



COMMITTED TO EXCELLENCE

QUALITY MANUAL

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**QUALITY MANUAL**

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QUALITY MANUAL

1 PROFILE OF THE ORGANIZATION

DEVON PRECISION INDUSTRIES, INC.

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DEVON PRECISION INDUSTRIES, INC. has commenced its operations in 1967. It operates from the premises at Wolcott, CT continuing to confirm the widespread reputation for quality of work and service in providing precision machined products, including services such as gear hobbing, burnishing, knurling, thread rolling, broaching, milling, worming, form and centerless grinding, pinion and gear assemblies to a variety of customers in commerce and industry.

The company is committed to the operation of an independent quality management system as evidence of excellence of the services provided to its customers. To accommodate customer requirements and to provide the best possible quality of the product, Devon relies on complete cooperation from the customers. We depend on our customers to provide us with the sufficient amount of information about the product, special quality control plans, special gages and measuring devices so that the product completely satisfies the customer specifications and needs.

2 SCOPE

The manufacture of high precision turned component parts on Swiss screw machines, computer numerically controlled (CNC) machines, single spindle machines, multi-spindle machines, also providing gear hobbing, grinding, assemblies and a wide array of secondary operations.

Exclusions

1) *Devon is neither responsible, nor has any authority for the products' design and development processes.* The organization manufactures component parts to conform to the customers' design specifications and blueprints.

2) *Devon does not service its products.* The organization manufactures component parts and not the complete functional products where further servicing might be required after delivery. Therefore, the company doesn't repair, provide maintenance or perform any of the business functions auxiliary to production.

3) *Devon does not undertake any processes for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement.* The organization's production processes yield products that are measurable for conformance to specification requirements. Sufficient levels of monitoring and measuring equipment are maintained to determine deficiencies before the product is delivered or used.



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3 MANAGEMENT RESPONSIBILITY

Company's quality policy: "COMMITTED TO EXCELLENCE"

The president is responsible for establishing, implementing and maintaining the quality policy of the company. The quality policy may be reviewed at the management review meeting as a part of a long term planning. The quality policy and our quality management system are continually communicated to our staff and customers.

Top management establishes the quality objectives that lead to improvement of the organization's performance. The quality objectives are communicated throughout the company to enable the people in the organization to contribute to the achievement of the objectives. The quality objectives are:

- 1) produce quality products;
- 2) deliver products on time;
- 3) strive for improvement.

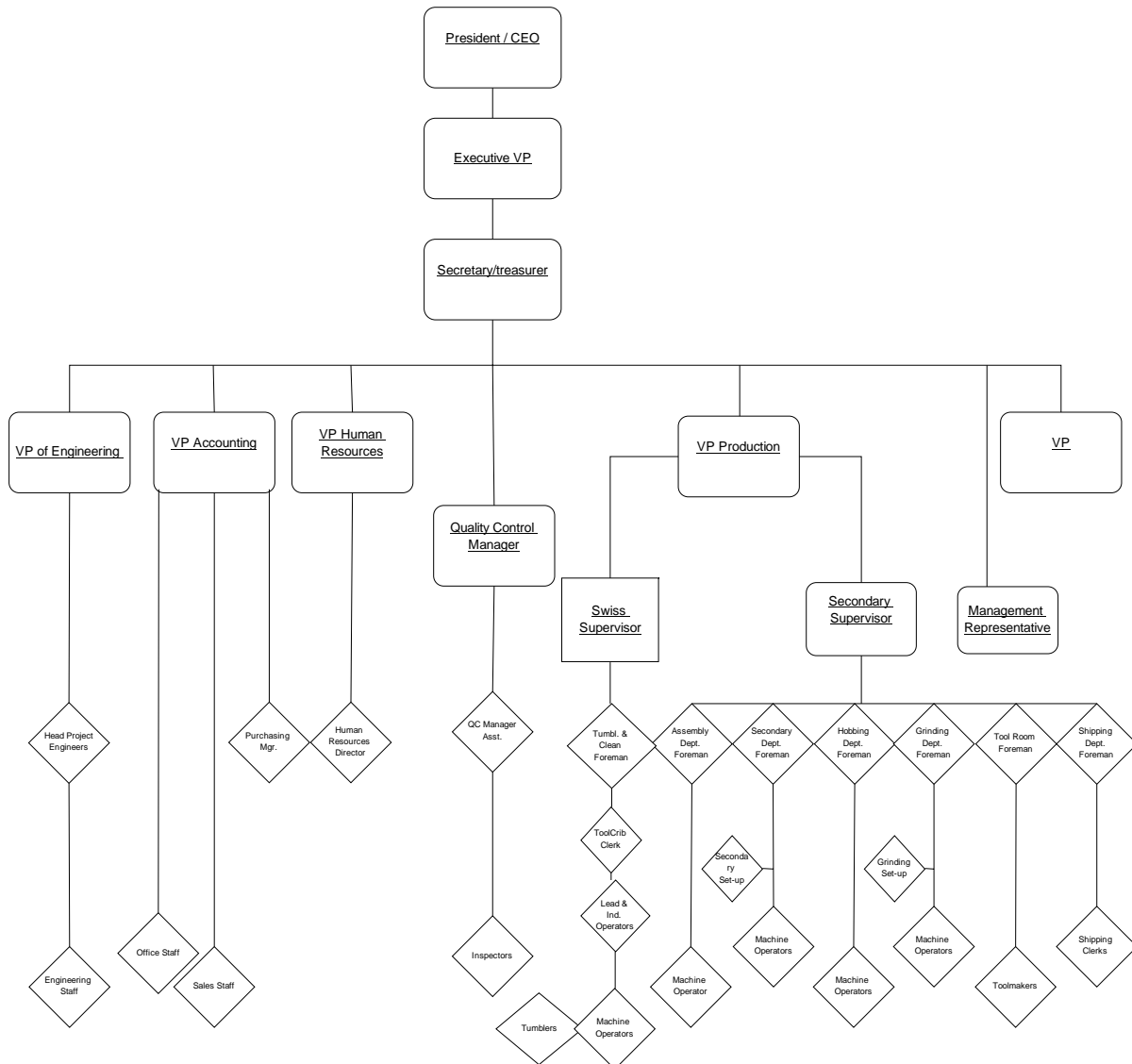
The top management ensures that the planning of the quality management system is carried out to meet the quality objectives and the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented. Our intention is to continually achieve our quality policy with the goal of meeting and exceeding customer satisfaction.



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Organization

The company's organization chart shows the lines of responsibility and authority, and identifies the management representative's report structure.





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Responsibility and Authority

The president has the overall responsibility for ensuring that the company operates and maintains the quality management system. The president ensures that:

- adequate resources and environment are provided to enable the company's staff to satisfy the requirements of the quality policy;
- he chairs the management review meeting in person or by assigned representation;
- action to prevent the occurrence of product nonconformity is initiated;
- solutions to problems are initiated, recommended or provided;
- the effectiveness of corrective action is verified;
- improvement of the effectiveness of the quality management system and its processes is perpetual.

The executive vice president is responsible for the administration of the business, major bidding, and the review of large contracts.

The management representative monitors that the processes for the quality management system are maintained according to the internal procedures by organizing and conducting internal audits; communicates to the top management on the performance and any needed improvements of the quality management system; promotes awareness of the customer requirements throughout the company.

The vice president of accounting is responsible for the correct processing of quotations, orders and complaints and responsible for the issuance of adequate work orders through the office manager, and the procurement of the correct materials required to perform contracted work through the purchasing manager.

The vice president of human resources is responsible for ensuring that personnel is competent and adequately trained to perform the work required to satisfy contractual obligations.

The vice president of engineering, with the assistance of the head project engineer, is responsible for the preparation of drawings and tooling required to enable the production process and for the control of drawings to ensure their correct application.

The vice president of production is responsible for ensuring that the production process is affected in accordance with contracted requirements and for ensuring that the shipping function is satisfactorily carried out.



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The quality control manager is responsible for ensuring that adequate work inspection activities are carried out by the QC inspectors in accordance with the requirements of the customers, ISO 9001: 2000, and the company management. The QC manager also serves as deputy management representative for the ISO 9001: 2000 program.

Supervisors are responsible for controlling the work of the relevant individual sections in accordance with instructions received from the VP of production or the executive vice president.

Toolmakers, operators, inspectors, material handlers, shipping clerks, office staff, sales personnel are responsible for correctly carrying out the relevant activities of their sections under the direction of their supervisors and management.

Resources and work environment

The company has set up an organization with the necessary resources of trained staff for management and the performance of work, together with equipment, material, premises and time to ensure that the requirements of the quality system are met continuously. Verification activities include inspection, test and checking of the services provided, and auditing to ensure that the employees are monitored for competency and non-compliances identified and corrected.

The company has determined and is continuously managing the work environment suitable to achieve conformity to product requirements.

Internal communication

Top management establishes appropriate communication processes within the organization. The communication takes place regarding the effectiveness of the quality management system, its quality policy, requirements, objectives and accomplishments. The goal is to provide or obtain information that can aid in the organization's performance improvement and directly involve the work force in the achievement of quality objectives.

The forms and activities of communication may include management-led communication in work areas, team briefings and other meetings, message-boards, and employee surveys and suggestion schemes.



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Customer focus

Top management ensures that requirements specified by the customer, including the ones for delivery and post-delivery activities, requirements not stated by the customer but necessary for specified or intended use, statutory and regulatory requirements related to product, and any additional requirements determined by the company are established and are met with the goal of enhancing customer satisfaction.

In order to meet and exceed our customer or a potential customer satisfaction, the organization makes all the efforts to understand the needs and expectation of its customers, keeps all avenues of communication open, determines the key product characteristics for its customers, identifies and assesses competition in its market, identifies market opportunities, weaknesses and future competitive advantages.

Management Review

Top management together with the management representative review the performance of the quality management system. In order to continuously improve the service of the company to its customers, the review agenda may include details of:

- results of the audits;
- customer feedback;
- nonconforming material;
- process performance and product conformity;
- follow-up actions from previous management reviews;
- performance of the suppliers;
- training;
- the quality system information;
- preventive and corrective actions;
- review of the quality policy;
- changes that could affect the quality management system;
- recommendations for improvement.

These reviews of the results will determine the actions necessary to amend and/or improve the operation of the quality management system. The results of all reviews are recorded by the management representative or delegated recorder in the minutes of the meeting. Changes to the quality system can be authorized by the top management or the management representative and will be communicated and implemented through the organization structure.



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4 QUALITY MANAGEMENT SYSTEM

General

This quality manual, identified processes, procedures, and documents together with the company's quality policy and assigned responsibilities constitute the company's documented quality management system which has been produced to ensure compliance with our customers' specified requirements and the scope of ISO 9001: 2000 registration.

Processes of the quality management system

The company identifies three main processes -- production processes, monitoring, measuring and improvement processes, supporting processes, and the subprocesses of the quality management system, their sequence and their interaction throughout the company (see pg. 10). The company ensures the availability of resources and information necessary to support the operation and monitoring of these processes with the imperative actions for improvement.

Quality management system procedures

The quality manual sets out the general policies, the procedures and the practices of the company. The documented quality management control procedures describe the activities, responsibilities and controls which operate the quality system. These documents serve as a link between the requirements of ISO 9001: 2000 and the detailed implementation of quality measures by the company. Key to the success of the system is a prompt and effective communication between all personnel. The quality system enables the company's personnel to review and amend performance to ensure the objectives of our quality policy are continuously met.

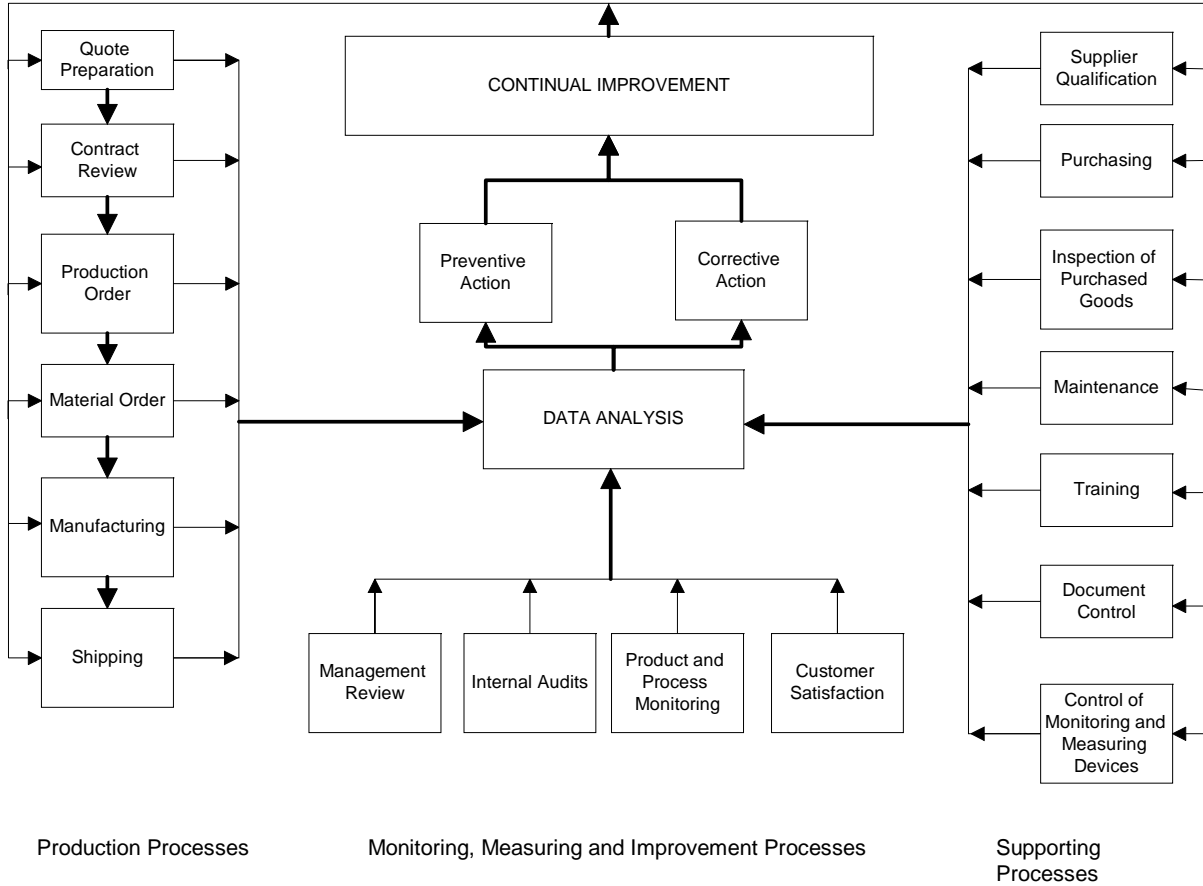
Quality management system planning

Timely consideration is given to planning to ensure that all activities appropriate to the company's services take place and all the requirements and the quality objectives are met. Before products or services are introduced, plans and provisions are made for production, inspection, test equipment, staff training and issue of formal instructions.



QUALITY MANUAL

INTERACTION BETWEEN THE PROCESSES





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5 QUOTE PREPARATION AND CONTRACT REVIEW

It is the responsibility of the president to ensure that the company determines and meets the requirements of the customer; requirements that are not stated by the customer but necessary for specified or intended use, if known; statutory and regulatory requirements related to the product; and any additional requirements determined by the company. The president is responsible for the capability of the company to fulfill the contract.

The company establishes and maintains management control procedures to ensure that quote preparation and contract review are undertaken and coordinated at appropriate stages during the contract. Inquiries and bids are reviewed by the sales department prior to the preparation of quotations. Any unclear aspects of the inquiry, bid, blueprint or requirement are resolved with the customer and recorded.

Upon the receipt of a purchase order, the sales department checks to ensure compatibility with the quotation provided to the customer. Any differences between the quotation and the purchase order are resolved with the customer and recorded prior to the acceptance of the order.

Verbal orders are recorded and read back to the customer to determine that the requirements have been correctly understood. A written confirmation of any verbal purchase order is required from the customer in all cases and is confirmed by an order acknowledgment.

In the case of a new order or reorder, a blueprint is made, if not existing, and a production order is generated. It is distributed to the production department for scheduling and to the purchasing department for ordering material, tooling and supplies. Engineering or the order entry clerk, if appropriate, issues a manufacturing print including a part number and internal revision date. The office manager is responsible for ensuring that internal job instructions are correct and conform to the customer purchase order and contract requirements.

The office manager ensures that amendments agreed to between the customer and Devon are recorded and the job instructions pertinent to satisfying the contract are updated and issued to the appropriate personnel.

Customer communication

The president ensures that communication arrangements are made and available for effective interfacing with the customers related to product information, quotations, orders, contracts, amendments, customer feedback, and customer complaints. The communication plan includes, but is not limited to, sufficient phone access, adequate sales personnel, e-mail and Internet access, fax service, customer visits, and customer surveys.

Records

Records of the original documentation and amendments will be held in a customer file.



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6 DOCUMENT CONTROL

The company maintains documented procedures to control all documentation. The president ensures that all relevant industry defined American and International Standards applicable to the company's operations are current and adhered to accordingly. The vice president of engineering verifies with the manufacturers of equipment that the manufacturers' service manuals and parts specifications are current and available for use.

The documents in the quality management system are controlled, except certain copies of the quality manual which are issued for marketing or other purposes and are clearly marked as "uncontrolled".

The management representative is responsible for approval documents for adequacy prior to use; issue, review, reapproval and update documents as necessary; revision status of documents; identification and legibility of the documents; identification and distribution of the documents of external origin is controlled; and the continuous control of documents and data associated with the quality management system. The quality manual and the documents used in this quality management system are identified by a reference number.

The management representative maintains a procedure to control the issue and distribution of all new documents and the removal of obsolete documents from the point of issue so that only the latest version of each is currently in use.

7 CONTROL OF RECORDS

The organization establishes and maintains legible, identifiable, and retrievable records that provide evidence of conformity to requirements of ISO 9001: 2000 and of the effective and efficient operation of the quality management system.

The organization establishes a documented procedure that defines the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records.



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8 PURCHASING AND SUPPLIER QUALIFICATION

The president is responsible for the purchase of major capital items, and the purchasing manager is responsible for materials for contracts and for general supplies.

Purchase orders are numbered and are generated in accordance with the purchasing procedure to ensure that the organization is correctly informed of the specific requirements. Purchase order forms for major items are signed by the president. Materials orders for work contracts are signed by the purchasing manager.

Evaluation of suppliers

The management representative is responsible for establishing and maintaining an approved suppliers list for the purchase of the products and services necessary to meet the customers' order requirements. The approved list is graded categorizing the rating of the vendor. Amendments to the approved suppliers are made by the management representative, QC manager, and purchasing manager after due consideration and in accordance with the evaluation and/or audit reports forms. Potential suppliers are evaluated on their quality arrangements and may be visited for the purpose of a quality audit.

Purchasing data

Purchase orders should clearly state the requirements, the appropriate identification specifications and the delivery address. Prior to release, all purchase orders issued to comply with the stated specifications of the contracts are checked by purchasing department. They ensure that there is an adequate detail regarding the identification and specification, and, if necessary, references to recognized quality standards.

Organization verification at the supplier's premises

The company inspects the materials only on its premises.

Verification of supplied product

The company establishes and implements inspection and other relative activities necessary to ensure that purchased products meet specified product requirements.

The customer is allowed to inspect records and to visit any supplier to verify that the products and services conform to the specification of the contract.



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9 CONTROL OF CUSTOMER SUPPLIED PRODUCT

When using the customer supplied equipment or working on clients property, the company ensures that it takes care of the property. In the event of discovering defects or unsuitability of an item, the company notifies the customer and acts in accordance with the customer's written instructions.

Any concessions issued are be held in the customer file.

10 PROCESS CONTROL

The organization provides the infrastructure such as a building, workspace, process equipment (hardware and software) and any supporting services (information and communication technology and transport) necessary for achieving effective and efficient product realization.

The organization heeds the environmental issues associated with infrastructure such as conservation, pollution, waste disposal and recycling.

The management ensures that the work environment has a positive influence on motivation, satisfaction and performance of people in order to enhance the performance of the company. It creates a suitable work environment that includes creative work methods and opportunities for greater involvement to realize the potential of people in the company, safety rules and guidance, use of protective equipment, ergonomics, work place location, social interaction, heat, humidity, light, airflow, hygiene, cleanliness, noise, vibration and pollution.

Activities are carried out in accordance with the agreed contract, the appropriate procedures and standard operating procedures. The vice president of production plans the procurement of materials, equipment and labor. Workmanship is carried out with regard to any relevant American Standards and good practice.

All work is undertaken with the appropriate equipment and tools and, where necessary, drawings are used to identify areas of work and specification requirements. If during the fulfillment of the contract changes to the specification requirement are indicated by the customer, they are discussed for resolution. Any changes agreed are recorded and placed in the customer file.

The vice president of production establishes a plan for maintenance and servicing of equipment used in the process to ensure that the infrastructure continues to meet the organization's needs and to achieve conformity to product requirements.



QUALITY MANUAL

11 INSPECTION AND TESTING

Receiving inspection and testing

Received materials are stored in an allocated area. Where applicable, they are not moved or used until any necessary inspection is carried out. All received materials must be checked against the company's purchase order. Items ordered for inventory are moved into the appropriate storage area. Items ordered against contract are identified and remain in their assigned location until required for use. Materials which do not conform with the stated requirements are identified against use and returned to the supplier.

All materials are received only at the company's premises.

Whenever unverified material is released for production, its usage is tracked until satisfactory inspection is carried out. If the subsequent inspection reveals nonconforming product, the unverified material is withdrawn from production, replaced, and treated as reject material.

The company monitors and measures the characteristics of the product during all stages of its manufacturing including statistical process control to verify that the product requirements have been met. Proof of conformity with the acceptance standards is maintained by the company with the names of those who authorize release of the product. Product release and service delivery do not begin until the planning of product realization have been acceptably and adequately completed, unless otherwise approved by a proper authority or by the customer.

In-process inspection and testing

During the course of the contract planned and random checks are carried out. This includes checks of suppliers to ensure that the work is being performed in accordance with the contract and/or relevant procedures, drawings, manufacturers' manuals and customers' schedules. Nonconforming products are suitably identified.

Final inspection and testing

At the end of an agreed stage or at the end of the contract, a final inspection is made by the QC inspectors on a sample audit basis. Goods are not dispatched until a sample audit inspection has been satisfactorily completed.

Inspection and test records

All documents relating to the inspections and contract completion is stored in the QC inspection file or work inspection file as appropriate.



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12 CONTROL OF INSPECTION, MEASURING AND TEST EQUIPMENT

The QC manager maintains a list of all inspection, measuring and test equipment. All items on the list are maintained in compliance with contract, legal requirements and manufacturers' recommendations. All inspection, measuring and test equipment is calibrated or compared against a standard according to the written procedures.

The president and the quality manager may assess and document the validity of the results of testing when the inspection, measuring and test equipment is found out of calibration.

13 IDENTIFICATION AND TRACEABILITY

The company identifies each individual product throughout product realization. The product is inspected, tested where applicable, and labeled during all stages of the product realization. The product is not released or passed as serviceable until it is satisfactory.

Major items ordered against the contract are identified prior to their issue to ensure that the correct materials are used on the job. Records of these purchases are held in the purchasing file for future traceability when required under the terms of the contract or by regulation.

Where appropriate to the contract, goods are checked and inspected at the receiving stage and identified for the contract. Acceptable items are moved to an assigned storage area.

14 CONTROL OF NONCONFORMING PRODUCT

The company ensures that its management control procedures will prevent nonconforming products from unintended use, installation or delivery.

Nonconformance of all products is reported to the quality control manager for action and resolution. The top management, quality control manager, assistant QC manager are responsible for review of all the nonconforming products. They have the authority for the disposition of all the nonconforming products and to take action to eliminate the detected nonconformity. In some cases the customer is consulted to authorize the nonconforming product's use, release or acceptance. The concessions are recorded and the records are held in the customer file.

Product that is not processed properly during its realization may be identified to be reworked or scrapped. After the nonconforming is corrected, it is reevaluated to demonstrate the conformity to the requirements. If during the course of product realization the material becomes damaged, it is not used. Scrap materials are disposed in the most cost effective manner consistent with current legislation on disposal of waste.

When nonconforming product is detected after delivery, the organizations takes appropriate steps to stop and analyze the process of the product realization, identify and quarantine the nonconforming product, eliminate the detected nonconformity, and accommodate the customer's directives .



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15 CORRECTIVE AND PREVENTIVE ACTIONS

The quality control manager and management representative are responsible for ensuring that the action necessary to correct any nonconformance discovered by planned or random inspection, customer complaint, and the internal quality audits is taken promptly by the appropriate department.

If a complaint is issued by the customer after the work has been completed, it is reviewed by the top management. If any complaint is found to be outside of the contract requirement, it is discussed with the customer prior to any action being taken. Any concessions granted by the customer are recorded and held in the customer file.

Corrective action

To ensure that corrective action is taken the quality control manager will:

- carefully review and effectively handle customer complaints and product failures;
- investigate and determine the cause(s) of problems;
- evaluate the need for action to ensure that nonconformities do not recur;
- determine and implement the action required to eliminate the cause(s) of the problems;
- check that corrective action has been affected;
- record the results of the taken actions.

Corrective action which involves purchased materials or suppliers' services is discussed with the supplier to eliminate reoccurrence. This is done by the quality control manager.

Preventive action

To ensure that the preventive action is undertaken by the company, the organization will:

- check documents and data to detect and eliminate potential nonconformities and their causes;
- evaluate the need for action to prevent occurrence of nonconformities;
- plan and implement the steps needed to avoid future noncompliances;
- initiate checks so that the action is effective;
- ensure that relevant information is reported and reviewed at the management review meeting.

The executive vice president ensures that corrective and preventive actions are initiated and the checks are undertaken. As part of the corrective or preventive action, it may be necessary to supplement and/or amend procedures or work practices to eliminate the causes of potential nonconformities in order to prevent their occurrence.



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16 PRESERVATION OF PRODUCT

The president is responsible for ensuring that the inspection, identification, storage, packaging, preservation and delivery of the products necessary to meet the customer order requirements and to preserve the conformity of the product take place.

Handling

Products are carefully handled to avoid the possible occurrence of damage and deterioration during all stages of products realization. It is enacted in compliance with the current legislation regarding health and safety requirements.

Storage

Materials are stored in suitable areas for safety, ease of recovery and in accordance with current health and safety legislation. Items which have exceeded the recommended shelf life are treated as reject material.

Packaging

All finished product is packaged in a manner suitable for its protection during delivery to the customer. Packing and markings are checked for adequacy and accuracy before being released for delivery.

Received materials are retained in the original packing as far as it is practical until required for use.

Preservation

Materials are identified and stored in suitable environmental conditions.

Delivery

The company ensures that care will be taken in the handling and delivery of all goods to provide damage limitation.

The company will monitor the delivery performance for material handling to ensure damage limitation.



QUALITY MANUAL

17 INTERNAL AUDITS

To assess the strengths and weaknesses of quality management system and to ensure its continuing effectiveness, the internal audits are carried out according to an audit schedule. The management representative prepares the schedule based on the status and importance of the processes, areas to be audited, and results of previous audits. A documented procedure defines responsibilities, requirements, reporting the results, and maintaining proper records.

The management representative arranges the audit to be carried out. The audit will be performed in accordance with:

- a. American Standard requirements;
- b. the quality manual;
- c. the internal procedures.

The audit records and the results are reviewed by the management representative and brought to the attention of the personnel having responsibility in the area audited. Any corrective action will be implemented as required. The management representative ensures that follow up corrective action measures are completed within the agreed time scale. Evidence of excellent performance is reported in order to provide opportunities for recognition by the top management and motivation of people.

18 TRAINING

All employees are briefed on the relevant sections of the company's quality policy, procedures, safety, and relevance and importance of their activities and contribution to the achievement of the quality objectives.

Periodic assessments are made at the management review meeting by the president of the skill requirements of all employees. When specific training requirements are identified, the training takes place.

It is a company's procedure to use trainees with in-house support and external training as necessary with the continuous evaluation of the effectiveness of the taken actions.

The human resources manager ensures that personnel is competent on the basis of appropriate education, training, skills and experience, and receives the correct and adequate training to undertake special process work, and updates skill levels to meet contract requirements. The human resources manager coordinates all training requirements and maintains individual records.



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19 STATISTICAL TECHNIQUES

The company applies appropriate methods for monitoring and, where applicable, measurement of the quality management system processes. The methods exhibit the adequacy of the processes to accomplish planned objectives. In case when the planned objectives are not accomplished, corrective and preventive actions are taken to ensure the conformity of the product or improvement of the quality management system.

20 ANALYSIS OF DATA

The company identifies, gathers and analyses appropriate data relating to customer satisfaction; conformity to product requirements; characteristics and trends of processes and products including opportunities for preventive action; the organization's suppliers; and its competitiveness to demonstrate the suitability and effectiveness of the quality management system, and to evaluate where continual improvement of the effectiveness of the quality management system can be made.

21 CUSTOMER SATISFACTION

As the part of the measurements of the performance of the quality management system, the company monitors information relating to customer perception as to whether the organization has met customer requirements.

The company's methods for obtaining and using customer-related information include customer surveys, feedback of aspects of products, customer requirements and contract information, market needs, service delivery data and information relating to competition.

22 CONTINUAL IMPROVEMENT

The company is committed to the continual improvement of the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions, and management review meetings.



LIST OF PROCEDURES

<u>PROCEDURE</u>		<u>ISSUE # & DATE</u>	<u>SECTION REFERENCED TO ISO 9001: 2000</u>
4.2 DOCUMENTATION REQUIREMENTS			
DR - 001	QUALITY MANUAL	(01) 7/03	4.2.2 Quality Manual
DR - 002	CONTROL OF DOCUMENTS	(01) 6/03	4.2.3 Control of Documents
DR - 003	CONTROL OF RECORDS	(01) 6/03	4.2.4 Control of Records
5 MANAGEMENT RESPONSIBILITY			
MR - 001	QUALITY OBJECTIVES	(01) 6/03	5.4 Planning
MR - 002	MANAGEMENT REVIEW MEETING	(01) 7/03	5.6 Management review
MR - 003	NEW PARTS MEETING	(02) 10/04	5.4.2 QUALITY MANAGEMENT SYSTEM PLANNING
MR - 004	INTERNAL COMMUNICATION	(01) 7/03	5.5.3 INTERNAL COMMUNICATION
MR - 005	WEEKLY SHIPPING LIST	(01) 9/03	5.4.2 QUALITY MANAGEMENT SYSTEM PLANNING
MR - 006	INTERNAL QUALITY MEETING	(02) 2/04	5.4.2 QUALITY MANAGEMENT SYSTEM PLANNING
6 RESOURCE MANAGEMENT			
HR - 001	TRAINING	(01) 4/03	6.2 Human Resources
HR - 002	INDUCTION TRAINING	(01) 3/03	6.2 Human Resources
HR - 003	ISO 9001 AT DEVON PRECISION IND.	(01) 4/03	6.2 Human Resources
HR - 004	BASIC TRAINING TOPICS	(01) 4/03	6.2 Human Resources
HR - 005	DOCUMENTING VARIOUS TYPES OF EMPLOYEE TRAINING & PROCEDURE CHANGES	(01) 4/03	6.2 Human Resources
HR - 020	COMPETENCE OF A QC INSPECTOR	(01) 4/03	6.2 Human Resources
HR - 021	COMPETENCE OF A GRINDING SETUP OPER.	(01) 4/03	6.2 Human Resources
HR - 022	COMPETENCE OF A MACHINE TENDER	(01) 4/03	6.2 Human Resources
HR - 023	COMPETENCE OF A GEAR CUTTING MACHINE SETUP OPERATOR	(01) 4/03	6.2 Human Resources
HR - 024	COMPETENCE OF A BROACHING MACHINE SETUP OPER.	(01) 4/03	6.2 Human Resources
HR - 025	COMPETENCE OF A SWISS SCREW MACHINE SETUP OP.	(01) 4/03	6.2 Human Resources
RM - 001	TOOLING	(01) 4/03	6.3 Infrastructure
RM - 002	PREVENTIVE MAINTENANCE AND ROUTINE EQUIPMENT MAINTENANCE	(02) 2/04	6.3 Infrastructure
RM - 011	ORDER AND CLEANLINESS	(01) 7/03	6.4 Work Environment
RM - 012	ENVIRONMENT	(01) 7/03	6.4 Work



			Environment
7 PRODUCT REALIZATION			
7.1 PLANNING OF PRODUCT REALIZATION			
PR - 001	PRODUCT REALIZATION MAP	(01) 4/03	7.1 Planning of Prod. Realization
PR - 002	INSPECTION MAP	(01) 7/03	7.1 Planning of Prod. Realization
PR - 003	DEVELOPMENT OF PRODUCTION EQUIPMENT	(01) 4/03	7.1 Planning of Prod. Realization
PR - 004	TOOLING DRAWINGS	(01) 7/03	7.1 Planning of Prod. Realization
PR - 006	OUTSIDE SERVICES	(01) 7/03	7.1 Planning of Prod. Realization
PR - 007	MACHINE STATUS REPORT	(01) 7/03	7.1 Planning of Prod. Realization
PR - 008	SWISS JOB SCHEDULING	(01) 7/03	7.1 Planning of Prod. Realization
PR - 009	BLUEPRINT DISTRIBUTION	(01) 7/03	7.1 Planning of Prod. Realization

7.2 CUSTOMER-RELATED PROCESSES			
PR - 019	SALES FLOW CHART	(01) 7/03	7.2.1 DETERMINATION OF REQUIREMENTS RELATED TO THE PROD.
PR - 020	REQUEST FOR QUOTE	(01) 7/03	7.2.1 DETERMINATION OF REQUIREMENTS RELATED TO THE PROD
PR - 021	PURCHASE ORDER PROCESSING	(02) 10/04	7.2.2 REVIEW OF REQUIREMENTS RELATED TO THE PRODUCT
PR - 022	CHANGES TO PURCHASE ORDERS	(01) 7/03	7.2.2 REVIEW OF REQUIREMENTS RELATED TO THE PRODUCT
PR - 023	CUSTOMER REQUIREMENTS	(01) 7/03	7.2.2 REVIEW OF REQUIREMENTS RELATED TO THE PRODUCT
PR - 024	TRIP REPORTS	(01) 7/03	7.2.3 Customer communication
PR - 025	NEW CUSTOMER DELIVERY SCHEDULES	(01) 7/03	7.2.2 REVIEW OF REQUIREMENTS RELATED TO THE PRODUCT
PR - 026	BLUEPRINTS	(01) 7/03	7.2.2 REVIEW OF REQUIREMENTS RELATED TO THE PRODUCT
PR - 027	BLUEPRINT CHANGE	(01) 6/03	7.2.2 REVIEW OF REQUIREMENTS RELATED TO THE PRODUCT
PR - 028	CUSTOMER COMPLAINTS	(03) 5/04	7.2.3 Customer



			communication
7.4 PURCHASING			
P - 001	SELECTION OF SUPPLIERS	(01) 7/03	7.4.1 Purchasing process
P - 002	SUPPLIER EVALUATION	(01) 7/03	7.4.1 Purchasing process
P - 011	PURCHASE REQUISITIONS AUTHORIZATION	(01) 7/03	7.4.2 Purchasing information
P - 012	PURCHASING RAW MATERIAL	(03) 10/04	7.4.2 Purchasing information
P - 013	PURCHASING TOOLING OR SUPPLIES	(01) 3/04	7.4.2 Purchasing information
P - 021	RECEIVING PRODUCTS FROM OUTSIDE SECONDARY SERVICES	(01) 7/03	7.4.3 Verification of purchased product
P - 022	FIRST SAMPLE TEST	(01) 7/03	7.4.3 Verification of purchased product
P - 023	RECEIVING RAW MATERIALS	(01) 7/03	7.4.3 Verification of purchased product
P - 024	RECEIVING SUPPLIES	(01) 7/03	7.4.3 Verification of purchased product
P - 025	INSPECTION OF RAW MATERIALS	(01) 7/03	7.4.3 Verification of purchased product
P - 026	RAW MATERIAL COLOR CODES	(01) 2/04	7.4.3 Verification of purchased product
7.5 PRODUCTION AND SERVICE PROVISION			
PSP - 001	PRODUCTION CONTROL	(01) 4/03	7.5.1 CONTROL OF PRODUCTION AND SERVICE PROVISION
PSP - 002	RAW MATERIAL ISSUE	(01) 7/03	7.5.1 CONTROL OF PRODUCTION AND SERVICE PROVISION
PSP - 011	MATERIAL TRACEABILITY	(01) 5/03	7.5.3 IDENTIFICATION AND TRACEABILITY
PSP - 012	RAW MATERIAL INVENTORY	(02) 3/04	7.5.3 IDENTIFICATION AND TRACEABILITY
PSP - 021	CUSTOMER SUPPLIED PRODUCT	(01) 7/03	7.5.4 CUSTOMER PROPERTY
PSP - 022	CUSTOMER PROPERTY	(01) 8/03	7.5.4 CUSTOMER PROPERTY
PSP - 031	HANDLING OF PRODUCT IN SHIPPING	(01) 7/03	7.5.5 PRESERVATION OF PRODUCT
PSP - 032	HANDLING OF PRODUCT	(01) 7/03	7.5.5 PRESERVATION OF PRODUCT
PSP - 033	COMPLETED PURCHASE ORDERS	(01) 7/03	7.5.5 PRESERVATION OF PRODUCT
PSP - 034	PUTTING PRODUCT INTO STOCK	(01) 7/03	7.5.5 PRESERVATION OF



			PRODUCT
PSP - 035	REMOVING PRODUCT FROM STOCK	(01) 7/03	7.5.5 PRESERVATION OF PRODUCT
7.6 CONTROL OF MONITORING AND MEASURING DEVICES			
CMMD - 001	MEASURING EQUIPMENT	(02) 11/03	7.6 CONTROL OF MONITORING AND MEASURING DEVICES
CMMD - 002	FREQUENCY OF CALIBRATION	(02) 11/03	7.6 CONTROL OF MONITORING AND MEASURING DEVICES
CMMD - 003	GAGE IDENTIFICATION	(01) 7/03	7.6 CONTROL OF MONITORING AND MEASURING DEVICES
CMMD - 004	GAGE CALIBRATION FAILURE	(02) 11/03	7.6 CONTROL OF MONITORING AND MEASURING DEVICES
CMMD - 005	MASTER SIZE STANDARDS CALIBRATION	(02) 11/03	7.6 CONTROL OF MONITORING AND MEASURING DEVICES
CMMD - 006	RING GAGES CALIBRATION	(02) 11/03	7.6 CONTROL OF MONITORING AND MEASURING DEVICES
CMMD - 007	PLUG AND PIN GAGES CALIBRATION	(02) 11/03	7.6 CONTROL OF MONITORING AND MEASURING DEVICES
CMMD - 008	THREAD RING GAGES CALIBRATION	(02) 11/03	7.6 CONTROL OF MONITORING AND MEASURING DEVICES
CMMD - 009	THREAD SETTING PLUGS CALIBRATION	(02) 11/03	7.6 CONTROL OF MONITORING AND MEASURING DEVICES
CMMD - 010	MICROMETER CALIBRATION	(01) 7/03	7.6 CONTROL OF MONITORING AND MEASURING DEVICES
CMMD - 011	INDICATOR CALIBRATION	(01) 7/03	7.6 CONTROL OF MONITORING AND MEASURING DEVICES
CMMD - 012	CALIPER (VERNIER) CALIBRATION	(01) 7/03	7.6 CONTROL OF MONITORING AND MEASURING DEVICES
CMMD - 013	OVERLAY CALIBRATION	(02) 11/03	7.6 CONTROL OF MONITORING AND MEASURING DEVICES
CMMD - 014	MASTER GEARS CALIBRATION	(02) 11/03	7.6 CONTROL OF MONITORING AND MEASURING DEVICES
CMMD - 015	PLATING TESTER CALIBRATION	(02) 11/03	7.6 CONTROL OF MONITORING AND MEASURING DEVICES
CMMD - 016	GEAR TESTING MACHINES	(02) 11/03	7.6 CONTROL OF MONITORING AND MEASURING DEVICES
CMMD - 017	CALIBRATION RESPONSIBILITY	(02) 11/03	7.6 CONTROL OF MONITORING AND MEASURING DEVICES
8 MEASUREMENT, ANALYSIS AND IMPROVEMENT			
8.2 MONITORING AND MEASUREMENT			
CS - 001	CUSTOMER SURVEYS	(01) 8/03	8.2.1 Customer satisfaction
IA - 001	INTERNAL AUDIT	(02) 10/03	8.2.2 Internal audit
IA - 002	AUDIT PLAN	(01) 8/03	8.2.2 Internal audit
MMP - 001	STATISTICAL PROCESS CONTROL	(01) 4/03	8.2.3 MONITORING AND MEASURING OF PROCESSES
MMP - 002	STATISTICAL METHODS	(01) 4/03	8.2.3 MONITORING AND MEASURING OF PROCESSES



MMP - 003	PROCESS CAPABILITY FAILURE	(01) 4/03	8.2.3 MONITORING AND MEASURING OF PROCESSES
MMP - 004	LATE SHIPMENTS	(02) 8/04	8.2.3 MONITORING AND MEASURING OF PROCESSES
MMP - 005	SPC — GENERAL PLAN	(01) 9/03	8.2.3 MONITORING AND MEASURING OF PROCESSES
IT - 001	FIRST ARTICLE PROCEDURE	(01) 2/03	8.2.4 MONITORING AND MEASURING OF PRODUCT
IT - 002	IN-PROCESS INSPECTION	(01) 8/03	8.2.4 MONITORING AND MEASURING OF PRODUCT
IT - 003	QUALITY RECORDS	(01) 2/03	8.2.4 MONITORING AND MEASURING OF PRODUCT
IT - 004	NEW SETUP	(01) 8/03	8.2.4 MONITORING AND MEASURING OF PRODUCT
IT - 005	INSPECTION OF OUTSIDE SECONDARY	(02) 4/04	8.2.4 MONITORING AND MEASURING OF PRODUCT
IT - 006	LOT INSPECTION	(01) 8/03	8.2.4 MONITORING AND MEASURING OF PRODUCT
IT - 007	INSPECTION STATUS	(01) 8/03	8.2.4 MONITORING AND MEASURING OF PRODUCT
IT - 008	INCOMING GEARS INSPECTION	(01) 8/03	8.2.4 MONITORING AND MEASURING OF PRODUCT
IT - 009	QC ABSENTEE COVERAGE	(01) 8/03	8.2.4 MONITORING AND MEASURING OF PRODUCT
IT - 010	PACK/DOCK AUDIT PROCEDURE	(01) 11/04	8.2.4 MONITORING AND MEASURING OF PRODUCT
8.3 CONTROL OF NONCONFORMING PRODUCT			
CNP - 001	CUSTOMER REJECTS	(01) 8/03	8.3 CONTROL OF NONCONFORMING PRODUCT
CNP - 002	INTERNAL REJECTS	(01) 8/03	8.3 CONTROL OF NONCONFORMING PRODUCT
CNP - 003	NONCONFORMING MATERIAL	(01) 8/03	8.3 CONTROL OF NONCONFORMING PRODUCT
8.4 ANALYSIS OF DATA			
AD - 001	COST CARD	(01) 8/03	8.4 Analysis of data
AD - 002	JOB EFFICIENCY	(01) 8/03	8.4 Analysis of data
8.5 IMPROVEMENT			
CA - 001	CORRECTIVE ACTION	(03) 4/04	8.5.2 Corrective action
PA - 001	PREVENTIVE ACTIONS	(02) 11/03	8.5.3 Preventive action
PA - 002	INITIATING PREVENTIVE ACTION	(01) 11/03	8.5.3 Preventive action