfeit parts. If counterfeit parts are introduced into the Elite supply chain, Elite will ensure these parts are removed from the supply chain.

Counterfeit Part Prevention Plan

- Purchase direct from the OEM or authorized distributors
- Require CofC for all raw materials
- Material is accepted upon the verification of cert to the customers' requirements

8.2 Determining Requirements for Products

8.2.1 Customer Communication

In accordance with our commitment to exceed our customers' expectations, Elite highlights effective customer communication as an essential element of delivering customer satisfaction. Appropriate handling of customer communication helps to reduce customer dissatisfaction and, in many cases, turns a dissatisfying scenario into a satisfying experience. Customer communication occurs through the following formats, events and processes:

- Enquiries, quotations and order forms, invoices and credit notes.
- Confirmation of authorized orders and amended orders.
- Delivery notes and certificates of conformity.
- E-mails, letters, and general correspondence.
- When customer property is handled or controlled.
- Customer feedback and complaints management process.

See ***SOP 8.2.1-1 The management of customer communications*** for responsible parties to establish methods of communication with our customers to ensure enquiries, contracts or order handling; including amendments, feedback, and complaints are handled expeditiously and professionally.

8.2.2 Determining Requirements

Elite develops appropriate requirements to ensure that we satisfy the needs and expectations across the socio-technical environment including those of our customers, stakeholders, or relevant interested parties. Elite ensures that customer requirements are clearly met and that their requirements are captured and understood before the acceptance of an order. Customer requirements include the following:

- Previous customer requirements which pertain to current parts being ordered
- Statutory and regulatory obligations related to the product's lifecycle
- Other non-customer specified performance requirements.
- Any additional requirements determined by Elite.
- Requirements not stated by the customer, but which are necessary for specified or intended use.

Elite controls the stages of the product lifecycle by establishing environmental requirements for each product during its design and development phase. This customer-driven process requires clear, and often repeated, customer interaction to understand the customer's needs.

8.2.3 Review of Requirements

Prior to committing to the customer, Elite ensures and confirms our capacity to supply the required product or service. Pre-acceptance reviews are conducted to ensure that:

- Product requirements are defined and are appropriate.
- Environmental requirements are defined and are appropriate.
- Requirements are defined for delivery and post-delivery activities such as product or service support.
- Requirements not stated by the customer, but which are necessary for intended use, are appropriate.
- Any additional requirements determined by Elite are appropriate.
- Contract or order requirements differing from those previously expressed are resolved.
- Elite can meet the defined requirements.
- Documented information is retained and maintained showing the results of the review.

Customer requirements are confirmed before acceptance by the exchange of contracts or purchase orders via appropriate electronic or hard copy formats.

This review shall be coordinated with applicable functions of the organization. If upon review the organization determines that some customer requirements cannot be met or can only partially be met, Elite has negotiated a mutually acceptable requirement with the customer.

8.2.4 Changes in Requirements

Elite ensures that all relevant documented information relating to changes in product or service requirements are authorized and amended where necessary, and that all relevant personnel are made aware of the documented changes.

8.3 Design & Development

8.3.1 General

- Elite has established, implemented, and maintains a Design & Development process.
- The Process is fully described in Sections A, B, C & D in ***QF 8.3.1-1 - Design & Development Flow Chart***.

8.3.2 Design and development planning

- Elite has determined the stages and controls for design and development.
- Planning is described in ***QF 8.3.1-1 - Design & Development Flow Chart*** in Sections A, B, C & D regarding the planning & Scope of Work.

8.3.3 Design and development inputs

- Elite has determined the requirements essential for the specific types of products and services to be designed and developed.
- The inputs are included in the Scope of Work and described & shown in ***QF 8.3.1-1 - Design & Development Flow Chart*** - Sections A, B, C & D.
- Typical (but not limited to) design requirements are:

  a) beginning with the email thread with the customer
  b) the definition of statutory & regulatory requirements
  c) review of building codes and regulations as required by the design effort

  All above aid in the development of the Scope of Work. Reference ***QF 8.3.1-1 - Design & Development Flow Chart*** - Sections A, B, C & D.

- Retained documentation consists of notes, drawings, sketches, and email messages.

8.3.4 Design and development controls

- Elite applies controls to the design and development process.
- Based on the Scope of Work, the final drawing approval is made in conjunction with the customer via reviews of the drawings and designs.
- Documented information on controls are retained in email messages and design notes.
- Reference ***QF 8.3.1-1 - Design & Development Flow Chart*** - Sections A, B, C & D.

8.3.5 Design and development outputs

- Elite retains documented information on design and development outputs
- Design outputs (including all requirements) are clearly stated on the drawings, design models, or kept secure in JobBoss.
- Reference ***QF 8.3.1-1 - Design & Development Flow Chart*** - Sections A, B, C & D.

8.3.6 Design and development changes

- Elite identifies, reviews, and controls changes made during, or subsequent to, the design & development of products and services.
- Changes during production are reviewed and when approved, the Scope of Work is updated.
- Changes that occur in post-production are treated as an existing design but with a new Scope of Work and defined requirements. Reference ***QF 8.3.1-1 - Design & Development Flow Chart*** - Section C.

8.4 Control of Suppliers & External Processes

8.4.1 General

The purchasing process is essential to our organization's ability to provide our customers with products and services that meet their requirements. Elite ensures that all purchased products or services that are incorporated into our final products conform to our specified requirements.

Elite accomplishes control by closely working with a network of external suppliers. Performance and capability are continually assessed through periodic performance data analysis and inspection or verification of the supplied products or services.

The type and extent of control applied to our suppliers and the purchased product or service is dependent upon the risk that the outsourced product or service may have on our final product or service. These considerations are taken into account by:

- Ensuring that we understand the capabilities and competencies of potential outsourcing suppliers.
- Ensuring that we clearly communicate the roles and responsibilities of the outsourcing supplier.
- Defining the quality requirements for the outsourced process, activity, or product.
- Establishing upfront the criteria for and review of deliverables, frequency of inspections and audits.
- Selecting and qualifying appropriate outsourcing suppliers.
- Periodic review of external provider performance.
- Including the identification of:
  a) relevant technical data (e.g., specifications, drawings, process requirements, work instructions);
  b) design and development controls;
  c) special requirements, critical items, or key characteristics.
- Testing, inspection, and verification (including production process verification).
- The use of statistical techniques for product acceptance and related instructions for acceptance by the organization.
- The need to:
  a) implement a quality management system;
  b) use customer-designated or approved external providers, including process sources (e.g., special processes);
  c) notify the organization of nonconforming processes, products, or services and obtain approval for their disposition;
  d) prevent the use of counterfeit parts (see 8.1);
  e) notify the organization of changes to processes, products, or services, including changes of their external providers or location of manufacture, and obtain the organization's approval;
  f) flow down to external providers applicable requirements including customer requirements;
  g) provide test specimens for design approval, inspection/verification, investigation, or auditing;
  h) retain documented information, including retention periods and disposition requirements;
  i) the right of access by the organization, their customer, and regulatory authorities to the applicable areas of facilities and to applicable documented information, at any level of the supply chain.
- Ensuring that persons are aware of their contribution to product or service conformity; their contribution to product safety; the importance of ethical behavior.

Potential suppliers are evaluated and are added to the Approved Supplier List after successful evaluation.

Elite is maintaining responsibility for the conformity of all externally provided processes, products, and services, including from sources defined by the customer.

Elite has ensured, when required, that customer-designated or approved external providers, including process sources (e.g., special processes), are used.

Elite has identified and managed the risks associated with the external provision of processes, products, and services, as well as the selection and use of external providers.

Elite has required that external providers apply appropriate controls to their direct and sub-tier external providers, to ensure that requirements are met.

8.4.2 Purchasing Controls

Purchased items are checked against the purchase order to confirm identity and quantity. Satisfactory items are placed in stock. If items are rejected on receipt, a non-conformance report is raised, and the supplier contacted to arrange replacement or credit. Elite has established and implemented a process of inspection to ensure that purchased products conform to:

- Purchase orders and delivery notes.
- Product specifications.
- National or international standards.

Where appropriate, risk control measures are applied to outsourced process(es) or product(s). Risk control measures, and their importance, are documented within the purchasing data and clearly communicated to the supplier. The frequency of contract reviews with each supplier varies depending on their performance at any time and the interval between reviews varies from monthly to annually.

8.4.3 Purchasing Information

Elite uses purchase orders to describe the product or service to be purchased. Designated individuals within the company create purchase orders using the company system. They also ensure the adequacy of the requirements that are specified by the purchase order prior to release. Each purchase order includes where appropriate:

- Identification of product or service to be delivered, quantity, delivery date, and cost.
- Requirements for approval or qualification of product, procedures, processes, or equipment.
- Requirements of the quality management system and the qualification of personnel.
- Verification activities of externally provided processes, products, and services shall be performed according to the risks identified by the organization. These shall include inspection or periodic testing, as applicable, when there is high risk of nonconformities including counterfeit parts.

Customer verification activities performed at any level of the supply chain does not absolve the organization of its responsibility to provide acceptable processes, products, and services and to comply with all requirements.

When externally provided, product is released for production use pending completion of all required verification activities. It shall be identified and recorded to allow recall and replacement if it is subsequently found that the product does not meet requirements.

If Elite delegates verification activities to the external provider, the scope and requirements for delegation shall be defined and a register of delegations shall be maintained. Elite has periodically monitored the external provider's delegated verification activities.

When external provider test reports are utilized to verify externally provided products, Elite has implemented a process to evaluate the data in the test reports to confirm that the product meets requirements.

Where appropriate, the roles and responsibilities for risk management on the part of the manufacturer or supplier are defined as part of the purchasing requirements. In addition, prescribed risk control measures are included in the purchasing requirements as part of the purchasing information which is clearly communicated to the supplier or manufacturer.

8.5 Production & Service Provision

8.5.1 Control of Production & Service Provision

To control the planning, administrative support, and implementation of work; our organization's policy is to describe the work methods, the controls applied, and the records required. The process control activities are quality with many aspects that also relate to quality control. The following controlled conditions are applied where applicable:

- Quality control checks performed using appropriate measurement equipment.
- Handling, storage, and transportation.
- Evidence of completed inspections.
- Detailed process work instructions and specifications for all products.
- Criteria for workmanship, competence, and plant maintenance.

In cases where special processes are employed and the results cannot be easily checked, including any processes where deficiencies become apparent only after the product is in use. Validation demonstrates the ability of these processes to achieve planned results by:

- Defining qualification criteria and approval of special processes prior to use.
- Defining criteria for review and approval of the processes.
- Approval of equipment and qualification of personnel.
- Use specific methods and procedures.
- Requirements for records.
- Revalidation.
- Ensuring that documented information for monitoring and measurement activity for product acceptance includes criteria for acceptance and rejection; where in
  a) the sequence verification operations are to be performed;
  b) measurement results to be retained (at a minimum an indication of acceptance or rejection);
  c) any specific monitoring and measurement equipment required, and instructions associated with their use.
- Ensuring that when sampling is used as a means of product acceptance, the sampling plan is justified based on recognized statistical principles and appropriate for use (i.e., matching the sampling plan to the criticality of the product and to the process capability).

For processes where the resulting output cannot be verified by subsequent monitoring or measurement, Elite has established arrangements for these processes including, as applicable:

- Definition of criteria for the review and approval of the processes.
- Determination of conditions to maintain the approval.
- Approval of facilities and equipment.
- Qualification of personnel.
- Use of specific methods and procedures for implementation and monitoring the processes.
- Requirements for documented information to be retained.

Elite has implemented First Article Inspection activities to ensure the production process can produce products that meet requirements.

Production information such as non-conformities, customer returns, and other sources of quality data is evaluated and/or compared against the current risk management output to confirm adequacy and completeness of risk controls.

8.5.2 Identification & Traceability

To preserve the conformance of products to customer requirements during internal processing and delivery, Elite identifies the product throughout the product realization process by:

- the identification of stored equipment and materials as to type, description and inspection status.
- the identification of unacceptable items and their removal from the normal workflow.
- the identification of all inquiries with a unique quote number.
- the identification of subsequent orders by PO and Work Order number.
- the accountability for all products during production (e.g., parts quantities, split orders, nonconforming product).
- the control and monitoring of identified critical items, including key characteristics, in accordance with established processes.
- the determination of methods to measure variable data (e.g., tooling, on-machine probing, inspection equipment).
- the identification of in-process inspection/verification points when adequate verification of conformity cannot be performed at later stages.
- the availability of evidence that all production and inspection/verification operations have been completed as planned, or as otherwise documented and authorized.
- the provision for the prevention, detection, and removal of foreign objects.
- 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.
- the identification and recording of products released for subsequent production use pending completion of all required measuring and monitoring activities, to allow recall and replacement if it is later found that the product does not meet requirements.

When required by the customer, traceability is maintained from receipt of parts to delivery of the final products. Management maintains records that trace part numbers to their corresponding drawings, specifications, and any other relevant documentation such as product configuration records that trace serial numbers of products to their parts lists.

Elite shall maintain the identification of the configuration of the products and services to identify any differences between the actual configuration and the required configuration.

When acceptance authority media are used (e.g., stamps, electronic signatures, passwords), Elite has established controls for the media.

8.5.3 3rd Party Property

We identify, verify, protect and maintain customer property provided for use. Management ensures that lost, damaged, or unsuitable 3rd party property is recorded and immediately reported to the 3rd party and in cases where the 3rd party provides drawings, specifications, etc., they are managed as documented information. 3rd party property can also include customer-owned materials, tools (including packaging), tooling (including test/inspection tooling and equipment), and intellectual property.

- Unless otherwise defined by contract, upon receipt of 3rd party property, our organization will examine items for completeness, proper identification and possible transit damage and identify these items as the property of the relevant customer.
- Items found to be non-conforming are quarantined, tagged and recorded as defined in ***SOP 8.7.2-1 - Control of Nonconforming Product*** and brought to the immediate attention of the customer.
- No 3rd party property is released for further processing or storage until all required verification and testing activities are completed and the results are found to be acceptable.
- After receipt, care is exercised to ensure the protection of 3rd party property against loss or damage until it is incorporated into the product or returned to the 3rd party.
- The identification, segregation, handling, and protection of 3rd party property from time of receipt, subsequent storage, maintenance, and during the entire realization cycle are performed.
- If 3rd party property is lost, damaged, or otherwise identified as unsuitable for use while under our control, these conditions shall be recorded and reported to the customer.

8.5.4 Preservation

Elite ensures that all products and materials are handled and stored appropriately at all stages of the development cycle to prevent damage or deterioration. Products and materials are stored in designated storage areas with appropriate control of inbound receipts and outbound releases. Products in storage are periodically assessed to detect deterioration. All packaging is sufficient to ensure product quality while in storage and during delivery to the customer:

- Components and products are handled and stored in a manner that prevents damage or deterioration, pending use or delivery.
- Each department ensures controls are implemented to prevent mixing conforming and non-conforming materials.
- Packing ensures specified or original manufacturing packaging is utilized.
- All products are suitably packed to prevent deterioration or damage during storage and delivery.

Preservation of outputs shall also include, when applicable in accordance with specifications and applicable statutory and regulatory requirements, provisions for:

- cleaning.
- prevention, detection, and removal of foreign objects.
- special handling and storage for sensitive products.
- marking and labelling, including safety warnings and cautions.
- shelf-life control and stock rotation.
- special handling and storage for hazardous materials.

8.5.5 Post-delivery Activities

Elite determines customer requirements before acceptance of an order. Elite doesn't do post-delivery activities unless required by the customer. Customer requirements may include the following:

- Requirements not stated by the customer but necessary for specified use or intended use.
- Statutory and regulatory requirements related to the product.
- Requirements required for delivery and post-delivery activities such as product support.
- Any additional requirements determined by our organization.
- Collection and analysis of customer feedback/complaints for continual improvement purposes.
- Control, updating, and provision of documentation relating to our company capabilities (website and marketing material).

When problems are detected after delivery, Elite has taken appropriate action including investigation and reporting.

8.5.6 Control of Changes

Changes to the product realization process are identified and recorded. Any changes are reviewed, verified, validated, and approved. The product realization process changes include evaluating the effects of those changes upon constituent products already delivered. All results relating to the review of changes are retained as documented information. Management has been authorized to approve production changes.

8.6 Release of Products & Services

Management has overall responsibility for planning and implementing the inspection and test activities needed to verify that product requirements are met at appropriate stages of the product realization process.

Products are not used until they are inspected or verified as conforming to requirements, except when the product is released under positive-recall procedures pending completion of all required measurement and monitoring activities.

When our organization uses sampling inspection as a means of product acceptance, we ensure that the inspection plan is based on sample size and method of inspection that will yield statistically valid results. The plan precludes the acceptance of lots whose samples have known non-conformities. When required, the plan is submitted for customer approval.

Measurement and acceptance criteria that are necessary for product acceptance are retained as documented information; subsequent acceptance records form the production documentation evidence which includes the following information:

- Criteria for acceptance and rejection.
- Locations in the process sequence where measurement and testing operations were performed.
- Types of measurement instruments used, including any instructions associated with their use.
- Test records showing actual test results where required by the specification or acceptance test plan.

Elite has ensured that all documented information required to accompany the products and services are present at delivery.

When required to demonstrate product qualification, Elite has ensured that retained documented information provides evidence that the products and services meet the defined requirements.

Documented information is retained to indicate the person authorizing the release of the product. Product release and service delivery does not proceed until all the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority, and where applicable by the customer.

8.7 Control of Non-Conforming Outputs

It is our organization's policy to detect, control, and rectify any aspect of an output that does not conform as quickly and efficiently as possible. Where necessary, any product or service output that does not conform to requirements is properly identified and controlled to prevent unintended use or delivery. The non-conformity is analyzed, and the cause(s) are investigated.

Improvement actions are implemented to ensure that the non-conformance does not reoccur. Once the non-conforming outputs are corrected, the outputs are then verified for conformity against requirements. Documented information concerning the nature of any non-conformances, the resolving authority, and the resulting corrective actions is retained. Where necessary, details concerning any authorized concessions are documented as evidence of acceptance.

Product dispositioned for scrap shall be conspicuously and permanently marked, or positively controlled, until physically rendered unusable.

9 Performance Evaluation

9.1 Monitoring, Measurement, Analysis & Evaluation

9.1.1 General

Elite applies suitable methods for determining which aspects of the QMS and its processes are to be monitored, measured, and evaluated. The frequency and methods by which our processes are monitored, measured, and evaluated is determined and informed by:

- Customer feedback and specification requirements.
- Process and QMS requirements and the criticality for product conformity.
- Process performance and audit results.
- Level of risk and types of control measure.
- Trends in non-conformities or corrective actions.

All monitoring, measuring, and evaluation outputs are documented and analyzed to determine process effectiveness and to ensure their effectiveness in achieving in-tolerance results, and to identify opportunities for improvement.

- In-process checks relate to both quality control and productivity checks.
- Provision is made for the identification and resolution of non-conformances.
- The emphasis is to prevent any problems which might affect customer satisfaction.
- In-process checks are performed and documented.
- Where specific inspection points are required, these are identified at the contract planning phase.

Where applicable, test and inspection records are retained as documented information for a minimum of three years. This documented information includes details of the final inspection authority to confirm that all critical parameters were in accordance with established requirements and specifications.

Products are not normally released or delivered until all planned inspections and tests have been completed and that documented information exists to provide evidence of conformity with acceptance criteria and identifying the person(s) authorizing release. In rare cases (due to customer requirements and/or production emergencies) unverified product may be released or delivered under controlled conditions of positive recall, as documented and authorized by Management and, where applicable, approved by the customer.

9.1.2 Customer Satisfaction

Management monitors information and trends relating to customer perception as to whether the organization has fulfilled the customers' requirements.

Information to be monitored and used for the evaluation of customer satisfaction shall include, but is not limited to, product and service conformity, on-time delivery performance, customer complaints, and corrective action requests.

9.1.3 Analysis & Evaluation

To identify opportunities for improvement, Management and senior managers, as appropriate, collect and analyze data using appropriate statistical and non-statistical techniques to determine the suitability and effectiveness of key quality management system processes using data points that are applicable to their area(s) of responsibility. At a minimum, data is analyzed to assess achievement of the corporate level objectives and customer requirements.

A process is effective if the desired results are measurably achieved. Effectiveness is measured in terms of product quality, process accuracy, delivery schedule performance, cost and budgetary performance, employee performance against established objectives and levels of customer satisfaction. To identify strengths, weaknesses, threats and opportunities within our management system, Elite monitors and analyzes trends using the following data points:

- Conformity of processes and products, and their trends.
- Characteristics and trends of processes and products, including opportunities for improvement.
- Audits
- Conformity to product, customer, and legal requirements.
- Customer satisfaction and perception data.
- Supplier and external provider performance data.
- Results of actions taken to address risks and opportunities.
- Effective implementation of quality management system planning.
- Improvement opportunities identified during internal audits and management reviews.

Control limits for process and product performance are expressed as objectives and targets and are disseminated via documented information as appropriate. Elite undertakes corrective action when the data shows a trend toward the pre-defined control limit. Employees, who utilize statistical tools to analyze; measure and verify outputs, are sufficiently competent to ensure proper deployment of these techniques.

9.2 Internal Audit

The QMS audit program is coordinated by the General Manager and details the frequency and general focus of each internal audit. The schedule may be altered at any time as necessary to ensure all areas are audited at a frequency determined by the associated risk of non-compliance.

Internal audit results are critical inputs that help to assess the effectiveness of our QMS. Elite internal audits use risk-based thinking and the notion of continual improvement as the main drivers. Internal audits are conducted at planned intervals to determine whether the quality management system conforms to our organization's planned arrangements and to the requirements of AS9100.

Elite's internal audit program is based upon a strategy that considers the status and importance of each process that comprises the scope of our QMS. The audit frequency is based upon process performance trends, results from previous audits, levels of customer satisfaction, rates of non-conformity and corrective action, etc.

The criteria, scope, frequency, and methods of each audit are defined in our audit plan. The selection of trained auditors and their subsequent impartial conduct ensure objectivity throughout the audit process. Each Auditor ensures that:

- The results of each audit are recorded using an Internal Audit Report.
- That timely appropriate corrective action undertaken where required.
- They retain documented information such as audit checklists and audit reports as evidence of the effective implementation of the audit program in respect of each audit.

All internal audits are conducted by individuals who are not permitted to audit work they conduct themselves to ensure objectivity and impartiality. When determined necessary by Top Management the conducting of internal audits can be outsourced and conducted by a certified independent auditor. All internal audits are conducted by individuals who have undertaken 'Auditor' training as a minimum, and who therefore are aware of the benefits of building their own scope for each audit by referring to:

1. Related previous internal and external audit actions.
2. Relevant parts of the Risk & Opportunities
3. The relevant QMS management procedures.
4. The Business Manual and relevant clause requirements AS9100
5. Non-conformities and related corrective actions.

When conducting internal audits, performance indicators can be evaluated to determine whether the quality management system is effectively implemented and maintained.

9.3 Management Review

9.3.1 General

To ensure the continuing suitability, adequacy, and effectiveness of our QMS in meeting our organization's strategies, Management conducts formal management review meetings at planned intervals.

In summary, a member of Management chairs the QMS Review Meeting. The review group is coordinated and recorded by the General Manager. To ensure that the review group includes each of the requirements of AS9100, a Management Review Agenda & Minutes is prepared issued by the General Manager.

9.3.2 Inputs

The primary inputs that are reviewed comprise data from conformance and performance measurements that are gathered at key quality data points from various processes. Subsequent recommendations for improvement are based on the evaluation of such measurements.

Conformance is primarily assured through internal audits and demonstrated through a review of audit results and our demonstrated ability to detect, correct, and prevent problems. Performance is primarily assured through the deployment of corporate and operational level objectives, and through the review of our demonstrated ability to achieve desired results.

9.3.3 Outputs

The primary outputs of management review meetings are management actions that are being taken to make changes or improvements to our quality management system. During management review meetings, Management identifies appropriate actions to be taken regarding the following issues:

- Improvement of the effectiveness of the quality management system and its processes.
- Improvement of product related to customer requirements.
- Opportunities and risks.
- Resource needs.
- Risks identified

The primary outputs of management review meetings are the actions necessary to make changes or improvements to our quality management system and the provision of resources needed to implement these actions. Responsibilities for required actions are assigned to members of the management review team. Any decisions made during the meeting, assigned actions and their due dates are recorded in the management review minutes.

10 Improvement

10.1 General

The Production Manager uses a range of the performance evaluation tools highlighted in Section 9 to make recommendations for improvement and to achieve the intended outcomes of our QMS. For example, recommendations may emerge from the review groups and from findings raised in internal audits.

To determine and select opportunities for improvement or to implement any necessary actions to meet the requirements of customers and relevant interested parties, or to enhance customer satisfaction, Elite drives improvement via the analysis of relevant data. The data inputs for the improvement process include:

- Risk and opportunity evaluations.
- Assessment of the changing needs and expectations of interested parties; including, as applicable, those related to human factors.
- The conformity of existing products and services.
- Supplier performance.
- Increasing beneficial impact and opportunities.
- Levels of customer satisfaction, including complaints and feedback.
- Internal and external audit results.
- Corrective action and non-conformance rates.
- Data from process and product characteristics and their trends.
- Flow-down corrective action requirements to an external provider when it is determined that the external provider is responsible for the nonconformity.
- Taking specific actions when timely and effective corrective actions are not achieved.

Elite has maintained documented information that defines the nonconformity and corrective action management processes.

Elite also ensures that opportunities for improvement from daily feedback on operational performance are evaluated by the General Manager. Changes are typically implemented through the corrective action system. Opportunities for improvement from analysis of longer-term data and trends are evaluated and implemented through the management review process and are prioritized with respect to their relevance for achieving our quality and environmental objectives.

The overall effectiveness of continual improvement program (including corrective actions taken as well as the overall progress towards achieving corporate level improvement objectives) is assessed through our management review process.

10.2 Non-conformity & Corrective Action

Non-conformities with aspects of quality and the requirements of AS9100 are reported to the General Manager in order that an investigation can be initiated. The appropriate manager documents the non-conformity and considers the root cause of the non-conformity. If necessary, other responsible parties will be consulted to identify the root cause and plan appropriate action.

The appropriateness of actions taken is reviewed during document reviews and the internal audit process and reported as necessary to the Management Review. Evidence of non-conformance, customer dissatisfaction, or process weakness is used to drive our continual improvement system. Since problems may already exist, they will require immediate correction and possible additional action aimed at eliminating or reducing the likelihood of its recurrence.

Follow-up audits are conducted in accordance with the internal audit process to ensure that effective corrective action is taken and that the action is appropriate to the impact and nature of the problem encountered. In addition, the General Manager summarizes and analyzes corrective action data to identify trends to assess the overall effectiveness of the corrective action system and to develop related recommendations for improvement.

The resulting corrective actions are reviewed for effectiveness and are reported to Management to determine if changes to the QMS are required, or whether any new risks or opportunities need to be considered during planning. If CAR is not closed in a timely manner, Manager will re-evaluate again in 30 days to see why not.

The corrective actions are considered effective if the specific problem was corrected and data indicates that the same or similar problems have not recurred. Results of data analysis and subsequent recommendations are presented to Management for review.

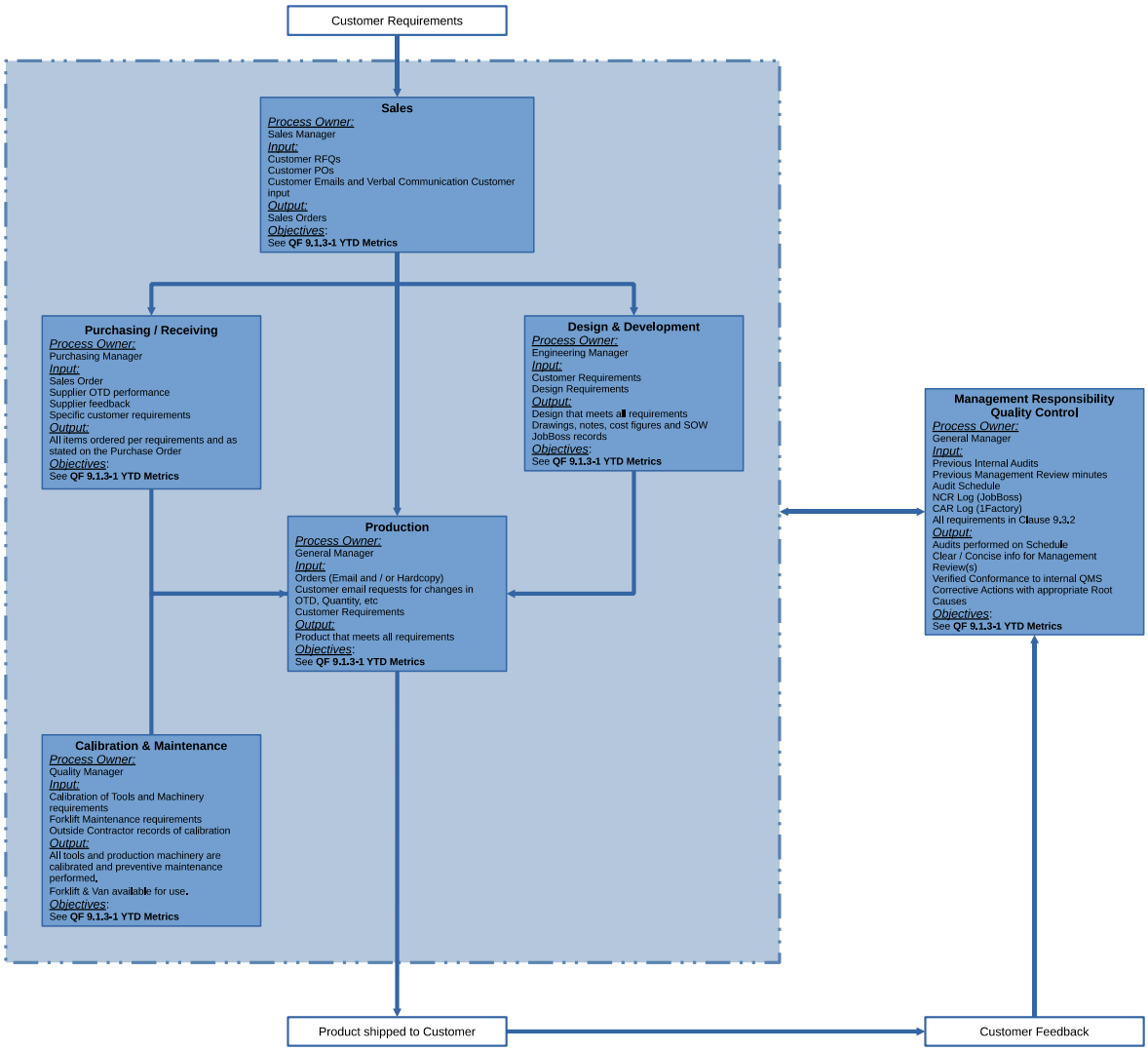
10.3 Improvement

Elite continually improves the effectiveness of its quality management system through the effective application of the corporate policies, objectives, auditing and data analysis, corrective and preventive actions, and management reviews.

The continual improvement process begins with the establishment of our corporate policies and objectives for improvement, based on objectives contained in our business plan and customer targets and goals. Customer satisfaction, internal audit data, process and product performance data, and the cost of poor quality or risk control are then compared against objectives to identify additional opportunities for improvement.

The overall effectiveness of the continual improvement program, including corrective actions taken, as well as the overall progress towards achieving corporate level improvement objectives, are assessed through our management review process.

Appendix A: Global Process Map



Appendix B: AS9100 REV D Clauses to Process Table

AS9100 REV D Clauses	Applicable Process
4. CONTEXT OF THE ORGANIZATION (all)	Management Responsibility Quality Control
5. LEADERSHIP (all)	Management Responsibility Quality Control
6. PLANNING (all)	Management Responsibility Quality Control
7. SUPPORT	
7.1 Resources	
7.1.1 General	Management Responsibility Quality Control
7.1.2 People	Management Responsibility Quality Control
7.1.3 Infrastructure	Calibration & Maintenance
7.1.4 Environment for the Operation of Processes	Management Responsibility Quality Control
7.1.5 Monitoring and Measuring Resources (all)	Calibration & Maintenance
7.1.6 Organizational Knowledge	Management Responsibility Quality Control
7.2 Competence	Management Responsibility Quality Control
7.3 Awareness	Management Responsibility Quality Control
7.4 Communication	Management Responsibility Quality Control
7.5 Documented Information (all)	Management Responsibility Quality Control
8. OPERATION	
8.1 Operational Planning and Control (all)	Production
8.2 Requirements for Products and Services (all)	Sales
8.3 Design and Development of Products and Services (all)	Design & Development
8.4 Control of Externally Provided Processes, Products, and Services (all)	Purchasing / Receiving
8.5 Production and Service Provision (all)	Production
8.6 Release of Products and Services	Production
8.7 Control of Nonconforming Outputs (all)	Production
9. PERFORMANCE EVALUATION	
9.1 Monitoring, Measurement, Analysis, and Evaluation	
9.1.1 General	Management Responsibility Quality Control
9.1.2 Customer Satisfaction	Sales
9.1.3 Analysis and Evaluation	Management Responsibility Quality Control
9.2 Internal Audit (all)	Management Responsibility Quality Control
9.3 Management Review (all)	Management Responsibility Quality Control
10. IMPROVEMENT (all)	Management Responsibility Quality Control

Appendix C: Process to AS9100 REV D Table

Process	AS9100 REV D applicable clauses
Calibration & Maintenance	7.1.3 Infrastructure
	7.1.5 Monitoring and Measuring Resources (all)
Design & Development	8.3 Design and Development of Products and Services (all)
Management Responsibility Quality Control	4. CONTEXT OF THE ORGANIZATION (all)
	5. LEADERSHIP (all)
	6. PLANNING (all)
	7.1.1 General
	7.1.2 People
	7.1.4 Environment for the Operation of Processes
	7.1.6 Organizational Knowledge
	7.2 Competence
	7.3 Awareness
	7.4 Communication
	7.5 Documented Information (all)
	9.1.1 General
	9.1.3 Analysis and Evaluation
	9.2 Internal Audit (all)
	9.3 Management Review (all)
	10. IMPROVEMENT (all)
Production	8.1 Operational Planning and Control (all)
	8.5 Production and Service Provision (all)
	8.6 Release of Products and Services
	8.7 Control of Nonconforming Outputs (all)
Purchasing / Receiving	8.4 Control of Externally Provided Processes, Products, and Services (all)
Sales	8.2 Requirements for Products and Services (all)
	9.1.2 Customer Satisfaction

Appendix D: QMS Standard Operating Procedures - (SOPs)

- SOP 6.1.1-1 Risk and Opportunities Management
- SOP 7.1.3-1 Plant and Equipment Maintenance
- SOP 7.1.5-1 Control of Monitoring & Measuring Devices
- SOP 7.2.0-1 Competency, Awareness & Communication
- SOP 7.5.3-1 Control of Quality Documents & Records
- SOP 7.5.3-2 Data Backup & Restore
- SOP 8.1.1-1 Product (Production) Planning
- SOP 8.2.1-1 The Management of Customer Communications
- SOP 8.2.2-1 RFQ to Sales Order Generation Procedure
- SOP 8.2.4-1 Amendments to Contracts
- SOP 8.3.1-1 Design & Development
- SOP 8.4.1-1 Supplier Evaluation, Selection & Performance Monitoring
- SOP 8.4.1-2 Anti-Counterfeit Policy & Control Plan
- SOP 8.4.2-1 Purchasing, Supplier Control & Supplier Verification
- SOP 8.5.1-1 Production Management (Job Travelers)
- SOP 8.5.1-2 Control of Production
- SOP 8.5.2-1 Identification and Traceability
- SOP 8.5.3-1 Customer or Supplier Property
- SOP 8.5.4-1 Preservation
- SOP 8.5.6-2 Customer Engineering Change
- SOP 8.6.1-1 Release of Product
- SOP 8.7.2-1 Control of Nonconforming Product
- SOP 9.1.1-1 Measuring and Monitoring of Product
- SOP 9.1.2-1 Customer Satisfaction
- SOP 9.1.3-1 Performance Evaluation
- SOP 9.2.2-1 Internal Audit
- SOP 9.3.1-1 Management Review
- SOP 10.2-1 Corrective Action