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QUALITY POLICIES HANDBOOK

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Abstract:

This document summarizes the Company's quality policies, procedures and forms.

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DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

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Paragraph numbers in parentheses (x.x.x) refer to related content in the quality handbook.

1.0 Scope and Objective

1.1 Scope

The Company's quality policies handbook applies to all business operations and production activities required to produce deliverable goods (products, components and activities).

1.2 Objective

The objective of the quality management system is to implement and maintain a management system that [redacted]

The following principles have been identified to facilitate the achievement of this goal:

a) [redacted]

b)

c)

d)

e)

f)

g)

2.0 Normative References

2.1 Internal Normative References

Documents that are referenced herein are indispensable and their title's are displayed in ***Bold Italics***.

2.2 External Normative References

a) ***API Specification Q1, 10th Edition*** - Specification for quality management system Requirements for Manufacturing Organizations for the Petroleum and Natural Gas Industry

3.0 Terms and Definitions

Terms and definitions apply as defined in ***QMS-16 Definitions and Abbreviations Procedure***, ***ISO 9001:2015*** and ***API Spec Q1***.

3.1 ISO / API / QMS Correlation

The Company's Quality Policies Handbook is designed to correspond to paragraph numbering in the ***API Spec Q1***.

4.0 Quality Management System Requirements

4.1 Quality Management System

4.1.1 General

To ensure that products, services and processes conform to specified requirements, the Company has [redacted] according to requirements in QMS standard ***API Spec Q1***.

The quality management system (QMS):

a) [redacted]

b) [redacted]

c) [redacted]

d) [redacted]

e) [redacted]

f) [redacted]

g) [redacted]

The type and extent of outside processes are [redacted] Annual management planning outlines [redacted] according to the ***QMS-04 Management Process Procedure***. Plans are established by the Company and teams are assigned to [redacted] The quality management system and policies are reviewed in annual Management Reviews according to the ***QMS-04 Management Process Procedure***.

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The following diagram illustrates the processes of the quality management system, [redacted]

Figure 4.1.1: Process-Based Quality Management System

4.1.2 Quality Policy

The Company is dedicated to providing high quality and high value products, components, activities and services to Customers, [redacted] to meet or exceed applicable [redacted] The Company is committed to [redacted] that are established, [redacted] the Company.

The Company's quality management system is designed to comply with ***API Spec Q1***.

The Quality Policy is defined, documented, approved and reviewed by Top Management according to the ***QMS-04 Management Process Procedure*** to ensure:

a) [redacted]
b) [redacted]
c) [redacted]
d) [redacted]
e) [redacted]

Department managers (Your titles, e.g., [redacted] are responsible for [redacted] within their respective organizations.

4.1.3 Quality Objectives

Management ensures that quality objectives are compatible with [redacted] according to

QMS-04 Management Process Procedure, including those needed to meet [redacted] requirements.

Quality Objectives:

a) [redacted]
b)
c)
d)
e)

4.1.4 Planning the Quality Management System

4.1.4.1 General

The Company has defined and documented methods needed for the operation, management and control of all quality management system processes according to the ***QMS-04 Management Process Procedure***. Activities include requirements [redacted] according to ***API Spec Q1***. Quality procedures describe [redacted] affecting quality activities. Management ensures that quality processes that impact [redacted] and specific quality goals.

The Company defines:

a) [redacted]
b)
c)
d)
e)
f)
g) ies
h)
i)

4.1.4.2 Exclusions

a) The Company cites [redacted]

4.1.5 Communications

Management ensures appropriate communication processes are established within the Company and communication takes place regarding [redacted] according to the ***QMS-04 Management Process Procedure***.

4.1.5.1 Internal

Management ensures internal communication is executed through the use of [redacted]

[redacted] Results of the analysis of data (6.3) are [redacted] within the Company.

The Company has established processes to ensure:

a) [redacted]

b) [redacted]

4.1.5.2 External

The Company's external communication process is used to [redacted]

External communication is applied through [redacted] The communication process provides information required by [redacted] Subsequent changes to [redacted] are processed according to the ***QMS-07 Proposal Development and Contract Review Procedure*** and the ***QMS-02 Configuration Management Procedure***.

The Company has established processes to ensure:

a) [redacted]
b) [redacted]
c) [redacted]
d) [redacted]
e) [redacted]
f) [redacted]

4.2 Management Responsibility

4.2.1 General

Management demonstrates its commitment to the development and implementation of the QMS and the continual improvement of its effectiveness by:

a) [redacted]
b) [redacted]
c) [redacted]
d) [redacted]

4.2.1.1 Customer Focus - Value Added

Management has established Customer care and satisfaction as a core function in the Quality Policy that is supported by:

a) [redacted]
b) [redacted]

4.2.2 Responsibility and Authority

The responsibility, authority and interrelation of all personnel that manage, perform or verify work affecting product and component quality and delivery has [redacted]

All personnel [redacted]

a) [redacted]
b)
c)

4.2.3 Management Representative

The Company has appointed a Management Representative to facilitate the quality management system. The Quality Manager has been assigned the role of [redacted]

The Quality Manager is responsible for:

a) [redacted]
b)
c)
d)
e)
f)
g)

The Quality Manager has the responsibility and authority to [redacted] The Quality Manager has the authority to [redacted] on an expedited, high priority basis. The Quality Manager reports directly to [redacted]

4.3 Organization Capability

4.3.1 Resources and Knowledge

4.3.1.1 Resources

Management and supervisory personnel identify and provide [redacted] involved in [redacted]

Resources include those required to [redacted] the quality management system.

4.3.1.2 Knowledge

The Company uses, maintains, determines and internally shares knowledge that is required to [redacted] The Company considers the need [redacted] according to the ***QMS-07 Proposal Development and Contract Review Procedure***. The Company integrates [redacted] into [redacted] using the ***QMS-02 Configuration Management Procedure***.

4.3.2 Human Resources

Personnel performing work affecting conformity to product and component requirements are competent on the basis of [redacted]

4.3.2.1 Personnel Competence

The Company defines personnel competency and identifies training requirements or other actions [redacted] according to the ***QMS-06 Training Procedure***. Responsible Authorities pay particular attention [redacted] to ensure [redacted] according to the ***QMS-01 Control of Documented Information Procedure*** (4.5).

The training procedure:

a) [redacted]
b) [redacted]
c) [redacted]
d) [redacted]
e) [redacted]

4.3.2.2 Training

Training is provided to achieve [redacted] Required qualifications for specific tasks are documented according to the ***QMS-06 Training Program***. Where education and/or experience are required by the job description, the Company [redacted] Evidence of the determination of competence of personnel and appropriate [redacted] in applicable ***Training Logs***. Training records are retained and maintained according to the ***QMS-01 Control of Documented Information Procedure***.

The training procedure:

a) [redacted]
b) [redacted]
c) [redacted]
d) [redacted]
e) [redacted]
f) [redacted]

g) [redacted]
h) [redacted]

4.3.2.3 Awareness - Value Added

When an employee is accepted into a position, their [redacted] New training requirements are identified and training is scheduled on a timely basis. Periodic re-training is conducted to [redacted] When training requirements for a position require [redacted] such training is [redacted] Records [redacted] are retained and maintained according to the ***QMS-01 Control of Documented Information Procedure***.

4.3.3 Work Environment

The Company determines and manages the work environment [redacted] and environmental factors.

The Company determines and maintains the infrastructure needed to [redacted] by providing:

a) [redacted]
b)
c)
d)

4.4 Documentation Requirements

4.4.1 General

The quality management system includes:

a) Quality Policies Handbook that includes:
   i. [redacted]
   ii.
   iii.
   iv.
b) [redacted]
c)
d) [redacted] ***1***
e)

4.4.2 Procedures

Procedures are controlled so that the information on them is [redacted]
Procedures are reviewed and approved [redacted]

Procedures are controlled to:

- [redacted]

Top-Down Structure of Documented Information:

a) [redacted]
b)
c)
d)
e)
f)

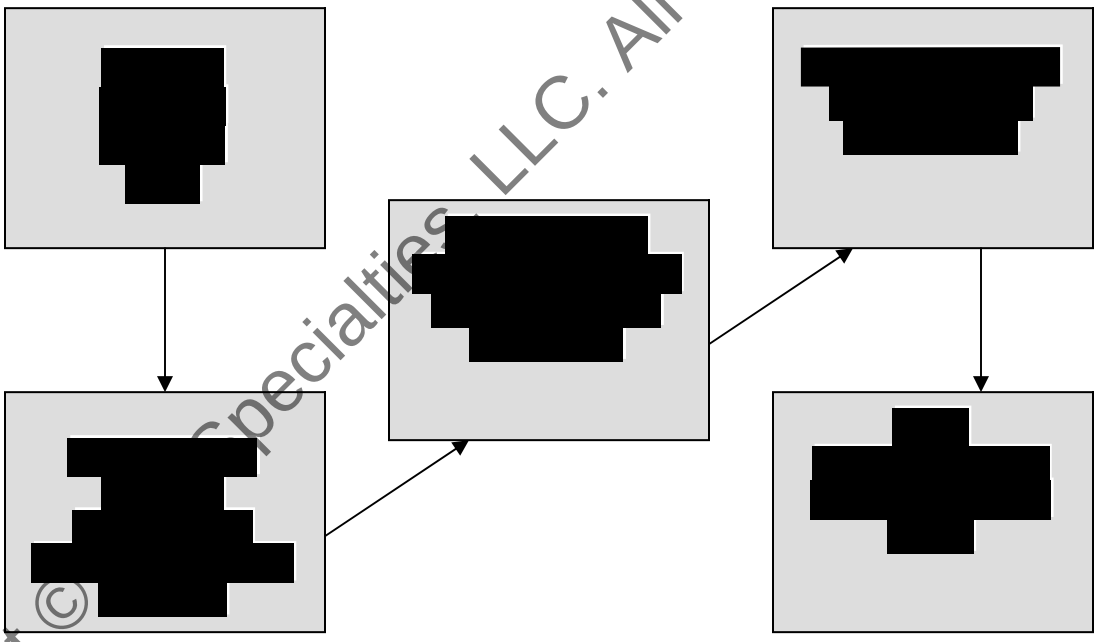


Figure 4.4.2: QMS Document Structure

The Company reviews and approves procedures [redacted] according to the ***QMS-02 Configuration Management Procedure***. ***Work Instructions*** and ***Forms*** that are specific to a department may be [redacted] according to the ***QMS-01 Control of Documented Information Procedure***.

4.4.3 Control of Internal Documents

To prevent unintended alterations of documented information that is retained and maintained as evidence of conformity, the Company [redacted] according to the ***QMS-01 Control of Documented Information Procedure***. Changes and translations [redacted] according to the ***QMS-02 Configuration Management Procedure***.

Obsolete documents are [redacted] Superseded and/or obsolete documents may [redacted]

Management provides guidelines for managing electronic data processes according to the ***QMS-04 Management Process Procedure***. The ***Master Document List*** identifies [redacted] The applicable issues of appropriate internal documents are [redacted] of the Quality System. Illegible printed copies of controlled documents are [redacted]

4.4.4 Control and Use of External Documents

External documents used for planning and operation of the QMS are [redacted] according to the ***QMS-02 Configuration Management Procedure***. When [redacted] the Company applies the ***QMS-02 Configuration Management Procedure*** to [redacted] and other affected processes.

4.5 Control of Records

Records that provide evidence [redacted] according to the ***QMS-01 Control of Documented Information Procedure***. The procedure identifies [redacted] and disposition of records. Unless otherwise stated and where required [redacted] records are retained for a period of ten (10) years [redacted]

5.0 Product Realization

5.1 Contract Review

5.1.1 General

The Company has established the ***QMS-07 Proposal Development and Contract Review Procedure*** to control [redacted]

5.1.2 Determination of Requirements

The Contract Review process is performed to [redacted] and to record [redacted]
The Company considers a contract to be [redacted] according to Customer requirements with [redacted]

Determinations include requirements specified by the Customer, and:

a) [redacted]
b)
c)
d)

These requirements are defined in:

a) [redacted]
b)
c)
d)
e)

5.1.3 Review of Requirements

Responsible Authorities perform contract reviews according to the ***QMS-07 Proposal Development and Contract Review Procedure*** that includes:

a) [redacted]
b)
c)

Written or verbal orders are [redacted]

Contract reviews ensure that:

a) [redacted]
b)
c)

Contract changes are identified in the contract or purchase documents according to the ***QMS-07 Proposal Development and Contract Review Procedure*** and Responsible Authorities are [redacted]
Contract review documentation is retained and maintained according to the ***QMS-01 Control of Documented Information Procedure***.

5.2 Planning

The Company's design and development process is conducted [redacted] according to the ***QMS-17 Design and Development Procedure***, which addresses [redacted]

Design inputs relating to product and component requirements are [redacted] which includes:

a) [redacted]
b) [redacted]
c) [redacted]
d) [redacted]
e) [redacted]
f) [redacted]
g) [redacted]
h) [redacted]

Each product and component design is translated [redacted] prior to the release of the design. Design requirements, [redacted] are documented according to the ***QMS-17 Design and Development Procedure***. Changes in design outputs are documented according to the ***QMS-02 Configuration Management Procedure***.

5.3 Risk Management

5.3.1 General

Risk management for product delivery/quality is conducted according to ***QMS-03 Risk Mitigation and Planning Procedure***. The procedure identifies [redacted] Proportionate actions are taken [redacted] according to the ***QMS-04 Management Process Procedure*** and ***QMS-13 Corrective Action Procedure***. The Company integrates and implements [redacted] and evaluates their [redacted] Records of actions, risk assessment and mitigation are retained and maintained according to the ***QMS-01 Control of Documented Information Procedure*** (4.5). Risk assessment considers [redacted] and includes [redacted] when applicable.

5.3.2 Risk Assessment

5.3.2.1 Product Delivery

Risk assessment associated with product and component delivery includes:

a) [redacted]
b) [redacted]

5.3.2.2 Product Quality

Risk assessment associated with product and component quality includes, as applicable:

c) [redacted]
d) [redacted]

5.3.2.3 Changes Impacting Product Quality

The Company pays particular attention to internal/external changes that [redacted] which include but are not limited to:

a) [redacted]
b)
c)
d)
e)

A risk assessment is performed (5.3.2.2) for [redacted]

5.3.3 Contingency Planning

The Company has established and maintains a ***Contingency Plan Work Instruction*** for planning that is based on assessed risks (5.3) that impact [redacted]

Contingency planning includes:

- [redacted]
-
-
-

5.3.4 Records

Records for the management of risk assessment and required actions are retained and maintained (4.5) according to the ***QMS-01 Control of Documented Information Procedure***.

5.4 Design

5.4.1 General

To ensure that specified requirements are met for deliverable goods and services, the Company has established the ***QMS-17 Design and Development Procedure***.

5.4.2 Design Planning

Design and development responsibilities and authority are [redacted] When design and development activities are performed [redacted] When design and development is [redacted] according to the ***QMS-08 Purchasing Procedure***. Planning output is [redacted] according to the ***QMS-02 Configuration Management Procedure***.

The ***QMS-17 Design and Development Procedure*** controls:

a) [redacted]
b)
c)
d)

e) [redacted]
f) [redacted]

5.4.3 Design Inputs

Design inputs for deliverable goods are [redacted] and include:

a) [redacted]
b)
c)
d)
e)
f)
g)
h)

Design requirements, [redacted] and records are retained and maintained according to the ***QMS-01 Control of Documented Information Procedure***.

5.4.4 Design Outputs

The design and development outputs [redacted] according to the ***QMS-02 Configuration Management Procedure***. Outputs are in a form suitable for [redacted]

Outputs:

a) [redacted]
b)
c)
d)
e)
f)

Design output is reviewed at suitable stages according [redacted]:

a) [redacted]
b)

Reviews are attended by [redacted] according to the ***Design Review Work Instruction***. Records of the review [redacted] according to the ***QMS-01 Control of Documented Information Procedure***.

5.4.5 Design Review

To propose actions for [redacted] and to evaluate [redacted] final review and verification functions are [redacted]

[redacted] according to the ***Design Review Work Instruction***. Records of the design verification [redacted] are retained and maintained according to the ***QMS-01 Control of Documented Information Procedure*** (4.5).

5.4.6 Design Verification and Final Review

To ensure the outputs of the design and development meet [redacted] final review and verification functions are [redacted] according to the ***Design Review Work Instruction***. Records of required actions, design verification and final review are retained and maintained according to the ***QMS-01 Control of Documented Information Procedure*** (4.5).

5.4.7 Design Validation and Approval

Validation functions are planned to [redacted] Where possible, validation is performed using [redacted] and if practical, [redacted] Records of validation results are retained and maintained in [redacted]

Each new design is validated by one or more of the following:

a) [redacted]
b) [redacted]
c) [redacted]

The completed design is approved after [redacted] Final design approval is provided by [redacted] Records of required actions, design validation and approval are retained and maintained according to the ***QMS-01 Control of Documented Information Procedure*** (4.5).

5.4.8 Design Changes

Design and development changes, including changes [redacted] according to the ***QMS-02 Configuration Management Procedure***.

All changes are:

a) [redacted]
b) [redacted]
c) [redacted]
d) [redacted]
e) [redacted]

The review includes [redacted] and the [redacted] Records of the results of the review and any necessary changes, including [redacted] according to the ***QMS-01 Control of Documented Information Procedure***.

5.5 Purchasing

5.5.1 Purchasing Control

5.5.1.1 Procedure

The Company has established the ***QMS-08 Purchasing Procedure*** to ensure [redacted] which addresses the following requirements:

a) [redacted]
b)
c)
d)
e)
f)
g)
h)

5.5.1.2 Initial Supplier Evaluation - Critical Purchases

When the purchased product, component or activity is defined as critical [redacted] the criteria for the initial evaluation of Suppliers [redacted] Re-evaluation is required when [redacted]

The initial evaluation of Suppliers of critical products, components or activities includes:

a) [redacted]
b)
c)
i.
ii.
iii.

5.5.1.3 Initial Supplier Evaluation - Critical Purchases - Customer Specified, Proprietary, and/or Legal Limited

The Company performs an initial evaluation of Suppliers [redacted] and when [redacted]

Initial evaluation under these conditions does not extend beyond the current contract, and includes:

a) [redacted]

b) [redacted]

5.5.1.4 Initial Supplier Evaluation - Noncritical Purchases

The Company performs an initial evaluation of Suppliers that includes one or more of the following activities:

a) [redacted]
b)
c)

5.5.1.5 Supplier Re-Evaluation

The Company determines the frequency of approved Supplier re-evaluation [redacted] according to the ***QMS-08 Purchasing Procedure***. Re-evaluation of suppliers of critical and non-critical products, components or activities is performed according to [redacted]

5.5.1.6 Records

Results of evaluations, re-evaluations and necessary actions are recorded that include [redacted] The Company retains and maintains an ***Approved Supplier List*** and records of ***Supplier Evaluations*** with [redacted] Records are retained and maintained according to the ***QMS-01 Control of Documented Information Procedure***.

5.5.1.7 Outsourcing

The Company ensures [redacted] according to the ***QMS-08 Purchasing Procedure*** for [redacted] within the scope of [redacted] The Company maintains responsibility [redacted] including applicable [redacted] and ***API Product Specifications***. Records are retained and maintained according to the ***QMS-01 Control of Documented Information Procedure*** for outsourced activities that includes [redacted]

5.5.2 Purchasing Information

The Company ensures the adequacy of specified purchasing information [redacted] according to the ***QMS-08 Purchasing Procedure***.

Purchasing information is documented [redacted] according to the ***QMS-08 Purchasing Procedure***, including [redacted] and the following:

a) [redacted]
b)
c)
d)

e) [redacted]
f) [redacted]

5.5.3 Verification of Purchased Products, Components or Activities

5.5.3.1 General

The Company has established the ***QMS-09 Receiving Procedure*** for verification [redacted] to ensure and provide [redacted] The Company maintains records of verification activities according to the ***QMS-01 Control of Documented Information Procedure***.

5.5.3.2 Critical Purchases

Verification activities for critical products, components and activities include:

a) [redacted]
b)
c)

5.5.3.3 Noncritical Purchases

The Company determines conformance of noncritical products, components or activities according to the ***QMS-09 Receiving Procedure***.

5.5.3.4 Records

Records of verification activities and applicable evidence of conformance are retained and maintained according to the ***QMS-01 Control of Documented Information Procedure*** (see 4.5).

5.6 Control of Product Realization

5.6.1 General

The Company has established the ***QMS-10 Production Procedure*** for product realization, which provides for:

a) [redacted]
b)
c)
d)
e)
f)
g)
h)
i)
j)
k)

5.6.2 Quality Plan

The Company has established the [redacted] to describe the processes of the [redacted] (including [redacted]) and the resources [redacted]

As required by Customer contract, the plan addresses each of the following when combined with [redacted]:

a) [redacted]
b) [redacted]
c) [redacted]
d) [redacted]
e) [redacted]

The [redacted] and revisions are [redacted] and each configuration change is [redacted]

5.6.3 Process Control Documents

Process controls are documented in [redacted] that include requirements for [redacted] API product specifications, [redacted] and [redacted] The process controls establish [redacted] for processes, [redacted]

5.6.4 Validation of Processes

The Company validates processes for production and servicing [redacted] by subsequent [redacted] When the Company chooses to outsource a process [redacted]

The Company has established the ***QMS-10 Production Procedure*** to address methods for review and approval of the processes, including:

a) [redacted]
b) [redacted]
c) [redacted]
d) [redacted]
e) [redacted]
f) [redacted]

The Company validates processes that are [redacted] If processes that require validation are not specified, [redacted] validation include, as a minimum:

a. [redacted]
b. [redacted]

c. [redacted]
d. [redacted]

5.6.5 Identification and Traceability

The Company has established the ***Traceability Work Instruction*** to identify and trace [redacted] including [redacted] The ***Traceability Work Instruction*** includes [redacted] Records of identification and traceability are retained and maintained (4.5) according to the ***QMS-01 Control of Documented Information Procedure***.

5.6.6 Inspection/Test Status

The Company has established the ***QMS-10 Production Procedure*** to [redacted] that indicates [redacted] The Company ensures that only [redacted]

5.6.7 Externally Owned Property

The Company has established the ***QMS-10 Production Procedure*** for [redacted] including [redacted] The ***QMS-10 Production Procedure*** includes requirements for [redacted] Records for the control and disposition of Customer-Supplied property are retained and maintained (see 4.5) according to the ***QMS-01 Control of Documented Information Procedure***.

5.6.8 Preservation of Product

The Company has established procedures to [redacted] The procedures are [redacted] As applicable, preservation includes [redacted] and required [redacted] according to the ***QMS-10 Production Procedure*** and the ***QMS-11 Shipping Procedure***.

5.6.8.1 Storage and Assessment

The Company identifies the requirements for [redacted] The Company uses designated [redacted] To detect damage and/or deterioration, [redacted] are assessed [redacted] according to the ***QMS-10 Production Procedure*** using the ***Storage and Assessment Internal Audit Report Form***. Records of the results of assessments are retained and maintained (4.5) according to the ***QMS-01 Control of Documented Information Procedure***.

5.6.9 Inspection, Testing, and Verification

5.6.9.1 General

The Company has established the ***QMS-10 Production Procedure*** for inspection, testing and verification methods to [redacted] The procedure includes [redacted]

Records of required inspections and testing are retained and maintained (5.6.9.4) according to the ***QMS-01 Control of Documented Information Procedure***.

5.6.9.2 In-Process Inspection, Testing, and Verification

The Company inspects, tests, and verifies [redacted] according to the applicable ***Quaiity Plan*** (5.6.2) and/or the ***QMS-10 Production Procedure*** (5.6.3) Evidence of conformity with the acceptance criteria is retained and maintained according to the ***QMS-01 Control of Documented Information Procedure***.

5.6.9.3 Final Inspection, Testing, and Verification

The Company performs product and component final inspection and testing according to the applicable ***Quality Plan*** (5.6.2) and/or the ***QMS-10 Production Procedure*** (5.6.3) to [redacted] Personnel other than [redacted] In-process and final inspection and testing may [redacted] such as [redacted] Evidence of conformity with the acceptance criteria is retained and maintained according to the ***QMS-01 Control of Documented Information Procedure***.

5.6.9.4 Records

Records of required inspection, testing, verification methods and final acceptance are retained and maintained (4.5) according to the ***QMS-01 Control of Documented Information Procedure***.

5.6.10 Preventive Maintenance

The Company has established a ***Maintenance Procedure*** for preventive maintenance of equipment used in product realization, including TMMDE.

Preventive maintenance is based on one or more of the following:

a) [redacted]
b)
c)
d)
e)
f)
g)
h)

The procedure identifies requirements for:

a) [redacted]
b)

c) [redacted]

Records of preventive maintenance are retained and maintained (see 4.5) according to the ***QMS-01 Control of Documented Information Procedure***.

5.7 Product Release

The Company has established the ***QMS-10 Production Procedure*** to ensure [redacted] unless otherwise [redacted] and, where applicable, [redacted] Records are retained and maintained (4.5) according to the ***QMS-01 Control of Documented Information Procedure*** to enable [redacted]

5.8 Testing, Measuring, Monitoring, and Detection Equipment (TMMDE)

5.8.1 General

The Company determines the use of testing, monitoring and measurement requirements [redacted] according to the ***QMS-10 Production Procedure***.

The Company has established the ***QMS-15 Calibration Procedure*** to ensure [redacted]

Equipment that is provided from [redacted] is also controlled according to the ***QMS-15 Calibration Procedure*** and [redacted]

5.8.2 Procedure

The Company has established the ***QMS-15 Calibration Procedure*** to ensure [redacted] Suitability of TMMDE [redacted] is determined by the ***QMS-10 Production Procedure***. Maintenance of TMMDE is determined according to the ***Maintenance Procedure*** and [redacted]

The procedure includes requirements for the specific equipment type that addresses:

a) [redacted]
b) [redacted]
c) [redacted]
d) [redacted]
e) [redacted]
f) [redacted]
g) [redacted]
i) [redacted]
j) [redacted]

5.8.3 Equipment

Testing, measuring and monitoring equipment are to:

a) [redacted]
b) [redacted]
c) [redacted]
d) [redacted]
e) [redacted]

Computer software [redacted] of specified requirements.

5.8.4 TMMDE Equipment from Other Sources

When the equipment is provided from a source external to the Company, [redacted]

When control of TMMDE is [redacted] apply the following requirements from ***API Spec Q1***:

a) [redacted]
b) [redacted]
c) [redacted]
d) [redacted]
e) [redacted]
f) [redacted]

5.8.5 Records

The Company maintains a registry of TMMDE that includes [redacted] When control of TMMDE is limited [redacted] according to the ***QMS-01 Control of Documented Information Procedure***. Records of results of calibration and accuracy verification are retained and maintained (4.5) according to the ***QMS-01 Control of Documented Information Procedure***.

5.9 Control of Nonconforming Product

5.9.1 Procedure

5.9.1.1 General

The Company has established the ***QMS-14 Control of Nonconformities Procedure*** to [redacted]

5.9.1.2 Nonconforming Product During Product Realization

The procedure addresses nonconforming products, components and activities identified during product realization that includes controls for:

a) [redacted]
b)
c)
d)

5.9.1.3 Nonconforming Product After Delivery

The procedure also addresses nonconforming products and components that are identified after delivery, which includes controls for:

1. [redacted]
2.
3.
4.

5.9.2 Nonconforming Product

The Company addresses nonconforming products, components or activities by performing one or more of the following:

a) [redacted]
b)
c)
d)

5.9.3 Release of Nonconforming Product Under Concession

The Company has established the ***QMS-14 Control of Nonconformities Procedure*** to include release of product/component under concession. The evaluation and release under concession of nonconforming [redacted] that do not satisfy [redacted] is permitted when [redacted] provided that:

a) [redacted]
b)
c)

5.9.4 Customer Notification of Nonconforming Product

The Company notifies Customers of products and components that [redacted] The Company maintains records of notifications (4.5) according to the ***QMS-01 Control of Documented Information Procedure***.

5.9.5 Records

Records of the nature of nonconformities, consessions and subsequent actions are retained and maintained (4.5) according to the ***QMS-01 Control of Documented Information Procedure***, that include [redacted]

5.10 Management of Change (MOC)

5.10.1 General

The quality management system is maintained at its authorized revision level [redacted] according to the ***QMS-01 Control of Documented Information Procedure*** (5.10.2). For each quality management system change, the Company applies [redacted] the ***QMS-02 Configuration Management Procedure***, which considers:

a) [redacted]
b)
c)
d)
e)
f)

5.10.2 MOC Application

The Company uses the Management of Change (MOC) process that is defined in the ***QMS-02 Configuration Management Procedure*** for changes that [redacted]

5.10.3 MOC Notification

The Company documents change orientation [redacted] using the applicable ***Engineering Order***, which includes [redacted]

5.10.4 Records

The Company retains and maintains records of Management of Change (MOC) activities (4.5) according to the ***QMS-01 Control of Documented Information Procedure***.

6.0 Quality Management System Monitoring, Measurement, Analysis, and Improvement

6.1 General

The Company has established the ***QMS-04 Management Process Procedure*** to [redacted] that are needed to [redacted] according to the requirements of ***API Spec Q1***, and to [redacted] Quality management system monitoring, measurement, analysis and improvement include [redacted]

6.2 Monitoring, Measuring, and Improving

6.2.1 Customer Satisfaction

The Company has established the ***QMS-04 Management Process Procedure*** to [redacted] which addresses:

- [redacted]
- [redacted]
- [redacted]
- [redacted]

Records of the results of Customer satisfaction information are retained and maintained (4.5) according to the ***QMS-01 Control of Documented Information Procedure***.

6.2.2 Internal Audit

6.2.2.1 General

The Company has established the ***QMS-12 Internal Auditing Procedure*** to [redacted] At least every 12 months, the Company [redacted] and conforms to the requirements of ***API Spec Q1***.

The planning of internal audits takes into consideration [redacted] Processes defined as critical to product realization are [redacted]

All processes of the quality management system are audited [redacted] The Company identifies [redacted] to [redacted] conform to the requirements of ***API Spec Q1***. Outsourced activities that impact [redacted] are included as part of the internal audit.

6.2.2.2 Performance of Internal Audit

Audits are performed by [redacted]

[redacted] is implemented [redacted] are retained and maintained according to the ***QMS-01 Control of Documented Information Procedure*** (4.5). When applicable, [redacted] are audited in conjunction with [redacted] All processes of the quality management system are audited prior to [redacted]

6.2.2.3 Audit Review and Closure

The Company processes nonconformities on an [redacted] The Responsible Authorities for the area being audited [redacted] according to the ***QMS-13 Corrective Action Procedure*** (6.4.2). The results of internal audits and [redacted] are reported [redacted] according to the ***QMS-04 Management Process Procedure*** (6.5). Records of internal audits are retained and maintained (4.5) according to the ***QMS-01 Control of Documented Information Procedure***.

6.2.3 Process Evaluation - Value-Added

The Company performs internal audits and management reviews [redacted] according to the ***QMS-12 Internal Auditing Procedure***. When planned results [redacted] according to the ***QMS-14 Control of Nonconformities Procedure*** and the ***QMS-13 Corrective Action Procedure***.

6.3 Analysis of Data

The Company has established the ***QMS-04 Management Process Procedure*** [redacted] to demonstrate [redacted] The analysis includes [redacted]

The data analysis output provides information relating to:

a) [redacted]
b) [redacted]
c) [redacted]
d) [redacted]
e) [redacted]
f) [redacted]

The Company uses data to evaluate [redacted] according to the ***QMS-04 Management Process Procedure***.

6.4 Improvement

6.4.1 General

The Company continually improves the effectiveness of the quality management system through the use of [redacted] according to the ***QMS-04 Management Process Procedure***.

6.4.2 Corrective Action

The Company has established the ***QMS-14 Control of Nonconformities Procedure*** and the ***QMS-13 Corrective Action Procedure*** to address [redacted] and to apply [redacted] Corrective actions are appropriate [redacted]

The procedure identifies requirements for:

a) [redacted]
b) [redacted]
c) [redacted]
d) [redacted]
e) [redacted]
f) [redacted]
g) [redacted]
h) [redacted]
i) [redacted]
j) [redacted]

Records of the activities for corrective actions and their effectiveness are retained and maintained (4.5) according to the ***QMS-01 Control of Documented Information Procedure***.

6.5 Management Review

6.5.1 General

The Company's quality management system is reviewed at least every 12 months to [redacted] The review includes [redacted] including the [redacted].

6.5.2 Input Requirements

The input to management review includes:

a) [redacted]
b) [redacted]
c) [redacted]

d) [redacted]s
e) [redacted]
f) [redacted]
g) [redacted]
h) [redacted]
i) [redacted]
j) [redacted]
k) [redacted]
l) [redacted]

6.5.3 Output Requirements

The output from the management review includes [redacted]

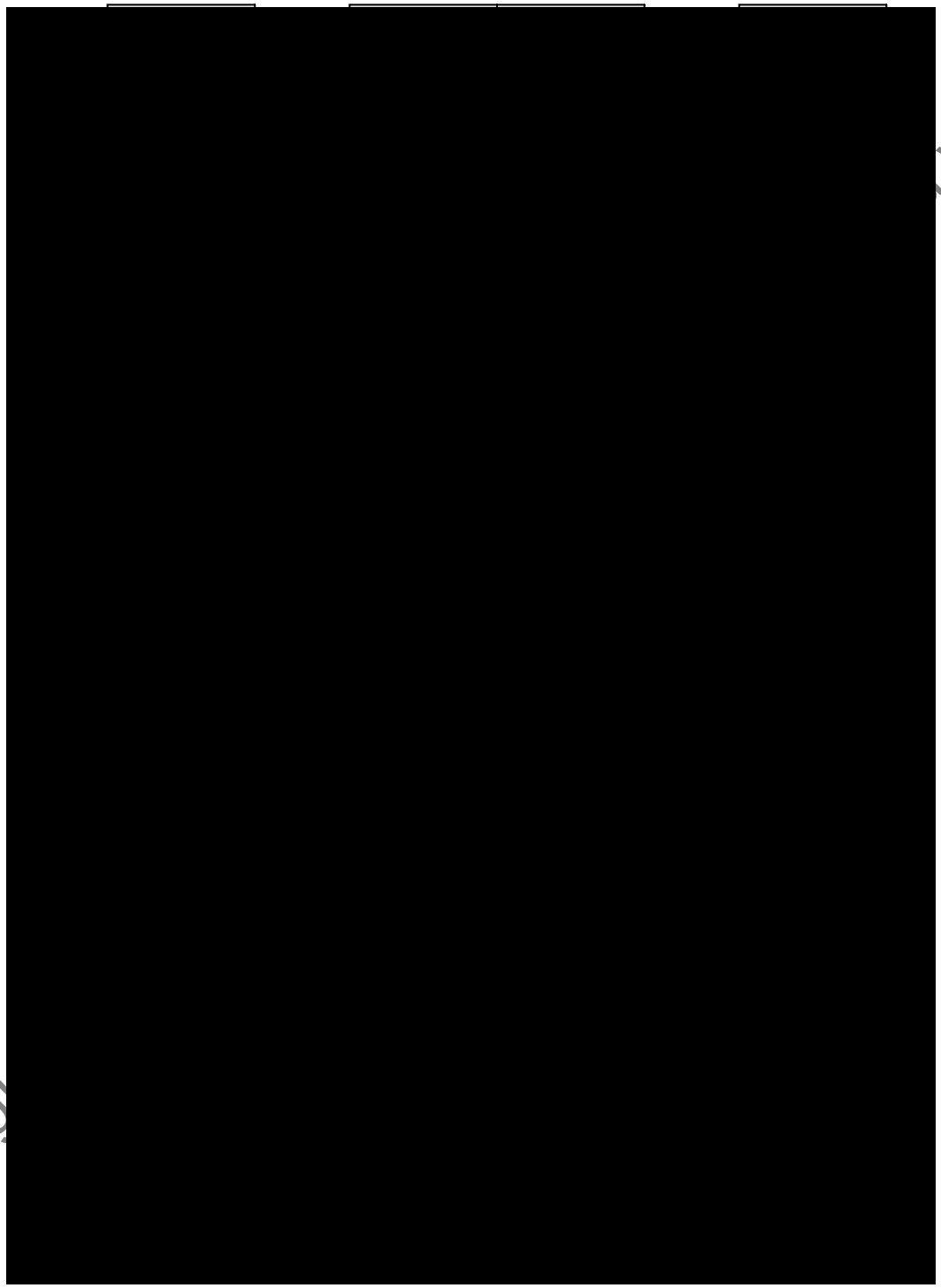
The summary assessment includes:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

Top management reviews and approves [redacted] Records of management reviews are retained and maintained (4.5) according to the ***QMS-01 Control of Documented Information Procedure***.

Left blank intentionally

7.0 Key Realization Processes/Interactions



8.0 Quality Objectives