

ACRA INDUSTRIES, INC.

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QUALITY ASSURANCE MANUAL

Approved and Issued: _____ Date: _____
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ACRA INDUSTRIES, INCORPORATED

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Introduction

This Quality Assurance Manual provides an overview of the business process and management systems of:

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It also provides a key to the culture of continuous improvement and commitment to consistently meet customer requirements.

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Section 1. Organization Profile

ACRA is a Southern California company satisfying the needs of precision machined parts and secondary operation customers. The organization provides CNC machining for many Southern California manufacturers. Number of employees – approximately 8.

Design or development services are currently performed at ACRA

Section 2. Quality Management System structure.

The Quality Management System utilizes a 3-tier document structure comprising:

Tier 1: QA Manual, this document lays down the quality policy and defines the documentation and organizational structure of ACRA.

Tier 2: Business Processes represent the primary cross-functional activities identifying the primary stages of the processes and the role of various departments.

Tier 3: Department processes define working practice for activities within the business processes and also for routine activities. Within this tier are the internal specifications laid down for manufacturing of ACRA product.

Section 3. Quality Management System certification

At the present time, ACRA has a quality management system that is AS 9100 C compliant. We do not presently anticipate certification in the immediate future unless required by our customers and deemed financially feasible by management..

Section 4. Certification Exclusions – Section 7.3 Product Design and Development

Currently Section 7.3 of the standard is excluded since ACRA does not perform R&D.

Section 5. ACRA Quality Policy**QUALITY POLICY**

We at ACRA believe that customer satisfaction is fundamental to our business objectives and economic success. The measure of our success will be the degree with which we meet our customer's quality requirements. Inherent in this policy is the need to fully understand and objectively measure how well we perform to their requirements.

While we seek total customer satisfaction and recognize the increasing requirements of our industry, the philosophy and methods we employ will be those of continuous improvement. Fundamental to this strategy will be the application of the tools and techniques of our AS 9100 C improvement plan.

We will continuously look for ways to improve our processes by using new technologies and considering suggested ideas. We encourage input from all ACRA personnel. We will implement these policies through an integrated management system and verify compliance to this through the monthly business metrics review and scheduled internal audits.

BUSINESS OBJECTIVES

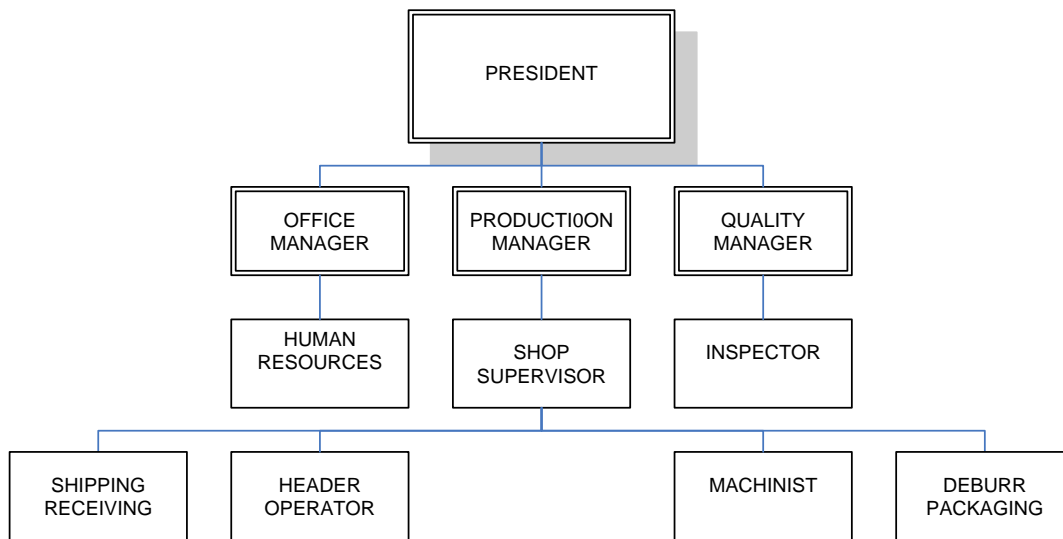
These objectives are defined and measured through the ACRA Metrics Pack and include the following:

- Manufacturing performance
- Customer Satisfaction
- Product quality measures
- Quality systems performance
- ACRA Delivery performance

The above metrics are subject to management reviews to ensure the continual stability, adequacy and effectiveness of our Quality Management System. This review includes opportunities for improvement and the need for changes to the Quality Management System.

Section 6. Organizational structure

ACRA Industries, Inc. ORGANIZATION CHART



NOTE Personnel may be assigned to multiple positions.

Section 7. Responsibilities

ACRA personnel are responsible for complying with the processes defined within the Quality Management System and consistently satisfying customer requirements.

Management has the responsibility for providing the policy, systems, resources, and motivation for ACRA meeting its' objectives.

Section 8. Business processes

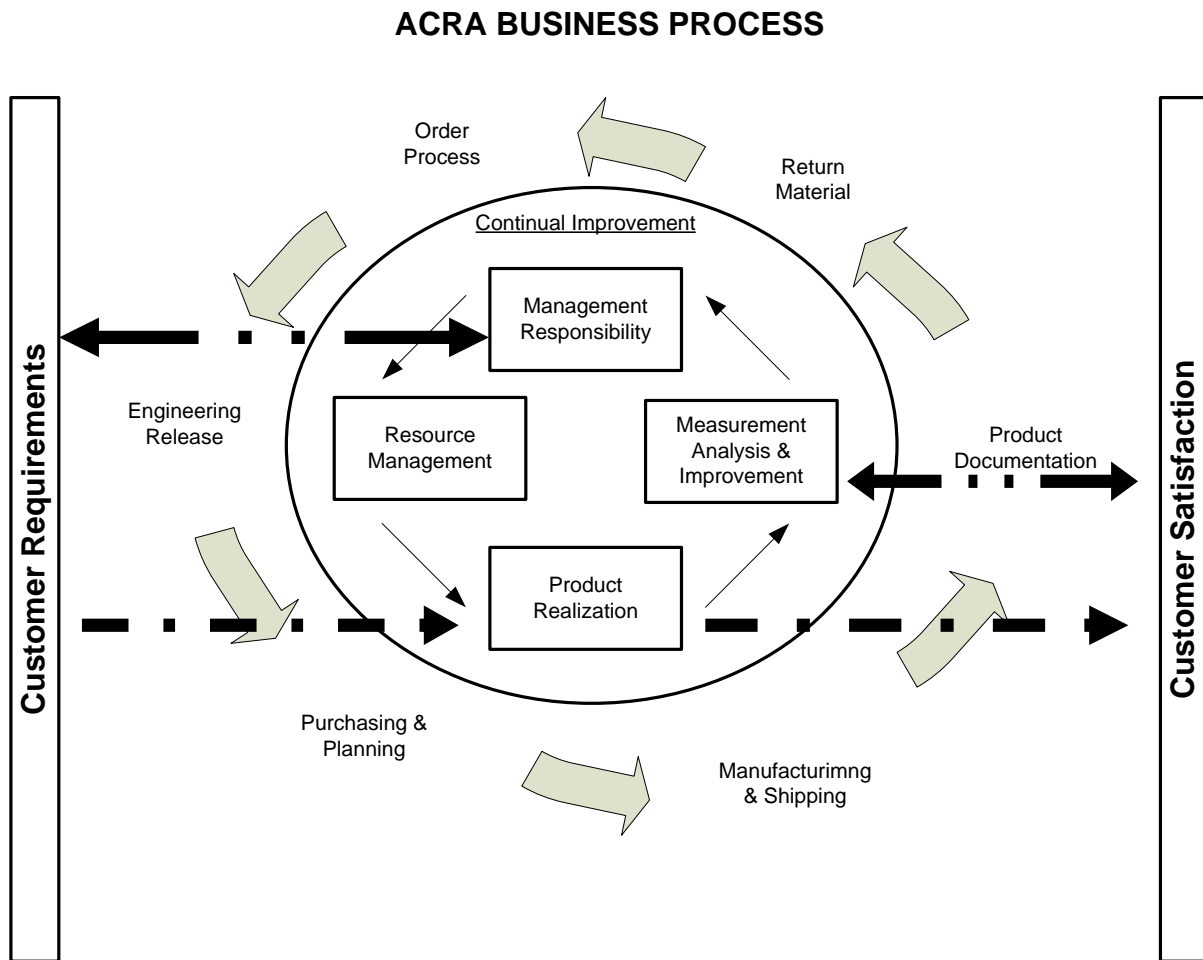
Business processes have been adopted by ACRA in order to link the inputs and outputs of cross-department activities into a complete process. Two levels of business processes exist within our QMS, key business processes and support processes.

- ◆ Key business processes are the ACRA Order Process.
- ◆ Support processes have been developed for cross-department activities. They include, but are not limited to, customer complaints, incoming item inspection, and nonconforming item control

Note: Business and Departmental Processes are located in a Shared\Quality Management System Folder.

Section 9. Department Processes

ACRA processes follow the system and format to ensure that all products and/or services maintain the same standard and quality with the same supporting documentation. A list of the Key Business Processes and Primary Processes follow.



Section 10. Access to ACRA QMS documentation.

Copy of this QA Manual will be provided to customers, distributors, auditors, and regulators when requested, this will be provided on an uncontrolled basis only. Copies of processes are not normally provided, unless they are required as part of a customer order.

Section 11. QA Manual revision history

<u>REVISION</u>	<u>DESCRIPTION</u>	<u>DATE</u>
0	Original Issue	

END OF QA MANUAL

**APPENDIX A
DOCUMENTATION INTERACTION**

Item	AS9100C Element	Quality Manual	Processes	Work Instructions	Forms
Production Processes					
Machining Process	4.1, 4.2.3, 4.2.4, 5.0, 6.0, 7.1, 7.5 (except 7.5.1.5), 7.6, 8.2.3, 8.2.4, 8.3, 8.5	Appendix A	P-42-02 P-42-03 P-43-01 P-75-01 P-75-02 P-75-03 P-75-04 P-75-05 P-75-06 P-75-07 P-75-08 P-76-01 P-82-03 P-82-04 P-82-05 P-83-01 P-85-01 P-85-02	WI-Main-01 WI-Train-01 WI-TRV-01 WI-TRV-02 WI-First-01 WI-Plan-01 WI-Inprocess-01 WI-Final-01 WI-Trace&ID-01 WI-Stamp-01 WI-FOD-01	Traveler QF-6201 QF-7515 QF-7515X QF-7515-Inv QF-8300 QF-8300-1 QF-8409 QF-8500 QF-8501 QF-8510 QF-8511 QF-8512 QF-8513 QF-8514 QF-8515 QF-8700
Supporting Process Management Commitment					
Management Review	4.1, 4.2.1, 4.2.3, 4.2.4, 5.1, 5.2, 5.3, 5.4, 5.5, 5.6, 6.0, 8.2.2, 8.1, 8.2.1, 8.2.4, 8.5, 8.3	Appendix A	P-56-01 P-42-02 P-42-03	-	QF-5600
Quality Manual	4.1, 4.2.1, , 4.2.2, 4.2.3	Appendix A	P-56-01 P-42-02 P-42-03	-	-
Quality Policy	5.1, 5.3, 4.2.3, 5.6	Appendix A	P-56-01 P-42-02 P-42-03	-	-
Quality Objectives	5.1, 5.4.1, 5.6, 8.4, 8.2.3, 4.2.3, 4.2.4	Appendix A	P-56-01	-	QF-5600

Competency	4.2.1, 4.2.3, 4.2.4, 5.1, 5.3.d, 5.5.3, 6.1, 6.2, 7.5.1.k, 8.2.3	Appendix A	P-42-02 P-42-03 P- 62-01	WI-TRAIN-01 & 02	QF Train QF-6201 QF-6203 QF-6204
Authorities & Responsibilities	4.2.3, 4.2.4, 5.0, 6.0, 7.1, 7.2, 7.4, 7.5, 8.2, 8.3, 8.4, 8.5	Appendix A	All Procedures Authorities and Responsibilities through verbiage in procedures and work instructions	All	-
Facilities & Work Environment Sub- Process Management Commitment	4.2.3, 4.2.4, 4.1, 5.0, 6.1, 6.3, 6.4, 8.2.3	Appendix A	P-42-02 P-42-03 P-75-03 P-75-06 P-75-07	WI-Comp-01 WI-FOD-01	QF-7515 QF-7515A QF-7515B QF-7515C QF-7515- inv QF-8402
Planning, Project Management & Risk Configuration Management	4.1, 4.2, 5.0, 7.1, 7.2, 7.4.1, 7.4.2, 8.2.3, 8.2.4, 8.4	Appendix A, D, E	P-42-02 P-42-03 P-72-01 P-72-03 P-75-01	WI-TRV-01 WI-TRV-02 WI-PLAN-01	QF FDR QF-7200
Contract Reviews Risk	4.1, 4.2.3, 4.2.4, 5.0, 7.1, 7.2, 7.4.1, 7.4.2, 8.2.1, 6.0, 8.2.3, 8.4	Appendix A, D, E	P-42-02 P-42-03 P-43-01 P-72-01 P-72-03 P-75-01	WI-TRV-01 WI-TRV-02 WI-PLAN-01	QF FDR QF-7200
Customer Satisfaction	4.1, 4.2.3, 4.2.4, 5.6, 8.2.1, 8.1, 8.2.3, 8.5, 8.4	Appendix A, G	P-42-02 P-42-03 P-72-01 P-82-01 P-56-01	WI-Customer Monitoring	QF-7201 QF-8202 QF-8203
Monitoring of Processes	4.1, 4.2.3, 4.2.4, 5.6,	Appendix A, D, E, G	P-42-02 P-42-03	-	QF-8509 QF-5600 QF-8201-1

	8.2.3, 8.2.2, 8.5, 8.4		P-56-01 P-82-02 P-85-02		QF-8201-2 QF-8201-3
Monitoring of Product	4.1, 4.2.3, 4.2.4, 7.5.1.1, 7.6, 8.2.4, 8.2.3, 8.5	Appendix A, D, E, G	P-42-02 P-42-03 P-43-01 P-74-03 P-75-01 P-82-02 P-82-03 P-82-04 P-82-05 P-76-01 P-83-01	WI-FIRST-01 WI-REC'G INSP-01 WI-IN-Process Insp-01 WI-FINAL-01	QF-8300 QF-8300-1 QF-8409 QF-8500 QF-8510 QF-8511 QF-8512 QF-8513 QF-8514 QF-8515 QF-8700
Control of Nonconforming Product	4.1, 4.2.3, 4.2.4, 5.0, 6.0, 8.3, 8.2.3, 8.2.4, 7.5.1.1, 8.5	Appendix A, D, E, G	P-42-02 P-42-03 P-83-01 P-85-01 P-85-02 P-74-01 P-74-03 P-75-01 P-75-05 P-82-03 P-82-04 P-82-05	WI-REC'G INSP-01 WI-IN-Process Insp-01 WI-FINAL-01	QF-8300 QF-8300-1 QF-8409 QF-8500 QF-8510 QF-8511 QF-8512 QF-8513 QF-8514 QF-8515 QF-8700
Analysis of Data	4.1, 4.2.3, 4.2.4, 5.6, 8.4, 7.4.1, 8.2.1, 8.2.3, 8.2.4	Appendix A, D, E, G	P-42-02 P-42-03 P-56-01 P-74-01 P-72-03 P-82-01 P-82-02 P-85-01	WI-Cust-01	QF-5600 QF-7201 QF-7401 QF-7402 QF-8201-1 QF-8201-2 QF-8201-3 QF-8202 QF-8203 QF-8300
Corrective Actions	4.1, 4.2.3, 4.2.4, 5.0, 7.5, 7.6, 8.2.3, 4.2.4, 8.3, 8.5.2	Appendix A, D, E, G	P-42-02 P-42-03 P-72-03 P-74-03 P-75-05 P-75-06 P-76-01 P-82-02 P-82-03 P-82-04 P-82-05 P-83-01 P-85-02	WI-REC'G INSP-01 WI-IN-Process Insp-01 WI-FINAL-01	QF-8300
Preventive Actions	4.1, 4.2.3, 4.2.4, 5.0,	Appendix A, D, E	P-42-02 P-42-03	-	QF-8300

	7.5, 7.6, 8.2.3, 4.2.4, 8.3, 8.5.3		P-85-01 P-85-02		
Internal Audits	4.1, 4.2, 5.0, 6.0, 7.0, 8.1, 8.2, 8.3, 8.4, 8.5	Appendix A, D, E, G	P-42-02 P-42-03 P-82-02 P-56-01 P-85-02	-	QF-8200-1 QF-8201-1 QF-8201-2 QF-8201-3
Document & Record Control	4.1, 4.2, 5.0, 8.2.3	Appendix A	P-42-02 P-42-03	WI-Comp-01	QF-4200
Control of Stamps	7.5.3, 4.2.3, 4.2.4	Appendix A	-	WI-Q.C. Stamp-01	QF-8400
Supporting Purchasing Process					
Purchasing	4.1, 4.2.3, 4.2.4, 5.0, 6.0, 7.1, 7.2, 7.4, 7.5.2, 7.6, 8.2.3, 8.2.4, 8.3, 8.5	Appendix A, D, E	P-42-02 P-42-03 P-74-01 P-74-02 P-74-03 P-75-04 P-75-06 P-83-01	WI-PURCH-01 WI-REC'G INSP-01	QF FDR QF-7401 QF-7401A QF-7402 QF-8300-1 QF-8511
Supporting Calibration Process					
Calibration	4.1, 4.2.3, 4.2.4, 5.0, 6.0, 7.4.1, 7.4.2, 7.4.3, 7.6, 8.2.3, 8.3, 8.5	Appendix A	P-42-02 P-42-03 P-43-01 P-76-01 P-74-01 P-83-01	WI-CAL-01	QF- LabNav