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Approved by:_Mark E Wolfgram___
General Manager


# Reliance Aerospace Solutions
# Quality Manual



This manual is a revision for transition to AS 9120 rev B standard. All manuals generated prior to the effective date of this manual are to be considered obsolete.

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## Revision Record

| Date | Section | Page | Revision/Status |
|---|---|---|---|
| 11/10/09 | 8.2.5 | 20 | Notated procedure 8.2.5-2 |
| 11/10/09 | 4.2.4 | 9 | Noted procedure 4.2.4-2 |
| 11/10/09 | 3.0 | 6 | Added ISO 9000:2005 ref. |
| 11/10/09 | 5.6.1 | 13 | Included MRM Form 5.6.1-3 |
| 11/10/09 | 5.6.2 | 13 | Included MRM Form 5.6.1-3 |
| 12/15/09 | 8.3 | 21 | Total rewrite to include 8.3-2 |
| 12/15/09 | 5.2 | 10 | Updated to conform to rev A |
| 12/15/09 | 5.5.1 | 12 | Update to include support |
| 12/15/09 | 7.4.3 | 20 | Added this section |
| 12/15/09 | 5.4.1 | 11 | Revised QA objectives |
| 1/09/10 | 4.1 | 6 | Noted Outsourcing |
| 1/09/10 | 6.2.2 | 16 | Combine paragraph 1 and 3 |
| 1/09/10 | 7.2.3 | 18 | Added supporting sections |
| 1/09/10 | 7.4.3 | 19 | Added customer verification |
| 1/09/10 | 8.2.2 | 21 | Added external audits |
| 1/09/10 | 8.5.2 | 23 | Added QA discretion on CA |
| 11/28/2010 | 1.2 | 5 | Removed 7.5 exclusion |
| 11/28/2010 | 7.5 | 21 | Added section 7.5 (and subsections) to manual |
| 10/01/2011 | 1.2 | 5 | Revised exclusions |
| 10/01/2011 | 4.1 | 6 | Added Regulatory note |
| 10/01/2011 | 7.1.2 | 18 | Added 7.1.2 |
| 10/01/2011 | Multiple | Multiple | Included all exclusions at the applicable section of the manual |
| 09/30/2016 | 5.6.1 | 15 | Revised MRM frequency |
| 09/30/2016 | 43.2.2-1 | 9 | Revised interaction |
| 03/01/2018 | All | All | Total revision for Rev B |
| 03/29/2018 | 8.2.4 | 22 | Added ref 8.2.5-2 |
| 3/29/2018 | 4.4.1 | 8 | Included management in chart |

| | | | |
|---|---|---|---|
| 3/30/2018 | 4.4.1 | 8 | Revised to include missing processes. |
| 04/17/2018 | 4.4.1 | 8 | Revised interactions |
| 7/23/2020 | 8.4.3 | 21 | Section 8.4.2 of this manual also applies to this section. Ref 8.2.5-2 |

**INTRODUCTION**

## 1.0 SCOPE

This manual and subsequent documentation apply to the single site of Reliance Aerospace Solutions located at 7925 Crossway Dr. Pico Rivera Ca, 90660

Reliance Aerospace Solutions (RAS), a division of Reliance Steel & Aluminum Company (RSAC) was established in 2007. RAS offers a single point of contact solution for products sold by the RSAC family of companies, to contract customers and their sub-tier suppliers. The objective of RAS is to provide customers with the most comprehensive mix of products available in the industry, on-time and defect free. RAS works to ensure customer satisfaction through continuous improvement of our processes.

Reliance Aerospace Solutions (RAS) is a distributor of aerospace grade materials in various forms ` and conditions. RAS does not maintain or control any physical inventory. Orders are fulfilled using approved RSAC subsidiaries, divisions, and vendors as suppliers.

This quality manual is the governing document for all RAS locations and personnel and is applicable in the processing of products and systems as specified in the above scope.

RAS excludes the following as no activities associated, with the sections, is conducted:
7.1.5 Measurement Traceability. RAS does not maintain or use any measurement devices. All physical measurements of raw materials are performed by the RAS supplier.
8.3 Design and Development of Products and Services. RAS not participate in any design or development of products for our customers or suppliers. All design and development work is conducted by the RAS customer, therefore this clause is excluded.
8.5.3 Property Belonging to Customers or External Providers. RAS does not maintain any customer property

The boundaries of the RAS Quality Management system are identified as any issue that would cause RAS to not be able to supply material in accordance with AS 9120 rev B. Such boundaries can be but are not limited to, loss of power, internet functionality to process/communicate customer purchase orders, acts of terrorism, or natural disasters etc.

It is understood that this Quality Management System is complementary to contractual and applicable law *and should there be a conflict between the requirements of the RAS Quality Manual and applicable regulatory and statutory requirements, the latter shall take precedence.* If there is a

conflict between Customer purchase orders and contracts and any of the policies herein defined, upon approval by the General Manager, Customer purchase orders and contracts will take precedence.

## 2.0 NORMATIVE REFERENCE

The International Standard ISO9001:2015, ISO9000:2015, and AS9100:2016 are referenced in support of : Aerospace Requirements for Stockist Distributors AS 9120 Rev B

## 3.0 TERMS AND DEFINITIONS

RAS uses the terms and definitions as stated in AS 9120 Rev B and ISO 9000:2015 standards.

## 4.0 CONTEXT OF THE ORGANIZATION

See section 1.0 of this manual for details regarding the scope/context of the RAS organization.

### 4.1 UNDERSTANDING THE ORGANIZATION AND ITS CONTEXT

RAS has determined the external and internal issues that are relevant to its purpose and its strategic direction and how they affect its ability to achieve the intended results of its quality management system.

In the process of monitoring and reviewing the information about these issues RAS has considered issues arising from legal, technological, competitive market and any other type of issues that could affect the QMS system. Monitoring and reviewing of internal and external issues is continuous and may or may not be documented.

| External | Internal |
|---|---|
| Customer Requirements | Quality of the Product to the Customer |
| Regulatory Requirements | Safety |
| Supplier Quality to RAS | On Time Delivery to the Customer |
| Supplier Delivery to RAS | Customer Satisfaction |
| Mill Test Reports (MTR) with wrong or missing information | Omitting Customer special requirements |
| Material received not meeting the requirements of the purchase order | Shipping Errors |
| Shipment of incorrect raw material | Lack of communication between the departments |
| | Inaccurate or incomplete information on Work Order |

## 4.2 UNDERSTANDING THE NEEDS AND EXPECTATIONS OF THE INTERESTED PARTIES

RAS has determined the following interested parties and their expectations that are relevant to our business and impact the Quality Management System (QMS).

| Interested Party | Expectation |
|---|---|
| Customer | • Timely processing of customer orders and request for quotes as requested<br>• Quality product<br>• Product free from damage<br>• Timely responses to inquiries<br>• Customer Satisfaction<br>• Correct documentation to support the shipment |
| Supplier | • Correct PO information<br>• Correct supplier Monitoring data<br>• Timely reply to questions regarding PO<br>• Access to documentation and/or information that is needed to support the processing of the purchase order<br>• Communication in the event of an issue |
| Internal Departments | • Internal Communication<br>• Updated Postings for communication<br>• Ability to provide opportunity for improvements<br>• Two way communication path<br>• Training as needed |
| Regulatory and Statutory Entities | • Meeting the required state and city laws<br>• Maintaining a building free of potential danger to itself and to others<br>• Addressing any applicable potential hazards |
| Registrars<br><br>(AS9120) | • Meeting the requirements of the AS9120 standards and checklists<br>• Providing the tools and documented information to complete the audits in a timely manner<br>• Responding to any NCRs as applicable<br>• Proper maintenance of the OASIS Database<br>• Communication related to any organizational changes |
| Reliance AS quality managers | • Internal Audits - Managed in Section 9.2 Internal Audits |

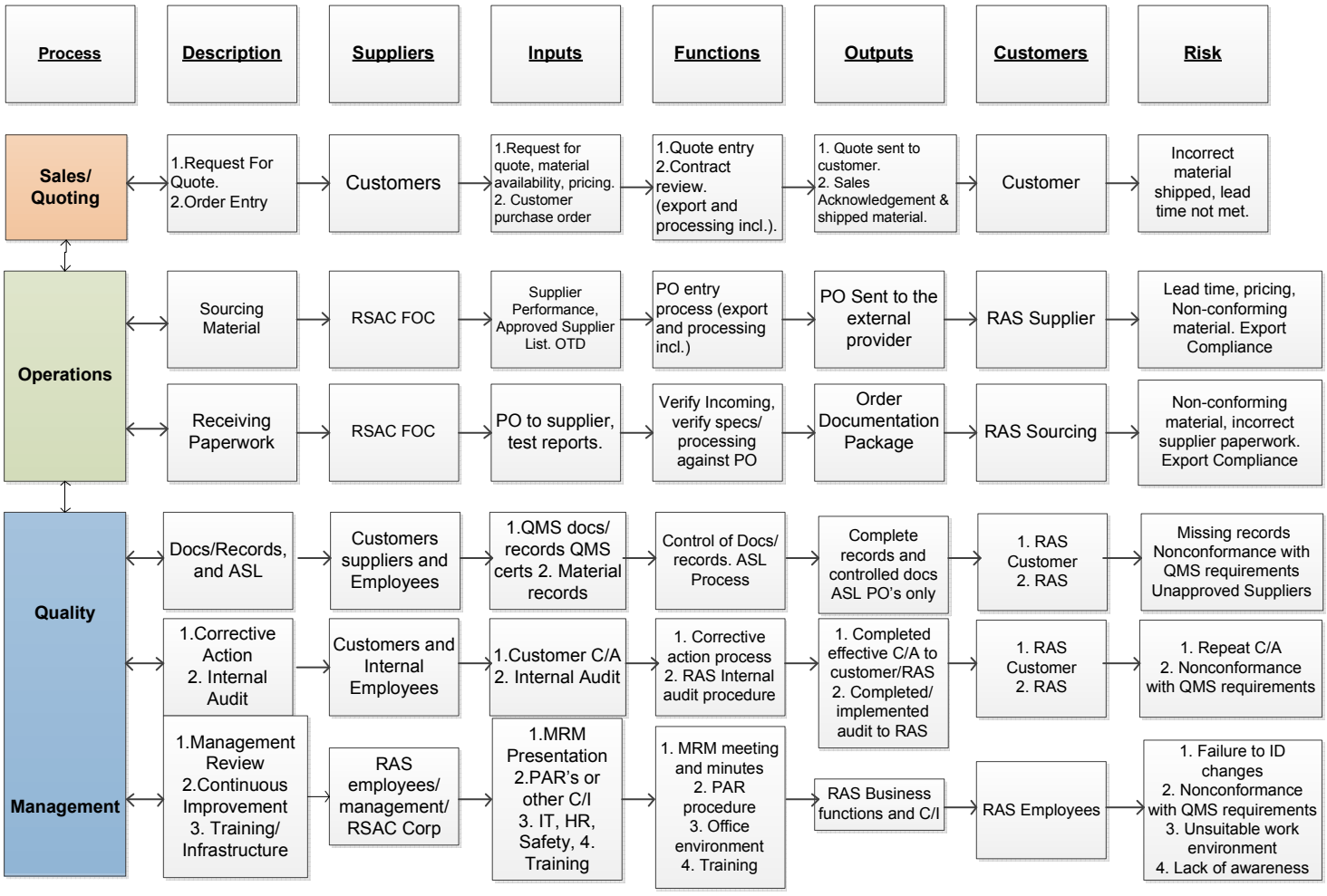
## 4.3 DETERMINING THE SCOPE OF THE QUALITY MANAGEMENT SYSTEM

See 1.0 Scope.

## 4.4 QUALITY MANAGEMENT SYSTEM AND ITS PROCESSES

### 4.4.1 INPUTS AND OUTPUTS OF PROCESS INTERACTION

Figure 1, Inputs and Outputs



# 5 LEADERSHIP

## 5.1.1 LEADERSHIP AND COMMITMENT – GENERAL

Top management demonstrates leadership and commitment with respect to the quality management system by:

a. taking accountability for the effectiveness of the quality management system

b. ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization;

c. ensuring the integration of the quality management system requirements into the organization's business processes;

d. promoting the use of the process approach and risk-based thinking;

e. ensuring that the resources needed for the quality management system are available;

f. communicating the importance of effective quality management and of conforming to the quality management system requirements;

g. ensuring that the quality management system achieves its intended results;

h. engaging, directing, and supporting persons to contribute to the effectiveness of the quality management system;

i. promoting improvement;

j. supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

Reference the Management Review Meeting notes for examples.

### 5.1.2 CUSTOMER FOCUS

Top management demonstrates leadership and commitment with respect to customer focus by ensuring that:

a. customer and applicable statutory and regulatory requirements are determined, understood, and consistently met;
   Assigned to the Quality Manager

b. the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
   Reference the Context of the Organization section 4.0

c. the focus on enhancing customer satisfaction is maintained;
   Reference management review minutes

d. product and service conformity and on-time delivery performance are measured and appropriate action is taken if planned results are not, or will not be, achieved.
   Reference management review minutes

## 5.2 POLICY

### 5.2.1 DEVELOPING THE QUALITY POLICY

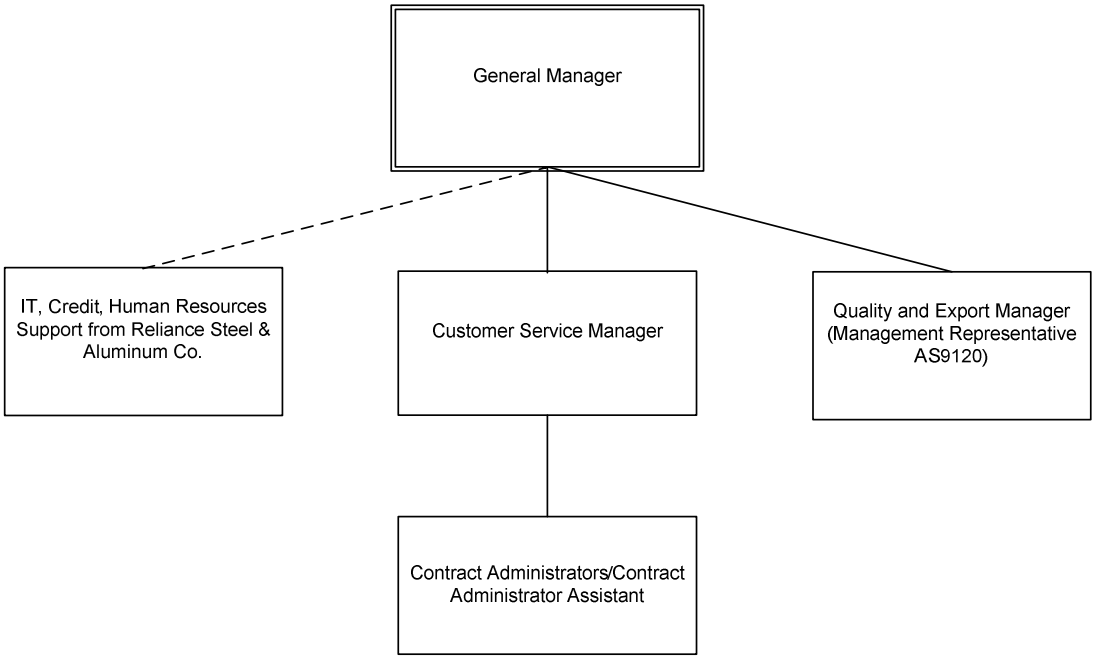
Reliance Aerospace Solutions Quality Policy:

Reliance Aerospace Solutions (RAS) is committed to providing customers with product sourcing, accurately, and on time. RAS works to ensure customer satisfaction through continuous improvement of our processes. This is achieved through regular review of this policy, and quality objectives for continued suitability.

### 5.2.2 COMMUNICATING THE QUALITY POLICY

The quality policy is:
a. available and maintained as documented information;
b. communicated, understood, and applied within the organization;
c. available to relevant interested parties, as appropriate.

## 5.3 ORGANIZATIONAL ROLES, RESPONSIBILITIES, AND AUTHORITIES




The responsibility, authority, and interrelation of personnel who manage, perform, and verify work affecting quality is defined below:

| **Who** | **Responsible/Accountable for...** |
|---|---|
| Quality Management Representative | Ensuring that the requirements of AS9120 are established, implemented, and maintained. Reporting on the performance of the Quality Management System to management for review for improvement of the system. Other duties include but are not limited to,<br>• Maintenance of the document control system<br>• Member of the internal audit team (as permitted)<br>• Primary interface with employees, suppliers, and customers on matters relating to product and service quality. |
| General Manager | Maintaining a work environment where quality is recognized as the highest priority by associates; ensuring the quality of products, and external customer requirements. |
| Departmental Managers | The quality of the work performed under their direct supervision including: Ensuring that associates operate in strict compliance with applicable procedures. Supporting associates by removing barriers that prevent quality in any process. Establishing and maintaining work |

| | |
|---|---|
| | processes that conform to established requirements, and consistently yield the desired product quality. |
| Non-Management Employees | The quality of their work. Initiating action to preclude any nonconformities relating to the product, process, and quality management system. Identifying and recording any problems relating to the product, process, and quality management system. Initiating, recommending, or providing solutions through appropriate channels; verifying the implementation of solutions. Controlling further processing, delivery, or installation of nonconforming product until the deficiency or unsatisfactory conditions has been corrected. |

The Steering Committee, whose regular members are: General Manager, Customer Service Manager, and Quality Manager will meet bi-annually, at a minimum, to assess the current status and operation of the quality system. The committee also reviews significant quality problems. These roles are communicated and understood throughout the company.

RAS top management has appointed a Quality Assurance Manager who irrespective of other responsibilities will have responsibility and authority for:

a. ensuring that the quality management system conforms to the requirements of this International Standard;
b. ensuring that the processes are delivering their intended outputs;
c. reporting on the performance of the quality management system and on opportunities for improvement (see 10.1), in particular to top management;
d. ensuring the promotion of customer focus throughout the organization;
e. ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

The Quality Manager has been granted the organizational freedom and unrestricted access to top management to resolve quality management issues.

Implementation of quality system procedures is directed by this quality manual and accomplished by defining and documenting how the requirements for quality will be met. Quality planning is consistent with other requirements of the quality system and is documented in a format suitable for operations. Verification of procedural implementation affecting the quality of products and services is the responsibility of management. The integrity and adequacy of the quality system are maintained as changes are planned and implemented. This is evaluated through internal audits and management review.

## 6. PLANNING

### 6.1 ACTIONS TO ADDRESS RISKS AND OPPORTUNITIES

**6.1.1** When planning for the quality management system, RAS has considered the issues referred to in 4.1 and the requirements referred to in 4.2 and determined the risks and opportunities that needed to be addressed to:
a. give assurance that the quality management system can achieve its intended result(s);
b. enhance desirable effects;
c. prevent, or reduce, undesired effects; (ref Procedure 8.5.3-2 Preventive Action)
d. achieve improvement.

**6.1.2** RAS has planned:

a. actions to address these risks and opportunities;
b. how to:
1. integrate and implement the actions into its quality management system processes
2. evaluate the effectiveness of these actions.

Actions taken to address risks and opportunities are proportionate to the potential impact on the conformity of products and services.

Reference the Context of the Organization spreadsheet.

## 6.2 QUALITY OBJECTIVES AND PLANNING TO ACHIEVE THEM

**6.2.1** RAS has established the following quality objectives levels, for the quality management system. The quality objectives are updated as appropriate during the Management Review Meeting.

Reliance Aerospace Solutions Quality Objectives: Maintain Preferred Supplier status with our Customers through:

a. On-time Delivery
b. Order Entry Accuracy
c. Claim Free Shipments

*NOTE: RAS will use internal OTD tracking, customer ratings and customer letters of approval as customer satisfaction.*

**6.2.2** When planning how to achieve its quality objectives, RAS determined:
a. what will be done;
b. what resources will be required;
c. who will be responsible;
d. when it will be completed;
e. how the results will be evaluated.

Reference 9.3 of this QM, and records 8.4-3, 8.4-3a, 8.3-3.

## 6.3 PLANNING OF CHANGES

When RAS has determined the need for changes to the quality management system, the changes will be carried out in a planned manner.

The following will be considered:

a. the purpose of the changes and their potential consequences;
b. the integrity of the quality management system;
c. the availability of resources;
d. the allocation or reallocation of responsibilities and authorities.

# 7 SUPPORT

## 7.1 RESOURCES

### 7.1.1 GENERAL

RAS has determined and provided the resources needed for the establishment, implementation, maintenance, and continual improvement of the quality management system.

We considered:

a. the capabilities of, and constraints on, existing internal resources;
b. what needs to be obtained from external providers.

### 7.1.2 PEOPLE

RAS has determined and provided the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.

### 7.1.3 INFRASTRUCTURE

RAS has determined, provided, and maintained the infrastructure necessary for the operation of its processes and to achieve conformity of products and services.

Reliance Aerospace Solutions is a sales office that has provided the needed requirements to achieve conformity of product. The infrastructure includes, but is not limited to:

- workspace
- computer access
- other office environment related items

### 7.1.4 ENVIRONMENT FOR THE OPERATIONS OF PROCESSES

RAS has determined, provided, and maintained the environment necessary for the operation of its processes and to achieve conformity of products and services.

RAS is an office environment that is set up to permit activity resulting in product that conforms to customer requirements. Employee needs/safety, and customer requirements are all considered in the RAS work environment.

## 7.1.5 MONITORING AND MEASURING RESOURCES

RAS does not maintain any monitoring or measuring equipment at the RAS office. All monitoring and measuring of raw metallic product is handled by the RAS approved supplier and their internal controls. Therefore RAS excludes all of 7.1.5.

## 7.1.6 ORGANIZATIONAL KNOWLEDGE

RAS has determined the knowledge necessary for the operation of our processes and to achieve conformity of products and services. Examples include

a. AMS Specification index
b. Export Compliance Training
c. Quality manual, procedures, and applicable records

This knowledge is maintained and made available to applicable employees

When addressing changing needs and trends, the organization shall consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates.

## 7.2 COMPETENCE

Management is responsible for ensuring that personnel performing activities affecting quality are competent on the basis of appropriate education, training, skills, and experience, and that appropriate records of training are maintained.

RAS has:

a. determined the necessary competence of person(s) doing work under our control that affects the performance and effectiveness of the quality management system;
b. ensured that these persons are competent on the basis of appropriate education, training, or experience;
c. where applicable, taken actions to acquire the necessary competence, and evaluated the effectiveness of the actions taken;
e. retained appropriate documented information as evidence of competence.

Refer to job descriptions and training records

RAS determines required competence by position using at a minimum.

- Job descriptions for the occupied position
- Applicable previous work experience
- Internal and external training as applicable
- Quality of work and customer feedback

Refer to job descriptions and training records

Training is recorded and stored in the employees training file (per 4.2.4-3 Control of Records). Training documentation must include at a minimum the following information. Training maybe recorded on form 6.2.2-3 Training Record.

- Training date
- Training topic
- Materials distributed to employees as applicable
- Employees printed name and signature
- Length of time spent on training

The need for retraining is reviewed and documented on an annual basis. The review of the following items as applicable is included.

- Customer complaints
- Corrective actions
- Process changes or improvement
- As determined by management

## 7.3 AWARENESS

RAS ensures that persons doing work under our control are aware of:

a. the quality policy;
b. relevant quality objectives;
c. their contribution to the effectiveness of the quality management system, including the benefits of improved performance;
d. the implications of not conforming with the quality management system requirements;
e. relevant quality management system documented information and changes thereto;
f. their contribution to product or service conformity;
g. their contribution to product safety;
h. the importance of ethical behavior.

## 7.4 COMMUNICATION

The organization has determined the internal and external communications relevant to the quality management system, including:

a. what to communicate;
b. when to communicate;
c. with whom to communicate;
d. how to communicate;

e. who communicates.

RAS communicates internally in the following manner.

1. Management review meeting minutes
2. Other meeting minutes
3. Internal training
4. Customer feedback
5. Other applicable verbal/written communications

Posting of meeting minutes, and other pertinent information will be on the RAS server. Records of these and other communications will be maintained in accordance with 4.2.4-3.

## 7.5 DOCUMENTED INFORMATION

### 7.5.1 GENERAL

Quality management system documentation includes documented statements of: a quality policy and quality objectives, a quality manual, documented procedures required by AS 9120 and requirements imposed by applicable regulatory authorities, documents needed by RAS to ensure effective planning, operation, and control of its processes and required records.

RAS personnel are trained in relevant procedures and are permitted access to the quality management system documentation on the RAS electronic server. Customers and/or regulatory authorities are permitted access to quality management documentation upon request.

The range and detail of the procedures that form part of the quality management system are dependent upon the size of the organization, the complexity of the work, and the skills of the associates involved in carrying out the activity.

### 7.5.2 CREATING AND UPDATING

RAS has established, maintains, and controls a quality system of operating procedures and policies; as well as their process, products, and support documentation that detail work instructions relating to processes, quality control, and inspection. All controlled documents are stored in an electronic format on the RAS server. Controlled documentation is too be written in the English language and identified by the following:

**Level I (example 4.2.1)** RAS Quality Manual
A Quality Manual that describes RAS policies and implementation methods to comply with the requirements of AS 9120. Created and maintained by RAS.

**Level II (example 4.2.1-2)** RAS Work Instructions/Procedures
RAS' procedures/work instructions that describe the conduct of processes and activities considered necessary to ensure conformance to the specified requirements of Level I. Created and maintained by RAS.

**Level III (example 4.2.1-3)** RAS Quality Records

RAS records are created and retained to provide objective evidence that processes affecting quality specified at Level II were in fact performed. Documents are created at RAS and by subsidiaries performing operations for RAS. Documents are maintained by shipper and RAS as required.

RAS has established, documented, and maintained a configuration management process appropriate to the product. This process includes, but is not limited to, the use of Work Orders, Specifications, Purchase Orders to determine conformance of orders to specification and customer requirements.

## 7.5.3 CONTROL OF DOCUMENTED INFORMATION

Quality management system related documents and data are controlled and are defined by written procedure (4.2.3-2). The quality management system maintains appropriate documentation to verify the status of products. Quality records are defined and controlled per procedure 4.2.4-2.

These procedures describe the controls used to:

a. approve documents for adequacy prior to use
b. review and update as necessary and re-approve documents
c. ensure that current changes and the current revision status of documents are identified
d. ensure that relevant versions of applicable documents are available at points of use
e. ensure that documents remain legible and readily identifiable
f. ensure that documents of external origin are identified and their distribution controlled
g. prevent the unintended use of obsolete documents and apply suitable identification if they are retained for any purpose.
h. the organization maintains documentation to verify the status of the product.

The General Manager has approved this Quality Manual prior to release. The Quality Manager is responsible for approving all changes, maintenance, and distribution of all revisions to this Quality Manual with concurrence by the General Manager. Document changes are coordinated with customers and/or regulatory authorities in accordance with contract or regulatory requirements. Uncontrolled copies of this manual will not be updated. All controlled documents will be marked "printed copies are uncontrolled".

RAS has procedures (4.2.4-2) in place for the identification, storage, protection, retrieval, retention times, and disposition of quality records. All quality records are legible and are stored and retained in such a way that they are readily retrievable in facilities that provide a suitable environment to protect from damage or deterioration and to prevent loss. Quality records are available for review by customers and/or regulatory authorities in accordance with contract or regulatory requirements.

Quality records may include, as applicable, but are not limited to: Test and inspection reports, original certificates of conformity, copies of airworthiness certificates, lot traceability records (manufacturer, distributor, and/or repair station); non-conformance, concession, and/or corrective action; environmental or shelf life condition records.

Electronic storage systems for quality records have been appropriately validated. Quality records are traceable to the original documentation, without the possibility of change by software.

## 8.0 OPERATION

## 8.1 OPERATIONAL PLANNING AND CONTROL

Planning and Product Realization (and subsections) applicable requirements are met in sections 8.2 and 8.5 of this manual.

The RAS business model dictates that all our orders are filled using approved suppliers. This activity is controlled under controlled procedures 7.4.2-2, 7.4.3-2, and 8.2.5-2.

## 8.1.2 CONFIGURATION MANAGEMENT

RAS has limited application to the configuration management due to not having any metallic product under our direct control.

RAS has controls in place to ensure proper communication and flow down to its suppliers through our purchase orders including a copy of the customer purchase orders. This activity is controlled through procedure 7.4.2-2, 7.2.2-2, and 8.2.5-2.

## 8.1.4 PREVENTION OF CONTERFEIT PARTS

RAS attempts to detect any counterfeit material through review of the material test reports per 7.4.3-2

## 8.1.5 PREVENTION OF SUSPECTED UNAPPROVED PARTS

RAS only sources from AS or ISO approved RSAC subsidiaries or divisions. RAS does not maintain any material in house. Therefore RAS has limited capability in this section. All material supplied to RAS customers will be reviewed per 7.4.3-2.

## 8.2 REQUIREMENTS FOR PRODUCTS AND SERVICES

## 8.2.1 CUSTOMER COMMUNICATION

RAS has determined and implemented communication to provide the following types of information to the customer: (8.3, 7.2.2, 8.1, 8.2.3, 7.2.1, 7.2.3-3, 7.2.3-3a, and 7.2.3-3b)

Product information, inquiries, order handling, including amendments, and customer feedback; including complaints may be sent via email, web sites, purchase order, or contracts.

Customer property is handled per section 8.5.3 of this manual.

Contingency actions are communicated via phone, in person, or electronically as needed when relevant issues are identified.

## 8.2.2 DETERMINATION OF REQUIREMENTS RELATED TO PRODUCTS AND SERVICES

RAS determines the requirements specified by the customer, including the requirements for delivery and post-delivery activities, requirements not stated by the customer but necessary for specified or intended use, where known, statutory, and regulatory requirements related by the product, and any additional requirements determined by RAS. (7.2.1-2, 7.2.1-2a)

## 8.2.3 REVIEW OF REQUIREMENTS RELATED TO THE PRODUCTS AND SERVICES

In addition to section 8.2.2 of this manual RAS reviews the quotes, contracts, or orders before submission related to the product requirements to ensure that (7.2.2-2):

- product requirements are adequately defined and documented,
- contract requirements that are different from the proposed quote are resolved,
- capability to meet customer requirements is analyzed and determined to be acceptable prior to initiation of the contract with the customer.
- risks (including but not limited to, technology, short delivery time) have been evaluated.

Records of review along with necessary actions are established and maintained (see 4.2.4). RAS does not accept verbal purchase orders from our customers. Prospective contract amendments/supplements are processed in the same manner as new contracts, as applicable, including communication to affected organizations and changes to relevant documentation.

## 8.2.4 CHANGES TO REQUIREMENTS FOR PRODUCTS AND SERVICES

RAS addresses change requirements in procedure 7.2.2-2

## 8.3 DESIGN AND DEVELOPMENT OF PRODUCTS AND SERVICES

RAS does not perform design and development of products and services. Therefore RAS excludes section 8.3.

## 8.4 CONTROL OF EXTERNALLY PROVIDED PROCESSES, PRODUCTS AND SERVICES

## 8.4.1 GENERAL

RAS evaluates and selects suppliers based on their ability to meet quality management system, quality assurance, service requirements, and external sources as applicable. The type and extent of

control exercised by the supplier are based on the type of purchased product and the effect of the product on subsequent product realization or the final product.

RAS re-evaluates, and selects suppliers based on their ability to supply product in accordance with the organizations requirements based on established criteria. Records are maintained of evaluations and any necessary actions to be taken (see 4.2.4).
Reliance Aerospace Solutions: (7.4.1-3, 7.4.1-2)

a) maintains a register of approved sources that includes the scope of approval,
b) periodically reviews source of supply performance, records of the review are used as a basis for establishing the control level implemented,
c) has defined the necessary actions to take when dealing with suppliers that do not meet requirements,
d) prevents the purchase of counterfeit/suspect unapproved products by only sourcing from suppliers with 3rd party (AS9100, ISO 9001 ect) certifications.

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

## 8.4.2 TYPE AND EXTENT OF CONTROL

In addition to controls listed in 8.4.1 of this manual the following shall apply. RAS does not maintain any physical inventory and all orders are shipped direct from RAS suppliers to the RAS customer. Given these circumstances RAS reviews the material test reports/certifications for the following information.

- Material Specification and revision
- Alloy/Condition
- Size/Shape

The verification will be noted with reviewer's initials and date in an area of the certification that does not obscure pertinent data. (7.4.3-2)

In the event that a customer requests verification at the suppliers premises RAS will communicate and coordinate the visit with the customer and supplier. Requirement will be noted on the RAS purchase order to the supplier. Customer verification will become apart of the order record and retained in accordance with 4.2.4. This will be a rare occurrence.

## 8.4.3 INFORMATION FOR EXTERNAL PROVIDERS

RAS will review and approve purchase documents for adequacy of the specified requirements prior to the release to the supplier. Purchasing information shall describe the product to be purchased where appropriate. Information will include, but is not limited to: (7.4.2-2)

a) requirements for approval of product, procedures, processes, and equipment
b) requirements for qualification of personnel
c) quality management system requirements
d) description or other positive identification, specifications, inspections, drawings

e) requirements of supplier notification concerning non-conforming product
f) requirements of supplier notification of product change
g) right of access
h) requirements of certifications

Section 8.4.2 of this manual also applies to this section. Ref 8.2.5-2

## 8.5 PRODUCTION AND SERVICE PROVISION

### 8.5.1 CONTROL OF PRODUCTION AND SERVICE PROVISION

RAS plans and carries out production and service provisions in the manner described below as applicable.

a. Product descriptions and characteristic information is provided per QM section 7.1.1, 7.1.2 and 7.1.3

b. Controlled work instructions/procedures are referenced in the applicable sections of this quality manual.

c. Suitable equipment is described in QM section 7.1.1 and 7.1.2.

d. RAS does not hold any inventory or perform any actions that require the holding or maintaining of any monitoring or measuring equipment.

e. Monitoring and measuring of metal products is performed by the RAS supplier. Monitoring and measurement of the RAS process is described in QM section 9.1.1 and 9.1.2

f. Product release is referenced in QM section 8.5.2, 8.6, 9.1.1, 9.1.2, and 9.2. Delivery and post-delivery activities are handled by the RAS supplier except in the case of a rejection as detailed in QM section 8.7, 10.1, 10.2 and 10.3.

g. RAS does not maintain any physical product to be accountable for. Information for corrective action communication can be referenced in QM section 10.1, 10.2 and 10.3.

h. Evidence of operation completion can be found in QM section 8.2.3 and 8.2.4

i. FOD prevention is not applicable to the RAS work environment reference QM section 7.1.3

j. Reference QM section 7.1.3

k. Workmanship criteria as it applies to RAS is described in QM sections 8.2.3, 8.2.4, 8.4.2 and 8.4.3

#### 8.5.1.1 CONTROL OF EQUIPMENT, TOOLS, AND SOFTWARE PROGRAMS

RAS does not control or keep any tools or equipment for processing material. As a result RAS does not control any of these items. The exception is computers, office software and printers for regular office use. RAS will ensure current suitable resources will be provided per section 7 of this QM.

### 8.5.2 IDENTIFICATION AND TRACEABILITY

RAS does not control any physical material. All identification and traceability is in accordance with the suppliers internal system that is verified and approved to ISO or an AS standard. Within RAS identification and traceability of paperwork is described as applicable in QM section 8.2.3, 8.2.4, 8.4.2 and 8.4.3

All shipments made from RAS metal suppliers to RAS customers must include a copy of the original mill test reports, processing certifications (as applicable), and a certification of conformance as required by the RAS customer. This documentation is subject to review and approval by RAS per 8.6 of this QM. Documentation requirements will be flowed down to the supplier via the RAS terms and conditions (8.2.5-2)

### 8.5.3 CUSTOMER PROPERTY

RAS does not maintain any customer property and the nature of our current business model would preclude RAS from ever having any customer property. Any future customer property from RAS customers will be sent directly to the RAS supplier and controlled per the suppliers ISO or AS approved process. This will be a rare occurrence.

### 8.5.4 PRESERVATION

RAS product only consists of paperwork, electronic files, and office equipment (PC's, fax, scanners). Controls for these items can be found in QM section 7.5.2, 7.5.3 and 7.1.3. Material preservation is the responsibility of the RAS supplier per their ISO or AS certified system. Refer to 4.2.3-2 Control of Documents Procedure and 4.2.4-3 Control of Records Procedure.

### 8.5.5 POST-DELIVERY ACTIVITIES

Reference section 8.5.1, 8.7 and 10.2 of this QM.

### 8.5.6 CONTROL OF CHANGES

RAS does not have any design or development authority over its products. In the context of changes to customer purchase order requirements RAS controls those changes through procedures 7.2.2-2, 7.4.2-2, and 7.2.1-2.

## 8.6 RELEASE OF PRODUCTS AND SERVICES

RAS has limited monitoring and measurement of product to include only review and approval of material test reports and processing certifications to verify product conforms to specification, type, and condition of the material ordered. This is justified due to the fact that RAS does not maintain any material in house as material is supplied from approved RAS suppliers. Acceptance is denoted by initial and date then saving the appropriate test reports and certifications to the RAS server and/or filing them in the RAS filing cabinets.

All Physical inspection/measurement of material and relevant documentation is delegated to the RAS approved supplier per their internal procedures per their AS/ISO certification requirements.

All shipments made from RAS metal suppliers to RAS customers must include a copy of the original mill test reports, processing certifications (as applicable), and a certification of conformance as required by the RAS customer. This documentation is subject to review and approval by RAS per 8.2.4. Documentation requirements will be flowed down to the supplier via the RAS terms and conditions (8.2.5-2)

Reference 8.4.2, 8.4.3 of this QM for verification of product.

## 8.7 CONTROL OF NONCONFORMING OUTPUTS

RAS has limited control of nonconforming product do to the nature of its business model. Therefore the control will only pertain to the communication, documentation, and information aspects of nonconforming product. Control of the physical material will be handled in accordance with the RAS supplier's internal procedures and processes. Reference section 10.2 of this QM. (8.3-2, 4.2.4-2)

## 9.0 PERFROMANCE EVALUATION

## 9.1 MONITORING, MEASUREMENT, ANALYSIS AND EVALUATION

RAS will plan and implement the monitoring, measurement, analysis, and improvement processes needed to demonstrate conformity of the product, ensure conformity of the quality management system through internal audits and management review, and use audit and management review feedback to continually improve the effectiveness of the quality management system.

### 9.1.1 GENERAL

RAS will apply suitable methods for monitoring and, where applicable, measurements of the quality management system. The methods demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action is taken, as appropriate, to ensure conformity of the product.
Processes are:

- On-time delivery
- Order entry accuracy
- Customer satisfaction

Goals are set and discussed during MRM.
(8.3-2, 8.4-3, 8.4-3a, 7.4.1-3, 8.3-3)

### 9.1.2 CUSTOMER SATISFACTION

RAS will monitor information relating to customer perception as to whether the organization has met customer requirements through feedback received and other mechanisms as identified in the process for negotiating requirements and reporting performance. RAS uses this information as one of the measurements for performance of the quality management system.

At a minimum RAS will use customer feedback, on-time delivery, and applicable corrective actions to determine customer satisfaction. Results of this analysis will be updated monthly and reported during the management review meeting at a minimum.
(8.3-2, 8.4-3, 8.4-3a, 7.4.1-3, 8.3-3)

### 9.1.3 ANALYSIS AND EVALUATION

RAS will analyze data as part of management review. Data is selected, collected, and analyzed to demonstrate the effectiveness of the quality management system. Through this data analysis, areas to continually improve the quality management system are identified. This data includes data generated as a result of monitoring and measurement and other relevant sources. The analysis of data will provide information relating to customer satisfaction (see 9.1.2), conformity to product requirements (see 8.2.2), characteristics and trends of processes and products including opportunities for preventive action, and suppliers.

## 9.2 INTERNAL AUDIT

RAS will plan, perform, and document internal quality audits. RAS may choose to utilize third party auditors from other Reliance companies. Outside auditors must of have performed quality audits within their Reliance company to be considered qualified. Audits verify that business activities are effectively implemented and maintained, comply with planned arrangements, to the requirements of AS9120, meet contract and/or regulatory requirements, to documented procedures and the requirements established by the quality management system.

Audits assess compliance with documented procedures, identify opportunities for improvement, and initiate corrective action required.

A documented master audit plan is maintained to ensure ongoing evaluation of quality management system elements. The frequency of audits is determined using the results of previous audits, the significance of quality program activities, and product quality indicators. The audit criteria, scope, frequency, and methods are defined.

Selection of auditors and audits are conducted to ensure objectivity and impartiality of the audit process. Auditors do not audit their own work. The auditors are independent of organizations having direct responsibility for the activity being audited.

The responsibilities and requirements for planning and conducting audits, reporting results, and maintaining records (see 7.5.3) are defined in a documented procedure. Audit results are documented in formal reports. Both management and responsible associates are notified of audit results. Timely root cause analysis and corrective action is required to eliminate detected nonconformities and their

causes. When corrective action is required, follow-up verification audit activities record the implementation and effectiveness in accordance with documented procedures. (8.2.2-2)

Eternal audits will be saved in accordance with 7.5.3 and addressed in the same manner as internal audit as applicable.

## 9.3 MANAGEMENT REVIEW

### 9.3.1 GENERAL

At a minimum the General Manager and Quality Manager will review the quality management system annually to ensure its continued suitability and effectiveness in satisfying the requirements of this quality manual and objectives herein. Records and a schedule of such reviews will be maintained. The review will be documented via meeting minutes (form 5.6.1-3) with action items, responsible parties, and delivery dates.

### 9.3.2 REVIEW INPUT

Data reviewed may include, but is not limited to: (form 5.6.1-3)

Quality management system review and changes that could affect it
Process performance and product conformity (Quality Objectives)
On Time Delivery, Approved Supplier Performance, Order Error Spreadsheets
Audit results
Both internal and external as applicable
Customer feedback
Non-conformances, Corrective and preventive action review
Follow-up on open action items from prior management reviews
Recommendations for improvement
Resources needed
Opportunities for improvement
Identification and mitigation of applicable risk

### 9.3.3 REVIEW OUTPUT

The outputs from management review will include any decisions and actions related to improvement of effectiveness of the quality management system and its processes, improvement of product related to customer requirements, identified risks, and resource needs. This is accomplished by meeting minutes with action items, and responsible parties. Pertinent information will be flowed down to all employees as necessary. (5.6.1-3)

## 10.0 IMPROVEMENT

## 10.1 GENERAL

RAS is committed to continual improvement. The quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions, and management review serves as the basis for the continual improvement of the quality management system.

## 10.2 NONCONFORMITY AND CORRECTIVE ACTION

RAS will take action to eliminate the cause of nonconformities to prevent recurrence. Corrective and preventive action taken is appropriate to the degree and magnitude of the problem and risks encountered. Resulting corrective and preventive actions are documented and summarized for management review.

Timeliness of corrective action is monitored. Days allowed to respond to corrective actions are established in the corrective and preventive action process. (8.5.2-2)

Procedures for corrective action include:

- Reviewing nonconformities, including the effective handling of customer complaints and reports of product nonconformities,
- Investigating the root cause of nonconformities,
- Evaluating the need for action to ensure that nonconformities do not recur,
- Determining and implementing action needed,
- Recording the results of the investigation and actions taken (see 7.5.3), and
- Reviewing corrective action taken.

The Quality Manager has the discretion to determine if the issue warrants a corrective action or continuous improvement based on the severity of the problem. This applies to supplier, internal, and customer issues, with the exception of external audit corrective actions, customer requested corrective actions, and internal audit findings that are minor or major findings per the AS9120 standard.

RAS has limited control of nonconforming product do to the nature of its business model. Therefore the control will only pertain to the communication, documentation, and information aspects of nonconforming product. Control of the physical material will be handled in accordance with the RAS supplier's internal procedures and processes. Reference section 8.7 of this QM. (8.3-2, 4.2)

## 10.3 CONTINUAL IMPROVEMENT

In addition to section 10.1 of this QM RAS will identify potential opportunities for continual improvement. Actions are determined to improve the quality management system. Preventive actions that are taken are appropriate to the potential effects of risks of the potential problems.

Procedures for preventive action include determining potential nonconformities, risks and their causes, evaluating the need for action to prevent occurrence of nonconformities, determining and implementing action needed, recording the results of the investigation and actions taken, and reviewing preventive action taken. (8.5.3-2)