LOR-VAN Manufacturing, LLC Quality Manual

3307 Edward Ave. Santa Clara, CA 95054

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Second Edition-Revision: A

Mission Statement:

LOR-VAN Manufacturing strives to satisfy customers' needs in the most efficient and effective manner. We operate within our financial goals and objectives to establish our competitive position in the market and meet or exceed the needs and expectations of our customers.

Our Vision towards the future:

LOR-VAN Manufacturing is proud to manufacture quality, on-time, and competitively priced products built in the U.S.A.; this is our passion and commitment! We aim to stay competitive in the manufacturing market with the use of new technologies, our improving Quality Management System, and our experienced employees.

Scope

Build and manufacture quality custom sheet metal and machining products per the customers' specifications.

Approvals

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

	Name	Position	Date
Prepared by	Joe Barajas	Q.A. Manger	5/12/15
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Revision History

RN Number	Page Number	Context	Rev	Date
N/A	All	New Edition (2nd) Quality Manual	X1	1/15/15
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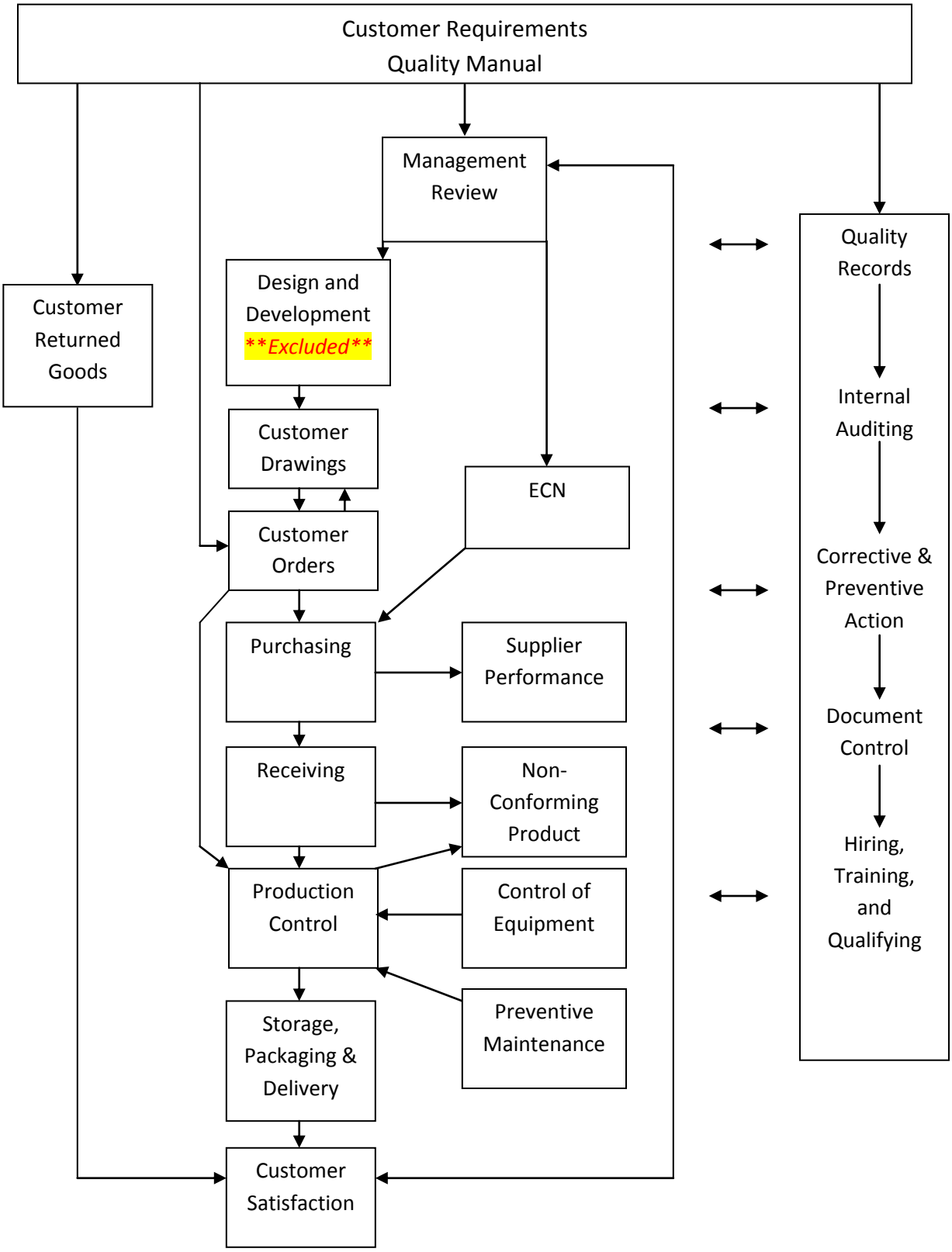


1 Quality Management System

General Requirements

LOR-VAN Manufacturing shall establish, document, implement, and maintain a Quality Management System (QMS) and continually improve its effectiveness in accordance with the requirements of ISO 9001:2008.

The company shall:

a) Determine the processes needed for the Quality Management System (QMS) and their application throughout the company
b) Determine the sequence and interaction of these processes
c) Determine criteria and methods needed to ensure both the operation and control of these processes is effective
d) Ensure the availability of resources and information necessary to support the operation and monitoring of these processes
e) Monitor, measure where applicable, and analyze these processes
f) Implement actions necessary to achieve planned results and continual improvement of these processes

The QMS documentation shall include

a) Documented statements of a quality policy and quality objectives
b) A quality manual
c) Documented procedures and records required by ISO 9001:2008
d) Documents, including records, determined by the company to be necessary to ensure the effective planning, operation, and control of its processes

2 Management Responsibility

Management Commitment

Top management at LOR-VAN has not only actively participated in developing and implementing our Quality Management System, but is also committed to continually improving its effectiveness. Top management of LOR-VAN clearly demonstrates its commitment by:

- Communicating to LOR-VAN employees the importance of meeting customer requirements, as well as statutory and regulatory requirements
- Establishing our Quality Policy
- Ensuring the Quality Objectives are established
- Conducting periodic management reviews of the Quality Management System
- Ensuring the availability of resources

Quality Policy

Top management at LOR-VAN Mfg. are committed to consistently exceed customer expectations by providing products, services and information of the highest quality in terms of reliability, accuracy and timeliness. Our success is based on continuously improving the effectiveness of our products, processes, and quality management system.

Quality Objectives

1. Decrease customer concerns (measured monthly)
2. Meet customer requirements in a cost-effective manner (customer survey—annually)
3. Decrease scrap and rework
4. Maintain the Quality Management System
5. Provide a safe and accident free environment (measured quarterly)
6. Continuous improvement

3 Policies and Procedures

3.1 QPLV001 Procedure: Quoting

Purpose and Scope

A quote will be generated by LOR-VAN any time a customer is looking to purchase goods and services from LOR-VAN. The customer and LOR-VAN will come to an agreement on a reasonable time frame and cost for executing a P.O. The quote will include all facets of a job process from quantity and material prices to time costs and due dates.

Policy

3.1.1 During the quoting process, LOR-VAN will make sure to have the capacity to meet the customer's requirements and provide an accurate quotation.

3.1.2 The amount of detail on a particular quote may very; it must be suitable for the nature of the job and the degree of risk.

3.1.3 It is the responsibility of the Estimating, Purchasing, and Engineering Staff to work together and coordinate a reasonable, competitive, and cost effective quote price for all of our customers.

3.1.4 A copy of every quote must be stored indefinitely in the relevant quote file on the LOR-VAN Network; store by Customer name.

3.1.5 If a quote is accepted, the quote can then be used as a reference by the customer to produce and present an initial P.O. to LOR-VAN for assessment so they can generate a Work Order.

3.1.6 Detailed steps for Quoting are mapped out in the LOR-VAN Work Instruction: *LVWI-007-WI Quoting Process.*

Responsible

Responsible parties who are required to be involved in the Quoting Process are as follows:

- Estimating Staff
- Purchasing Staff
- Engineering Staff

Associated Materials

1. ShopKeeper 2010 Rev: 3.10h1—Insite Software Solutions (ISS)
2. Excel Spreadsheet
3. LVWI-007-WI Quoting Process

Definitions

1. P.O. (Purchase Order): A commercial document and first official offer issued by a buyer to a seller indicating types, quantities, and agreed prices for products or services.

3.2 QPLV002 Procedure: Customer Print Filing and Storing

Purpose and Scope

The purpose of the Customer Print Filing and Storage Procedure is to ensure that all customer prints, current or obsolete, are controlled and their integrity maintained for accurate referencing and manufacturing purposes. This procedure applies to the control of all of LOR-VAN's customer's print.

Policy

3.2.1 LOR-VAN will identify, store, and file all original master copy, step file, and CAD model versions of a customer print.

3.2.2 Document Control will track and control the allocation and process flow of a customer's print from the time it is first received at LOR-VAN up until its reference is no longer needed for manufacturing purposes and it is purged from LOR-VAN's files.

3.2.3 Detailed steps for print filing and storing are mapped out in the LOR-VAN Work Instruction: *LVWI-008-WI Customer Print Filing and Storing Process.*

Responsible

Responsible parties who are required to be involved in the Customer Print Filing and Storing Procedure are as follows:

- Estimator
- Document Control
- Engineer (Programmer)

Associated Materials

1. Master Copy Blueprint
2. Step File
3. CAD Model
4. LVWI-008-WI Customer Print Filing and Storing Process

Definitions

1. Print: Customer Production Blueprint
2. CAD: Computer-Aided Design

3.3 QPLV003 Procedure: Customer Work Orders

Purpose and Scope

The Customer Work Order Process is used for creating jobs for production and an efficient scheduling of work orders based on customer due dates. This procedure applies to all parts manufactured at LOR-VAN to fill a customer's order.

Policy

3.3.1 Products produced by LOR-VAN are controlled according to an approved process plan.
3.3.2 Forecast order information to ensure that the quantity yield will support the P.O.
3.3.3 Create Work Order and Production Router; purchase materials needed.
3.3.4 Detailed steps for generating work orders are mapped out in the LOR-VAN Work Instruction: *LVWI-009-WI Customer Work Order Generating Process.*

Responsible

Responsible parties who are required to be involved in the Customer Work Order and Purchasing Process are as follows:

- Estimator
- Production Manager
- Customer Service Representative

Associated Materials

1. Planning/Scheduling W.I. Document (QSWI 7.5.1.1) for Job Input Planning on ISS (Insite Software Solutions)
2. Inventory Master in ShopKeeper 2010 Rev: 3.10h1—Insite Software Solutions (ISS)
3. LVWI-009-WI Customer Work Order Generating Process

3.4 QPLV004 Procedure: Approved Supplier List (ASL)

Purpose and Scope

An Approved Supplier List (ASL) includes all suppliers who qualify to provide LOR-VAN Manufacturing, LLC with quality approved goods and services. The purpose of this procedure is to monitor and evaluate suppliers who provide production components, materials, services, and tooling to LOR-VAN.

Policy

3.4.1 LOR-VAN uses suppliers for goods and services needed to manufacture product. All suppliers must be approved by LOR-VAN before their goods and services can be accepted. Potential suppliers must go through a Quality Approved LOR-VAN Supplier Assessment Screening before they are eligible to supply LOR-VAN with goods and services.

3.4.2 Potential Suppliers must complete a Self-Evaluation Assessment by completing both a *Supplier Capability Profile Assessment* Form (FRM-013) and a *Supplier Qualification Assessment* Form (FRM-014) before LOR-VAN can consider them for approval.

3.4.3 Suppliers will be re-assessed annually by the Q.A. Manager

3.4.4 All LOR-VAN Mfg. Suppliers will hold the same *"Priority Classification"* since all suppliers used are critical to providing goods and services to LOR-VAN which directly contributes to our productivity and continued delivery of quality product to our customers.

3.4.5 The LOR-VAN CEO/President has the right to disqualify any Supplier, for any reason, at any time.

3.4.6 Detailed steps for the ASL process are mapped out in the LOR-VAN Work Instruction: *LVWI-010-WI Approved Supplier List (ASL) Process.*

Responsible

Responsible parties who are required to be involved in the ASL Process are as follows:

- Estimator
- CEO/President of LOR-VAN Manufacturing, LLC
- Quality Assurance (Q.A.) Manager

Associated Materials

1. FRM-013 (Supplier Capability Profile Assessment Form)
2. FRM-014 (Supplier Qualification Assessment Form)
3. FRM-003 (Corrective Action Report Form)
4. ASL Excel Spreadsheet Log (Approved Supplier List)
5. LVWI-010-WI Approved Supplier List (ASL) Process

3.5 QPLV005 Procedure: Control and Traceability of Material and Vendor Certifications

Purpose and Scope

Control of vendor processes and raw material certifications will ensure proper documentation is available and on-hand when needed and will not be unintentionally used for materials that are not truly associated with a product being manufactured. The purpose of material and process certification control is to ensure the credibility of all materials and processes used by LOR-VAN Manufacturing to produce customer ordered products.

Policy

3.5.1 When ordering raw materials from a vendor, a request for a material certification and test report is mandatorily made by the LOR-VAN buyer.

3.5.2 When the material arrives at LOR-VAN, managing and tracking of the material and its certification documents will be done per the LOR-VAN *LVWI-012-Materials Management and Tracking Process* work instruction.

3.5.3 Outside Process certifications such as plating, painting, and silkscreen certifications will only be requested from the vendor if the customer requires such certification and requests them ahead of time through a P.O.

3.5.4 Outside Process certifications will only be used for product that was treated at the time the certification was created and for the quantity of parts listed on that particular certification. Once the parts treated under the certification associated with them are sent to a customer at the quantity listed on the certification, the certification will no longer be valid and must be purged from LOR-VAN's records.

3.5.5 Outside Process certifications will also be managed and tracked per the LOR-VAN *LVWI-012-Materials Management and Tracking Process* work instruction.

Responsible

Responsible parties who are required to be involved in the Control and Traceability Process are as follows:

- Shipping and Receiving Manager
- Document Control
- Quality Assurance (Q.A.) Manager

Associated Materials

1. Designated Filing Cabinet (labeled and organized by vendor)
2. Outside Process Certification Documentation

3. Material Certification Documentation
4. LVWI-012-WI Materials Management and Tracking Process

3.6 QPLV006 Procedure: Deviation Request

Purpose and Scope

A Deviation Request will be presented to a customer in the event that LOR-VAN feels that it is necessary for the manufacturing process of a part or a blueprint call-out to be revised for practicality and capability purposes.

Policy

3.6.1 In the event that LOR-VAN feels that it is necessary for the manufacturing process of a part or a blueprint call-out to be revised for more practical manufacturing purposes, LOR-VAN will present a Deviation Request to its customer for an approved deviation in the form of a "Deviation Request Form" (FRM-001).

3.6.2 Once a deviation request is completed, if approved it will be attached to a customer approved redlined or new "Up-Rev" blueprint and will accompany the associated work order until the completion of the production job.

3.6.3 Completed Deviation Request Forms will be stored indefinitely on the LOR-VAN Server organized by customer and a hard copy will be filed away by the Q.A. Manager.

3.6.4 Deviation information is to be controlled by LOR-VAN Document Control and will be used for all subsequent jobs associated with Deviation Approved Part Number and current Revision.

3.6.5 Detailed steps for the Deviation Request process are mapped out in the LOR-VAN Work Instruction: *LVWI-011-WI Deviation Request Process.*

Responsible

Responsible parties who are required to be involved in the Deviation Request Process are as follows:

- Engineering
- Production Manager
- Document Control
- Quality Control (Q.C.) Inspector
- Quality Assurance (Q.A.) Manager

Associated Materials

1. FRM-001 (Deviation Request Form)
2. FRM-003 (Corrective Action Report Form)
3. Customer "Deviation Requests" folder
4. LVWI-011-WI Deviation Request Process

3.7 QPLV007 Procedure: Inventory Control

Purpose and Scope

The purpose of this procedure is to identify and locate all manufactured product that is not immediately delivered to the customer. Detailed storage and traceability of product bound for stock will allow product to be easily located and quickly attained when needed.

Policy

3.7.1 Any parts manufactured beyond the required quantity needed to fill a customer's order will be considered "extra parts". Extra parts will be moved to stock once the order quantity is shipped.

3.7.2 Extra and incomplete parts must be entered in the *Inventory Master* module in the LOR-VAN ERP system (ISS Shopkeeper-SK2010 Job Control) with exact storage location.

3.7.3 Incomplete Parts will be moved to the Incomplete Parts Shelves to await completion before being shipped to a customer or moved to stock.

3.7.4 Non-conforming parts are to be quarantined in the pre-designated non-conforming materials areas in the storeroom or on the production floor.

3.7.5 The Q.A. Manager will ensure that all non-conforming or incomplete parts are quarantined in the proper areas so that there is no risk of sending non-conforming or incomplete parts in place of conforming or complete parts to a customer.

3.7.6 Detailed steps for the Inventory Control process are mapped out in the LOR-VAN Work Instruction: *LVWI-013-WI Inventory Control Process.*

Responsible

Responsible parties who are required to be involved in the Inventory Control Process are as follows:

- Storeroom Clerk
- Storeroom Supervisor
- Q.A. Manager

Associated Materials

1. Production Router (Job Traveler (SK066 Rev. C))
2. Inventory Master (ISS ShopKeeper-Sk2010 Job Control)
3. LVWI-013-WI Inventory Control Process

3.8 QPLV008 Procedure: Calibration Process

Purpose and Scope

The Calibration Procedure describes the methods to be employed and the personnel responsible for conducting, documenting, and controlling measuring devices used by LOR-VAN Mfg. This procedure applies to all measuring devices used by LOR-VAN which assist in determining product conformance per customer quality and documentation requirements.

Policy

3.8.1 Calibration is to be done on an annual basis. The Quality Assurance (Q.A.) Manager will contact a pre-approved outsourced calibration company at least a week *before* all measuring devices are due for calibration and schedule a new calibration appointment.

3.8.2 Production employees are responsible for presenting all measuring devices for calibration when:

- Notified by the Quality department
- The accuracy and precision of an instrument or device is suspect
- The calibration due date is expired

3.8.3 The outsourced calibration company used is required to provide calibration certification for all tools calibrated. Every instrument and measuring device is to be labeled with a tool number, date of calibration, and due date for the next required calibration.

3.8.4 All instruments and measuring devices that fail to meet calibration standards are to be labeled as defective, taken out of commission, quarantined, and not to be used until repaired or replaced (See Work Instruction: *LVWI-002*).

3.8.5 Following completion of calibration, all associated logs should be updated.

3.8.6 Any New Hire Employees are required to complete an Employee Tool Inventory List (FRM-020) providing a list of personal tools to be added to the LOR-VAN calibration list (See Work Instruction: *LVWI-001*).

Responsible

Responsible parties who are required to be involved in the Calibration Process are as follows:

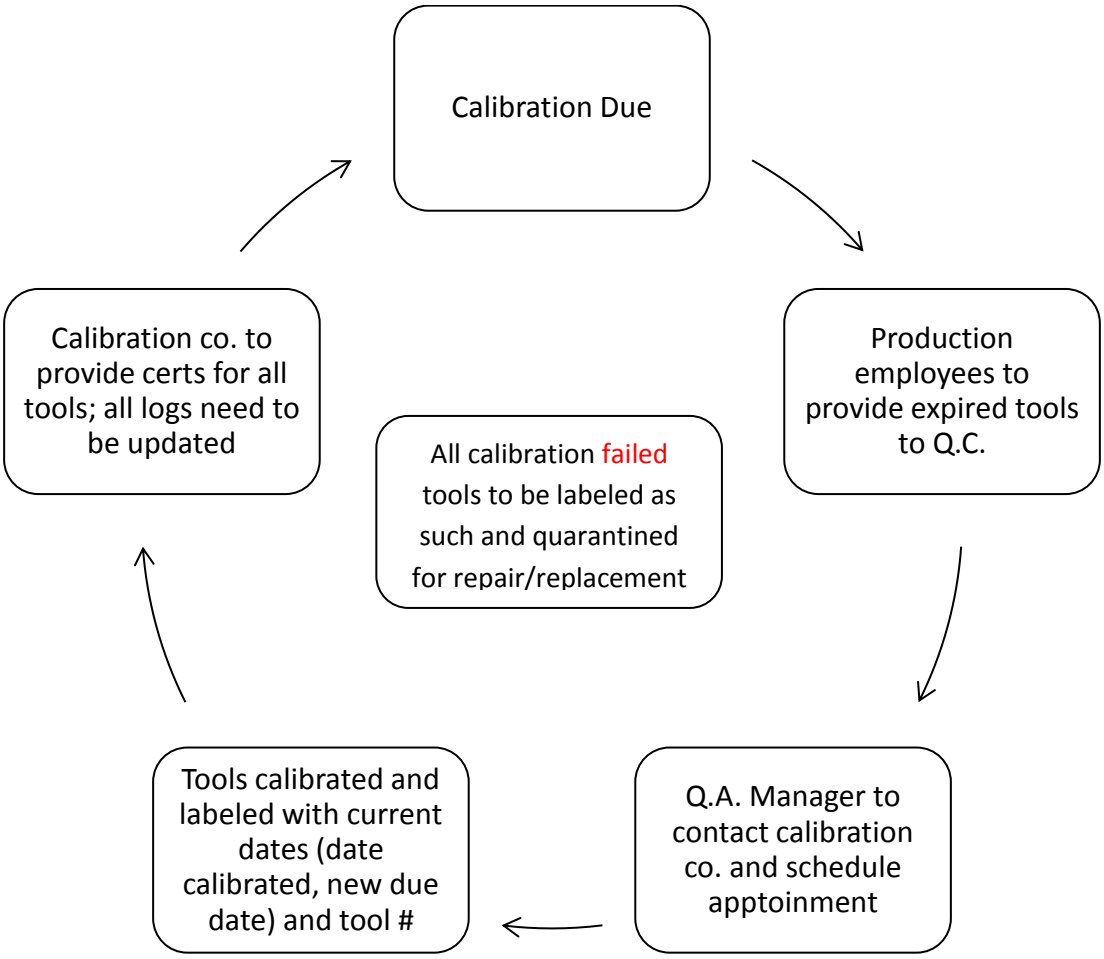
- Quality Assurance (Q.A.) Manager
- Pre-Approved Outsourced Calibration Company

Associated Materials

1. FRM-020 (Employee Tool Inventory List)
2. Official Calibration Certification Document for each instrument and measuring device
3. LOR-VAN Calibration Log

Calibration Process Map

Flow Chart for Calibration



3.9 QPLV009 Procedure: Equipment Maintenance and Inspection

Purpose and Scope

Continual inspection of manufacturing equipment and regular maintenance will assure that products being produced by LOR-VAN will not only be consistent, but also meet the highest customer quality standards. A product is only as good as the equipment it's made on, so LOR-VAN makes Equipment Maintenance one of its highest priorities.

Policy

3.9.1 All manufacturing equipment will be checked for maintenance on a weekly basis.

3.9.2 A thorough inspection and maintenance check on all manufacturing equipment used to produce any customer ordered products will be done one day out of *every* week.

3.9.3 The *Equipment Maintenance and Inspection Form* (FRM-008) will be used by the production worker performing the maintenance inspection to record their findings.

3.9.4 All services needed to be performed to maintain equipment's integrity and working optimization will be reported to the production manager so they are taken care of in a timely manner so as to not interrupt the production flow on the manufacturing floor.

3.9.5 The Q.A. Manager will check the *Equipment Maintenance and Inspection Forms* once a month and track and maintain all maintenance records and associated logs.

3.9.6 Detailed steps for the Equipment Maintenance and Inspection process are mapped out in the LOR-VAN Work Instruction: *LVWI-014-WI Equipment Maintenance and Inspection Process.*

Responsible

Responsible parties who are required to be involved in the Equipment Maintenance and Inspection Process are as follows:

- *ALL* Production Employees
- Production Manager
- Q.A. Manager

Associated Materials

1. FRM-008 (Equipment Maintenance & Inspection Form)
2. Preventive Maintenance (PM) Log
3. LVWI-014-WI Equipment Maintenance and Inspection Process

3.10 QPLV010 Procedure: Quality Assurance

3.10.1 In-Process Inspection and Sampling Plan

Purpose and Scope

The purpose of the in-process inspection and sampling plan procedure is to minimize risk for error during the production process. The procedure will also show if the quality of parts produced was consistent throughout the entire operation sequence. The QC AQL Sampling Plan In-Process Inspection will be used for all jobs it is assigned to during the *Customer Work Order Generating Process* (LVWI-009).

Policy

3.10.1.1 The QC AQL Sampling Plan Document (LV001) is used as a reference to instruct an employee/operator on the proper sampling quantity to be inspected per lot size during an *In-Process Inspection Procedure*.

3.10.1.2 If the QC AQL Sampling Plan In-Process Inspection is assigned to a job, it must be performed during every sequence of operation listed on the production router (Job Traveler (SK066 Rev. C)).

3.10.1.3 Detailed steps for the In-Process Inspection and Sampling Plan Process are mapped out in the LOR-VAN Work Instruction: *LVWI-015-WI In-Process Inspection and Sampling Plan Process.*

Responsible

Responsible parties who are required to be involved in the In-Process Inspection and Sampling Plan Process are as follows:

- Receiving Inspector
- Quality Control (Q.C.) Inspector
- *ALL* Production Employees

Associated Materials

1. LV001 (AQL Sampling Plan Chart)
2. LVWI-015-WI In-Process Inspection and Sampling Plan Process

3.10.2 In-Process Inspection Sheet

Purpose and Scope

The purpose of the In-Process Inspection Sheet is to keep track of and record all dimensions or hardware locations and quantities deemed eligible for regular interval inspection.

Policy

3.10.2.1 The In-Process Inspection Sheets (FRM-011/FRM-012) are used at the LOR-VAN Engineering and Quality Department's discretion.

3.10.2.2 Dimensions deemed eligible for regular interval inspections are to be checked based on the job quantity and the LOR-VAN AQL Sampling Plan chart quantities (LV001).

3.10.2.3 There are two types of In-Process Inspection Sheets that can be assigned to a part number depending on the feature that needs to be policed: **Dimensional** (FRM-011) or **Hardware** (FRM-012).

3.10.2.4 The Q.A. Manager will create an *In-process Inspection Sheet* template unique to the corresponding part number with all the required critical information including job order information and dimensions or hardware locations and quantities that need to be monitored.

3.10.2.5 When completed, the forms will be filed away in a part file organized by customer in a designated filing cabinet and a scanned copy will be saved on the LOR-VAN Server organized by customer.

3.10.2.6 The In-Process Inspection Sheet will be mandatorily assigned to any job used to manufacture a part being scrutinized until at least **three** consecutive production runs of that part number are manufactured without rejection (either in-house or returned by a customer) unless otherwise agreed upon by the Q.A. Manager and the customer.

3.10.2.7 Detailed steps for the In-Process Inspection Sheet Process are mapped out in the LOR-VAN Work Instruction: *LVWI-016-WI In-Process Inspection Sheet Process.*

Responsible

Responsible parties who are required to be involved in the In-Process Inspection Sheet Process are as follows:

- Engineering
- Document Control
- Quality Assurance (Q.A.) Manager
- Quality Control (Q.C.) Inspector
- *ALL* Production Operators

Associated Materials

1. FRM-011 (Dimensional In-Process Inspection Sheet)
2. FRM-012 (Hardware In-Process Inspection Sheet)
3. Customer Part File
4. LVWI-016-WI In-Process Inspection Sheet Process

3.10.3 Floating Inspection

Purpose and Scope

Floating Inspections are random in-process inspections done by the Q.C. Inspector throughout the production floor. The purpose of the random *Floating Inspections* is to ensure that the quality of the work being produced at LOR-VAN remains consistent throughout the entire process of a production run.

Policy

3.10.3.1 Whenever feasible, the Q.C. Inspector is expected to perform random in-process floating inspections at any given time throughout the production floor. These can be done in any department, during any sequence, and at any time the inspector feels there is a reasonable/critical need for such an inspection.

3.10.3.2 Details for floating inspections should be recorded on the Floating Inspection Checklist (FRM-004).

3.10.3.3 Detailed comments or findings that the Q.C. Inspector feels are critical for further clarification of the floating inspection results should be given when necessary.

3.10.3.4 Findings for floating inspections will be discussed in a monthly meeting with the Q.A. Manager.

3.10.3.5 Detailed steps for the Floating Inspection Process are mapped out in the LOR-VAN Work Instruction: *LVWI-003-WI Floating Inspection Process.*

Responsible

Responsible parties who are required to be involved in the Floating Inspection Process are as follows:

- Quality Control (Q.C.) Inspector
- Quality Control (Q.C.) Lead
- Quality Assurance (Q.A.) Manager

Associated Materials

1. FRM-004 (Floating Inspection Checklist)

2. FRM-002 (Non-Conformance Material Report Form)
3. LVWI-003-WI Floating Inspection Process

3.10.4 First Article Inspection Report (F.A.I.R.)

Purpose and Scope

A First Article Inspection Report is used to report and record *all* dimensional findings and finishes of a part based on the blueprint specifications and customer product requirements. The purpose is not only to supply the customer with assured part compliance and actual dimensions measured, but also to provide traceability of the parts being manufactured back to the associated purchase order.

Policy

3.10.4.1 All parts produced by LOR-VAN are manufactured precisely per customer and regulatory standards and specifications.

3.10.4.2 A FAIR will only be generated upon the request of a customer via their P.O. where the cost has been included in the lead time previously agreed upon.

3.10.4.3 100% of the dimensions and finishes of a First Article Piece will be inspected to make sure *all* blueprint dimensional callouts and specified finishes were met and all specifications were followed per customer product requirements and manufacturing notes on the blueprint drawing.

3.10.4.4 A copy of the FAIR will be sent to the customer along with a copy of the bubble print drawing if one is requested ahead of time.

3.10.4.5 The original FAIR Template and bubble print scan will be stored on the LOR-VAN server organized by customer and labeled with the associated part number, current revision, and purchase order number.

3.10.4.6 Detailed steps for the FAIR Process are mapped out in the LOR-VAN Work Instruction: *LVWI-017-WI First Article Inspection Report (F.A.I.R.) Process.*

Responsible

Responsible parties who are required to be involved in the First Article Inspection Report Process are as follows:

- Quality Control (Q.C.) Inspector
- Quality Assurance (Q.A.) Manager

Associated Materials

1. FRM-010 (First Article Inspection Report Form)

2. Bubble Print
3. LVWI-017-WI First Article Inspection Report (F.A.I.R.) Process

3.10.5 Paint Chip Control

Purpose and Scope

Paint chips will ensure the repeatability of a paint color, gloss, and texture so that interchangeability is possible throughout the continued long term production of a part number.

Policy

3.10.5.1 Every paint color used to paint any LOR-VAN manufactured part will have an accompanying paint chip sample painted to be used as a color match reference.

3.10.5.2 When sending a job out for paint, the **Paint Chip Log** should be checked to see if the paint chip on file for the specified color called out on the blueprint is expired, if so, new replacement paint chips need to be ordered before the job is sent out for paint.

3.10.5.3 Paint chips will be replaced every two years to maintain reliability.

3.10.5.4 New paint chips need to be compared with the old chips to ensure the color, gloss, and texture match to ensure interchangeability.

3.10.5.5 Detailed steps for the Paint Chip Control Process are mapped out in the LOR-VAN Work Instruction: *LVWI-018-WI Paint Chip Control Process.*

Responsible

Responsible parties who are required to be involved in the Paint Chip Control Process are as follows:

- Receiving Inspector
- Shipping and Receiving Manager
- Quality Assurance (Q.A.) Manager

Associated Materials

1. Paint Chip Sample
2. Paint Chip Log
3. LVWI-018-WI Paint Chip Control Process

3.11 QPLV011 Procedure: Non-Conforming Product Control

3.11.1 Non-Conformance Material Report (NCMR)

Purpose and Scope

The purpose of a Non-Conformance Material Report (NCMR) is to identify and eliminate first time or recurring manufacturing issues/rejections that occur in-house at the LOR-VAN facility. All parts internally rejected on the LOR-VAN production floor will be subject to the implementation of an NCMR.

Policy

3.11.1.1 In the event that a part is found to be discrepant, it is the responsibility of the LOR-VAN employee who discovered the discrepancy to report it to either the Q.A. Manager or the Q.C. Lead Inspector.

3.11.1.2 The Q.A. Manager or the Q.C. Lead Inspector is required to investigate and document any discrepancies reported by a LOR-VAN employee.

3.11.1.3 All discrepant parts must be quarantined immediately to avoid contamination of any quality approved parts scheduled to be delivered to a customer.

3.11.1.4 Detailed steps for the NCMR Process are mapped out in the LOR-VAN Work Instruction: *LVWI-019-WI Non-Conformance Material Report (NCMR) Process.*

Responsible

Responsible parties who are required to be involved in the NCMR Process are as follows:

- Production Manager
- Quality Control (Q.C.) Inspector
- Quality Control (Q.C.) Lead
- Quality Assurance (Q.A.) Manager

Associated Materials

1. FRM-002 (Non-Conformance Material Report Form)
2. NCMR Log
3. Customer “Non-Conformance Trend Log”
4. DMR Module in ShopKeeper 2010 Rev: 3.10h1—Insite Software Solutions (ISS)
5. LVWI-019-WI Non-Conformance Material Report (NCMR) Process

3.11.2 Discrepant Material Report (DMR)

Purpose and Scope

A Discrepant Material Report (DMR) is used to report all *Supplier* non-conformances which directly contribute to a Suppliers *Approved Supplier Status*. The purpose is to maintain record of Supplier non-conformances to better assist in the tracking of the Approved Suppliers quality maintenance, declines in quality, and improvements in quality. The information gathered in the DMR will also later assist with the *Approved Supplier List* reassessment.

Policy

3.11.2.1 When a Supplier supplies goods and services that do not meet LOR-VAN's quality requirements, Customer Blueprint Specifications, or Purchase Order Specifications, the receiving inspector who discovers the non-conformance is responsible for notifying the Q.A. Manager who will initiate a Discrepant Material Report (FRM-016).

3.11.2.2 The Q.A. Manager will then notify the supplier of the discrepancy. A zero dollar ($0.00) P.O. will be written up and the discrepant material will be returned to the supplier for rework at their cost.

3.11.2.3 Once the Supplier Rework is approved by the LOR-VAN Quality Department, the Q.A. Manager will close out the DMR and update all associated logs and documentation.

3.11.2.4 If ***any*** supplier ("Grandfathered" of not) acquires three (3) non-conformances in three (3) consecutive months, they will be put on "Probationary Status" and assigned a CAR (FRM-003-*Corrective Action Report*). The Probationary Supplier will remain on probation until such time as they complete the CAR and have three (3) consecutive LOR-VAN Quality Approved deliveries of goods/services.

3.11.2.5 Detailed steps for the DMR Process are mapped out in the LOR-VAN Work Instruction: *LVWI-020-WI Discrepant Material Report (NCMR) Process.*

Responsible

Responsible parties who are required to be involved in the DMR Process are as follows:

- Receiving Inspector
- Quality Assurance (Q.A.) Manager

Associated Materials

1. FRM-016 (Discrepant Material Report Form)
2. FRM-003 (Corrective Action Report Form)
3. DMR Log

3.11.3 Return Merchandise Authorization (RMA)

Purpose and Scope

The Return Merchandise Authorization (RMA) Process is necessary for tracking, reworking and replacing all customer returned parts. This covers all parts returned to the LOR-VAN facility. The purpose is to document and disposition any and all returns attributed to either discrepant or parts due to be reworked for *any* reason upon the request of the customer.

Policy

3.11.3.1 If for any reason a customer is not satisfied with a product they have received from LOR-VAN, they have that right to return that product back to LOR-VAN's facilities.

3.11.3.2 If the customer decides this plan of action is a necessary one, the customer will then be assigned an RMA number.

3.11.3.3 The RMA number is generated and controlled by the RMA module in ShopKeeper 2010 Rev: 3.10h1—Insite Software Solutions (ISS) which directly corresponds to LOR-VAN's RMA Log.

3.11.3.4 The RMA Log will be monitored and updated regularly by the Q.A. Manager at LOR-VAN.

3.11.3.5 Once the RMA process is completed by LOR-VAN, the newly repaired or replaced quality approved part can then be returned back to the customer and all other associated documentation is to be closed out including the RMA entry in ShopKeeper 2010 Rev: 3.10h1—Insite Software Solutions (ISS).

3.11.3.6 Detailed steps for the RMA Process are mapped out in the LOR-VAN Work Instruction: *LVWI-021-WI Return Merchandise Authorization (RMA) Process.*

Responsible

Responsible parties who are required to be involved in the RMA Process are as follows:

- Receiving Department
- MRB (Material Review Board)
- Quality Assurance (Q.A.) Manager

Associated Materials

1. FRM-006 (RMA Form)
2. FRM-003 (Corrective Action Report Form)
3. RMA Module in ShopKeeper (ISS-ERP)
4. RMA Log
5. Customer "Non-Conformance Trend Log"

3.11.4 Material Review Board (MRB)

Purpose and Scope

The Material Review Board (MRB) is in place to decide the root cause and corrective action for all customer rejects/returns or defective purchased parts. The purpose is to control, document, and trace all customer returns or purchased parts and their solution dispositions.

Policy

3.11.4.1 After an official RMA (Return Material Authorization) number is issued to the customer for all returned/rejected or defective materials, the customer will return the part(s) in question to the LOR-VAN facility.

3.11.4.2 An initial analysis of the product is made and the product is moved to the MRB quarantined location previously assigned at LOR-VAN (MRB Cage).

3.11.4.3 Parts will be stored inside the MRB quarantined area (MRB Cage) until their rework/replacement disposition is decided by the MRB team.

3.11.4.4 Once a disposition is decided, the Q.A. Manager will notify the customer's assigned contact person of the disposition.

3.11.4.5 Once the decided disposition is carried out, a LOR-VAN quality approved product will then be returned to the customer and all paperwork should then be finalized.

3.11.4.6 An MRB meeting will be held weekly to discuss the disposition for any parts still quarantined in the MRB cage.

3.11.4.7 Detailed steps for the MRB Process are mapped out in the LOR-VAN Work Instruction: *LVWI-022-WI Material Review Board (MRB) Process.*

Responsible

Responsible parties who are required to be involved in the MRB Process are as follows:

- Receiving Inspector
- Quality Control (Q.C.) Inspector
- Quality Assurance (Q.A.) Manager
- Production Manager

Associated Materials

1. FRM-006 (RMA Form)
2. MRB Report
3. MRB Log
4. The Customer "Non-Conformance Trend Log"

3.11.5 Corrective Action Report (CAR)

Purpose and Scope

The Corrective Action Report (CAR) is used for the process of initiating, assigning and recording corrective actions. The purpose of the Corrective Action Report process is to ensure a recurring non-conformance or need for improvement is identified and the proper corrective and preventive actions are taken.

Policy

3.11.5.1 A Corrective Action Report (FRM-003) will be initiated when there is a recurring non-conformance in a part, process, or department and an immediate corrective action needs to be taken.

3.11.5.2 Corrective and preventive actions will be implemented when needed to stop the recurrence of the non-conformity of a part, process, or department which is affecting the overall quality and production flow at LOR-VAN.

3.11.5.3 A follow-up analysis of the results of implementing corrective actions will be done to ensure the actions taken were effective where the occurrence of non-conformity could affect quality and production flow.

3.11.5.4 A CAR will only be closed out with an approval signature and date of both the Q.C. Lead and Q.A. Manager.

3.11.5.5 Detailed steps for the CAR Process are mapped out in the LOR-VAN Work Instruction: *LVWI-023-WI Corrective Action Report (CAR) Process.*

Responsible

Responsible parties who are required to be involved in the CAR Process are as follows:

- Production Manager
- Quality Control (Q.C.) Lead
- Quality Assurance (Q.A.) Manager

Associated Materials

1. FRM-003 (Corrective Action Report Form)
2. Corrective Action Report Log
3. CA/PA Module in ShopKeeper 2010 Rev: 3.10h1—Insite Software Solutions (ISS)

4 Resources

4.1 Equipment

LOR-VAN Manufacturing strives to satisfy our customer's needs in the most efficient and cost effective manner. We aim to stay competitive in the manufacturing market with the use of new technologies and top of the line manufacturing equipment and machinery.

4.1.1 LOR-VAN Manufacturing is a job shop manufacturer of precision sheet metal parts. We hold ourselves accountable for the timely delivery of all contracted sheet metal parts, subassemblies, and/or assemblies per the drawings and specifications of the customer. In order to achieve this we use top quality metal cutting, forming, welding, and finishing machinery and equipment which include, but are not limited to:

A. Amada RG-5020 (Press Brake)
B. Amada RG-80 (Press Brake)
C. Amada RG-M2-1003 (Press Brake)
D. Amada RG-50 (Press Brake)
E. Amada SPH-30 Single Punch (Punch Press/Brake)
F. Cyclone Bead Blaster
G. Precision Stroke Sander
H. Haeger 618 (Hardware (2X))
I. Amada EM-2510-NT (Punch)
J. Amada PEGA-344 (Punch)
K. Sharp 2 Axis Manual Mill (Digital Read-out)
L. Amada Power Shear ¼" Capacity
M. Jet Horizontal Band Saw
N. Miller Syncrowave 250 (TIG Welding Unit)
O. Miller Syncrowave 351 (TIG Welding Unit)

4.1.2 Regular equipment inspection and maintenance is a top priority of LOR-VAN Mfg. Weekly Inspection of all machinery is performed per our *Equipment Maintenance and Inspection Procedure* (3.9: QPLV009). All equipment maintenance and inspections are recorded on FRM-008 (*Equipment Maintenance & Inspection Form*) and monitored in our Preventative Maintenance (PM) Log.

4.2 Secondary Operations

4.2.1 Necessary Secondary Operations and other Outside Services may be subcontracted and will include, but are not limited to:

A. Painting
B. Plating

C. Silk-screening
D. Machining
E. Laser Cutting

4.2.2 All Suppliers used will be subject to undergo the LOR-VAN *Approved Supplier Assessment/Evaluation Screening Procedure* (3.4: QPLV004) before they are eligible to supply LOR-VAN Mfg. with quality approved goods and services. Once Suppliers are approved for use by the LOR-VAN Production Manager, they will be put on an Approved Supplier List (ASL). Suppliers will be required to undergo an annual reassessment to maintain their *Approved Supplier Status*. All Supplier assessment, evaluation, and approval classifications will be controlled and monitored by the LOR-VAN Q.A. Manager by use of an ASL Excel Spreadsheet Log.

4.3 Production Processes

4.3.1 All manufacturing processes used by LOR-VAN are performed by our trained and highly skilled veteran staff, most of who have been with the company since close to its inception in 2005. Processes used include, but are not limited to:

A. Punching
B. Forming
C. Hardware Assembly
D. Welding
E. Cutting
F. Machining
G. De-burring

4.3.2 Each production step in our manufacturing process is monitored and verified for specification conformance by our Quality Control Inspection Department. Inspection procedures used include, but are not limited to:

- In-Process Inspection/Sampling Plan (LVWI-015)
- Floating Inspection (LVWI-003)
- First Article Inspection Report (LVWI-017)

4.4 Material

4.4.1 All materials used are provided by material Suppliers approved through our LOR-VAN *Approved Supplier Assessment/Evaluation Screening Procedure* (3.4: QPLV004) and comply with the European Union's Directive concerning the Restrictions of Hazardous Substances (RoHS) 2002/95/EC; effective July 1, 2006.

4.4.2 All material certifications are monitored and controlled by the Q.A. Manager and stored using the LOR-VAN *Control and Traceability of Material and Vendor Certification Procedure* (QPLV005).

4.4.3 All material is stored on a designated shelf, controlled and traced using the Materials Storing Method described in the LOR-VAN Work Instruction: LVWI-012-*WI Material Management and Tracking Process*.

4.5 Employees

4.5.1 Our current staff constitutes a robust team of highly skilled and able bodied employees. Each LOR-VAN Employee is required to complete a *Training/Competency Assessment Record Form* (FRM-005) which will be stored for reference in their personal file. In the assessment, the employee is required to identify the following information:

A. Any necessary skills, tasks, or operations performed in their Job Function on a daily basis
B. Training Method used to acquire the capabilities to perform said skills, tasks, or operations
C. Competency Achieved/Effectiveness Level of capabilities.

4.5.2 The LOR-VAN Mfg. G.M. is required to investigate and report the following based on the information given by the Employee:

A. Date skill added
B. Re-Training Method (if required)
C. Evaluation Date
D. Periodic Review Date (if deemed necessary)
E. Re-Evaluation (if deemed necessary)

4.5.3 Candidates for potential employment are required to undergo a LOR-VAN Skill Assessment and complete a *Skills Assessment Form* (FRM-015) before being considered for a position. Depending on the position they are applying for and the skills relevant to that position, they will be required to rate their level of proficiency in the following Skill Sets:

- Programming/Engineering
- Estimating
- Administrative Software
- ERP Systems Used
- Quality Control/Quality Assurance
- Press Brake
- Welding
- Punch Press
- Hardware

- De-burr
- 2nd Operations
- Metal Cutting (Shearing/Sawing)
- Forklift Experience

As well as any additional skills they feel are relevant to note as part of their qualifications.

5 Product Realization

5.1 LOR-VAN Manufacturing, LLC assures that items manufactured at LOR-VAN and products or services supplied by LOR-VAN's vendors will conform to all specifications set forth in the customer's contract. In cases of conflict between LOR-VAN's customer's contract and this Quality Manual's Policies and Procedures, contract requirements shall take precedence.

5.2 In order to control, track, and maintain production, LOR-VAN uses an ERP System: *ShopKeeper 2010 Rev: 3.10h1—Insite Software Solutions (ISS)*. ShopKeeper allows us to expand our business operation by providing many useful features and shop management tools we can utilize on a daily basis such as:

A. Creating Purchase Orders
B. Creating Job Travelers
C. Estimating/Quoting
D. Tracking Purchase Orders and Job status
E. Inventory Control
F. Material and Hardware allocation
G. Produce Shipping Reports
H. Produce Open Order Reports
I. Track P.O. History, Job History, and Part History

The implementation of ShopKeeper has not only greatly improved our job control capabilities, but also the quality of our customer service and contract commitments.

5.3 Before the acceptance of a customer contract and the creation of a Purchase Order, LOR-VAN will make sure to have all the necessary resources and capabilities to execute production based on customer drawings and job specification requirements. Further explanation of this confirmation process is described in the LOR-VAN 3.1 QPLV001 Procedure (Quoting), steps: 3.1.1-3.1.3.

5.4 Upon delivery of product per the customer's request, a LOR-VAN Certificate of Conformance (LV003) document can be provided. This document assures LOR-VAN's compliancy to Purchase Order Specifications and Product Requirements. All the necessary associated product information is referenced (Customer, P/N, Rev, Qty, P.O. #, S/N) and a certification statement is made which reads:

"We at LOR-VAN Mfg. certify that the product that you have received is of domestic manufacturing and conforms to all requirements of the agreed upon Purchase Order.

These parts have been manufactured in accordance with all required specifications, instructions, and the latest revision drawings.

By signing below, I (authorized personnel) certify that the product listed above meets customer and applicable statutory and regulatory requirements."

At LOR-VAN we certify that all the parts that we manufacture comply with current *ANSI/ASME Y14.5-2009* and *ISO 9001:2008* basic standards.

5.5 All goods and services received from LOR-VAN's Approved Suppliers are accompanied with a Supplier Certificate of Conformance. Storage of these certificates is described in the LOR-VAN 3.5 QPLV005 Procedure (Control/Traceability of Certs), steps: 3.5.1-3.5.5.

5.6 All product produced by LOR-VAN is controlled, tracked, monitored, and identified using a routing system dictated by a LOR-VAN Job Traveler (SK066 Rev. C). Job travelers have operation steps for every manufacturing operation and are followed in sequential order. Each step describes the manufacturing operation to be performed and which department is assigned to that operation as well as any special instructions, processes, or tooling needed for its execution. Each operation must be approved, signed, and dated by a LOR-VAN Q.C. Inspector *before* the job can be moved on to the subsequent operation step on the traveler. The Q.C. Inspector will perform all necessary inspection processes (LVWI-004; LVWI-015; LVWI-016; LVWI-017, etc.) before allowing an operator to continue the manufacturing process. Job Travelers for any expedited jobs will be placed in a **RED** folder and deemed a priority. ***No product will be shipped to a customer without the completion and approval of EVERY operation step on the job traveler—NO ACCEPTIONS.***

5.7 Our shipping and receiving department takes great care to ensure the final quality conformance of all products including:

A. Proper Packaging per Customer and Drawing Specifications
B. Scrutiny and Inspection of Secondary Operations/Outside Processes
C. Care and Handling of Customer Property
D. Providing Certificates of Conformance when required

5.8 All tools used to measure product produced by LOR-VAN are properly handled, stored, and calibrated on an annual basis. Calibration of Measuring Equipment is described in the LOR-VAN 3.8 QPLV008 Procedure (Calibration), steps: 3.8.1-3.8.5. All calibration procedures and techniques performed by our outsourced calibration company can be traced back to the *National Institute of Standards and Technology* (NIST).

6 Measurements, Analysis, and Improvements

6.1 The LOR-VAN Quality Assurance (Q.A.) Manager shall administer a Quality Assurance System which has been set forth in this Quality Manual. The Q.A. Manager is responsible for addressing all quality assurance issues at LOR-VAN. All personnel performing quality assurance functions shall report to the Q.A. Manger and are authorized to identify, evaluate, and recommend solutions for problems that should arise at LOR-VAN concerning the Quality Management System (QMS)—they are also authorized to initiate and verify implementation of those solutions. The Q.A. Manger reports directly to the CEO/President of LOR-VAN Manufacturing, LLC.

6.2 LOR-VAN's Quality Assurance Manual is the authoritative document for describing procedures which control and maintain quality through all stages of manufacture.

6.3 Error Proofing techniques are implemented at LOR-VAN wherever possible in order to minimize and ultimately eliminate detected non-conformities in our QMS and all production policies and procedures. Corrective and Preventive actions are implemented, monitored, and recorded for the continual improvement of our quality commitments.

6.4 Internal Audits will be performed by the Q.A. Manager annually (once per calendar year). If non-conformances are found in policies or procedures performed by LOR-VAN, an internal audit will be scheduled to be performed for the non-conforming process once every quarter year until evidence shows that the non-conformance has been resolved.

If an employee is unfamiliar with a process they are being audited for, they will undergo training and a follow up assessment for that training until the Q.A. Manager is satisfied with their familiarity and proper execution of the process for which they have been trained.

The *LOR-VAN Internal Audit Form* (FRM-019) will be used by the auditor to record findings and make notes regarding non-conformances observed and employee training needed. Each department will have its own custom FRM-019 Document which will include its own set of unique questions relevant to that specific department.

Auditors can audit their own department provided their objectivity and impartiality is not compromised, *but they cannot audit their own work*. Auditor independence must be ensured when assigning personnel to specific audits.

6.5 The LOR-VAN Quality Manual will be reviewed annually and updated if need be.

A change can be made any time before or after the annual review if deemed justifiable by the Q.A. Manager or CEO/President of LOR-VAN Mfg. The Q.A. Manger is responsible for the review/revision of this Quality Manual and the implementation of any changes needed in the event of recurrent quality problems, a new process/procedure not anticipated in this manual is added, etc.

A record of reviews and revisions/revision changes shall be recorded and listed in the *"Revision History"* portion of this Quality Manual. All personnel and Customers who possess a copy of the LOR-VAN Quality Manual shall be notified when revisions are required and are required to:

A. Fill out, sign and date, and return the bottom portion of the LV004 Document (Revision Notice) acknowledging changes made
B. Add any materials provided by LOR-VAN to their copy of the LOR-VAN Quality Manual
C. Keep the top portion of the LV004 Document (Revision Notice) for their records

All Revision Notices (LV004) will be given an identifying number designated and assigned by the LOR-VAN Q.A. Manager (starting at #: RN0001). ***Scanned copies of the signed LV004 Documents will be controlled and stored on the LOR-VAN Server in the Quality Folder by the LOR-VAN Q.A. Manager.***

6.6 Quality Meetings are held once a week between the Q. A. Manager and the Production Manager to discuss quality assurance issues, concerns, and potential improvements to be implemented. Other members of the LOR-VAN Personnel Staff may be involved in the Quality Meetings if the topic of discussion directly affects or is associated with their job function/description.

6.7 Safety Meetings are scheduled once a month on the third (3rd) Thursday of every month (they may be changed depending on production demands). These meetings cover a basic overview of Quality, Safety, and Miscellaneous topics which need to be addressed in order to educate staff and maintain quality and safety on the production floor.

-**Quality** Topics will include, but are not limited to:

- New Policies or Procedures added to the Quality Manual
- New Quality Standards that will be implemented/enforced
- Recurring Quality issues that need to be addressed
- Noticeable improvements of Quality due to good production habits

-**Safety** Topics will include, but are not limited to:

- Proper Safety Habits
- Proper Safety Attire (Safety Glasses, Shoes, Gloves, Ear Plugs, etc.)
- Areas of concern

-**Miscellaneous** Topics will include any additional subject matter deemed appropriate for discussion regarding the production staff and their expected conduct. The floor will also be opened up at this time for any questions or concerns the staff might have about what was covered in the meeting.

6.8 Bi-annual employee reviews will be conducted by the Human Resources (HR) Department and managing members of LOR-VAN Manufacturing. By conducting regularly scheduled employee reviews, the managing members at LOR-VAN will be able to evaluate their employees in an effort to develop better communication between the employees and their supervisors. This will further improve the quality of work, increase productivity, and promote employee development.

Qualified personnel designated to perform the employee evaluations will be required to fill out either the ***Production*** *Employee Review and Evaluation Form* (FRM-017) or the ***Office*** *Employee Review and Evaluation Form* (FRM-018) depending on the department and the job title of the employee being evaluated. These forms will be used to rate the level of performance that most accurately describes the employee's execution capabilities of his/her job requirements and or objectives.

During the Employee Review and Evaluation Process employees will also be given recommendations by the designated evaluator for professional development including, but not limited to specific process training, vocational schooling, etc. The employee will also be informed of the areas where he/she needs improvement and will be given productive suggestions on how to achieve improvement.

Conclusion

LOR-VAN Manufacturing is dedicated to quality. As long as we provide our products and services, we will meticulously follow the policies and procedures set forth in this Quality Manual. We believe that a robust QMS is a necessary commodity in our recipe for success.

LOR-VAN Work Instructions

1. LVWI-001-WI Adding Personnel Owned Tools
2. LVWI-002-WI Segregating and Purging Personnel Owned Tools
3. LVWI-003-WI Floating Inspection Process
4. LVWI-004-WI Inspection Print Process
5. LVWI-005-WI N/A (Obsolete Document)
6. LVWI-006-WI OSV Receiving and Final Inspection Process
7. LVWI-007-WI Quoting Process
8. LVWI-008-WI Customer Print Filing and Storing Process
9. LVWI-009-WI Customer Work Order Generating Process
10. LVWI-010-WI Approved Supplier List (ASL) Process
11. LVWI-011-WI Deviation Request Process
12. LVWI-012-WI Material Management and Tracking Process
13. LVWI-013-WI Inventory Control Process
14. LVWI-014-WI Equipment Maintenance and Inspection Process
15. LVWI-015-WI In-Process Inspection and Sampling Plan Process
16. LVWI-016-WI In-Process Inspection Sheet Process
17. LVWI-017-WI First Article Inspection Report (F.A.I.R.) Process
18. LVWI-018-WI Paint Chip Control Process
19. LVWI-019-WI Non-Conformance Material Report (NCMR) Process
20. LVWI-020-WI Discrepant Material Report (DMR) Process
21. LVWI-021-WI Return Merchandise Authorization (RMA) Process
22. LVWI-022-WI Material Review Board (MRB) Process
23. LVWI-023-WI Corrective Action Report (CAR) Process

All LOR-VAN Work Instructions can be found in the Quality folder on the LOR-VAN Server (\\LORVANSERVER\Quality\LV Forms and Docs\Work Instructions) and are available for review upon request.