





## QUALITY POLICY MANUAL

EFFECTIVE DATE: April 29, 2019  
QC-10-001, REV: Q

The individuals below certify that this Quality Manual has been reviewed and accepted.

	Name	Position	Date
Prepared by		Quality Manager	4/29/19
Approved by		General Manager	4/29/19

## **Issue of Quality Manual**

This manual is issued under the authority of the President of CTL

The Master copy of the manual will be maintained in the computerized quality files by the Quality Manager. The Quality Manager is responsible for the issue of amendments to the Manual, withdrawal of obsolete information and the maintenance of the master copy. Uncontrolled copies may be distributed to organizations or persons at the discretion of the Quality Manager. These will be current at the date of issue only and will not be subject to amendment action.

## **General Overview**

The Quality Manual (QM) defines the Quality Management System (QMS) which is effective across all disciplines and at all levels within the company. The QMS supports our strategic directions and is designed to help our organization operate with increased effectiveness, consistency and customer satisfaction while meeting the requirements of Aerospace Standard AS9100D.

The primary purpose of this Quality Manual is to describe and document the QMS currently in practice at CTL.

Our QMS provides comprehensive evidence to all customers, suppliers, and employees that CTL is committed to establishing and maintaining acceptable levels of measurable Quality in its products and services.

The leadership team at CTL is committed to the development and implementation of the QMS and continually improving its effectiveness.

From the leadership level CTL will ensure the resources needed for the proper function of the QMS are available as well as promote improvement through risk-based thinking, account for the effectiveness of the QMS and monitor the achievement of intended results.

## **Risk**

It is the responsibility of the Core Process owners to maintain a risk mitigation plan for their areas of responsibility. The plan will include a risk register that captures identified risks, risk analysis and action if required to mitigate the risk. The risk mitigation plans will be reviewed and discussed at scheduled management review meetings.

## **Scope**

CTL assembles electronic connectors and cable assemblies from purchased parts. The primary processes of CTL are Sales, Purchasing and Production. CTL maintains a documented QMS which conforms to and will be managed to the requirements of AS9100D.

This manual is the central source of general policies that in turn authorize and govern creation of subsidiary quality related documentation and activities. This manual encompasses all operations at our facility located in Kalispell, Montana. The requirements and procedures addressed in the Quality Manual are intended to meet the requirements of Aerospace Standard AS9100D and customer, manufacturer, and military specifications. The following table identifies AS9100D requirements not applicable to our organization and provides a brief narrative justifying their exclusion from the scope of our QMS.

Clause	Not Applicable	Justification
8.3	Design and Development of Products and Services	CTL does not perform design and development based on customer requirements.

## Policy

The quality policy of **CTL** as stated below includes objectives for quality, is relevant to organizational goals and customer needs. This policy is implemented, maintained, and communicated to all employees and supports the strategic direction of CTL.

### ***“INTERCONNECTING QUALITY AND SERVICE”***

The corporate quality policy of CTL is stated herein and was developed and agreed to by the Senior Management of the Company.

The Company is committed to achieve this policy through the implementation and maintenance of a QMS. This commitment seeks continual improvement of the system to achieve the company mission.

The company is committed to ensuring that all staff are responsible for the quality of their work, and so verification is carried out by the personnel who perform the operations.

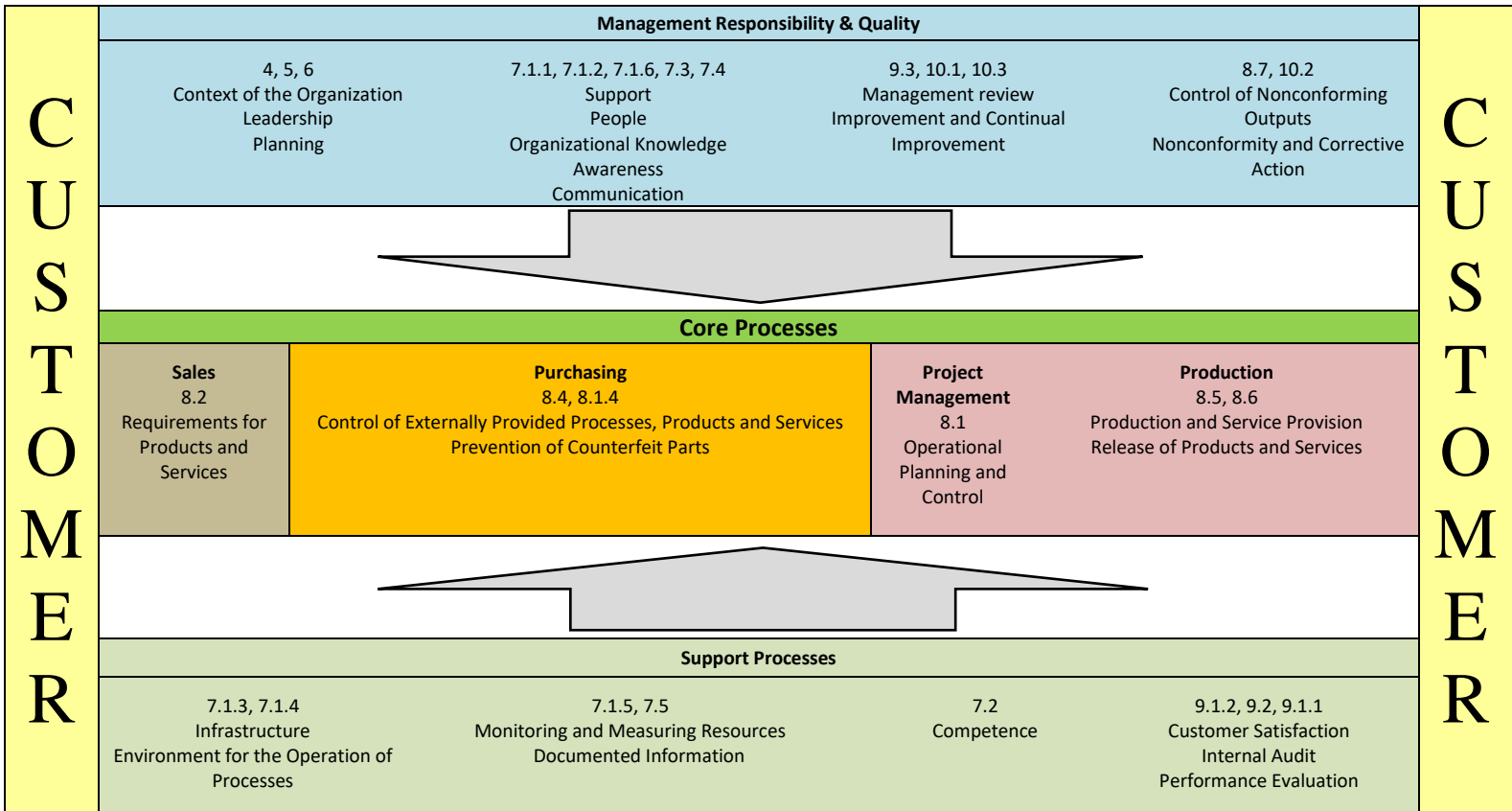
All products and services provided by CTL will conform to requirements specified. Each employee is responsible for his or her input to the procurement, production, support, delivery, service or management provided.

We are committed to continually improving all products and services and to maintaining Connector Tech, LLC. as the Quality Leader in our field and to provide our customers with only the highest quality products and services.

## Quality Objectives

- **Safety:** 0 recordables
- **Quality:** ≤ 1% Customer Returns
- **Delivery:** ≥ 95% On-Time-Deliver

## Sequence and Interaction Chart



## Process Correlation Matrix

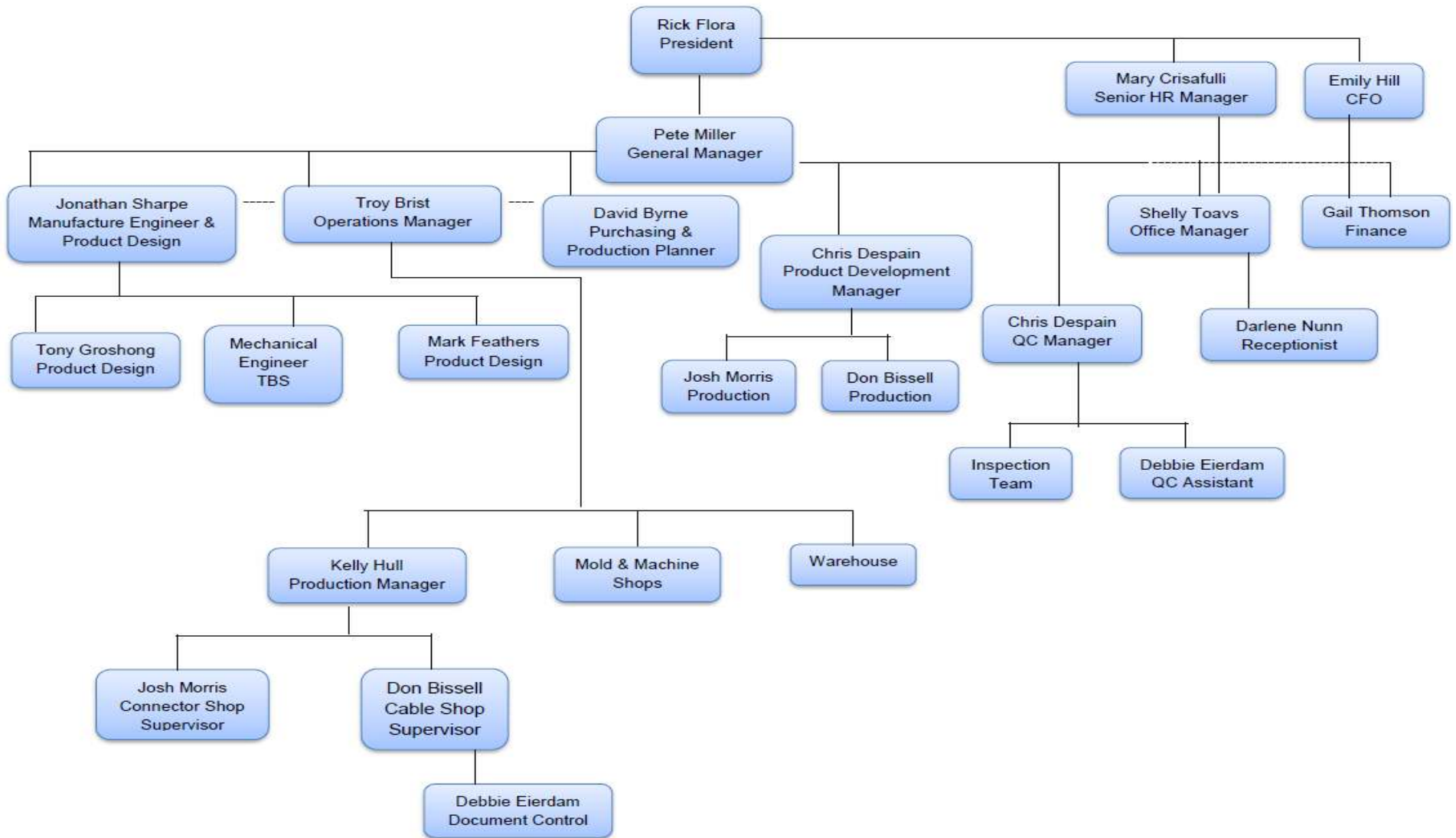
Key Process Group	Process Owner	AS9100 Section	CTL Doc. #	Process Title
Sales	General Manager	8.2	EPDS	Order Processing Module - Quotation Entry - Order Entry - Contact Manager
		7.2	QCF-20-019	Training Form - Sales
Production	Production Manager / General Manager	7.2	QCL-40-548	Training Solder
		7.2	QCL-40-033	Training Matrix
		8.5.1, 8.6	QCL-40-001	Connector Inspection Log
		8.5.1		See QCL-10-003 Document Control Master List of all Production Control Plans
		7.2	QCF-40-016	Training Form - Cables
		7.2	QCF-40-017	Training Form – 851-38999
		7.2	QCF-40-018	Training Form – Mold/Machine Shop
		7.2	QCF-40-020	Training Form - Warehouse
Purchasing	Purchasing Manager / General Manager	8.4	QCF-30-002	Supplier Quality Questionnaire
		8.4	QCP-30-001	Supplier Requirements
		8.4	QCF-30-080	Order Request Form
		8.14	QCP-30-003	Counterfeit Avoidance
Quality	Vice-President / Quality Manager	4.4.2	QC-10-001	Quality Manual
		6.1, 8.1.1	QCL-10-006	Risk Management Matrix
		4.4.2	QCP-10-002	Standard Operating Procedures *See appendix A for section outline
	Quality Manager	7.5	QCL-10-003	Document Control Master List
		9.3	QCF-10-005	Management Review
		9.2	QCF-10-010	Internal Audit
		5.3	QCL-10-020	Employee Signature Initial Log
		8.5.4	QCL-10-023	Material Age Control Log
		7.1.5	QCL-10-024	Calibration Master Log
		8.5.2	QCL-10-515	Inspection Stamp Log
		8.5.1	QCP-10-030	Insp. Sample Plan
		10.2	QCF-10-1090	Corrective Action Form
		7.2	QCF-10-033	Training Matrix
		8.7.1	QCF-10-007	Nonconforming Material Report
8.7.1	QCL-10-008	Nonconforming Material Report Log		

\* For additional documents refer to QCL-10-003 Document Control Master List

## Core Process Performance Dashboard

Process	Measurement	Method		Frequency	Performed By	Objective	Review
Sales	Sales	Sales report in EPDS		Daily	VP / General Manager	Sales ≥ 10.5M	Management Review during each scheduled meeting
Purchasing	Vendor on-time delivery	Vendor performance report in EPDS		Quarterly	Purchasing Manager / General Manager	>80% on-time delivery from all vendors	
	Vendor Quality					<1% Return to Vendor	
Production	Quality	Inspection Logs	38999	Monthly	Production Manager / Production Supervisor	≤ .5%	
			Cable			≤ 3%	
			851			≤ .5%	
Project Management	On-Time Delivery	Performance Report in EDPS		Quarterly		≥ 95%	

# Organizational Chart



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**Appendix A. applicable Documents and Procedures**

<b>Section</b>	<b>TITLE</b>	<b>Section</b>	<b>TITLE</b>
01	Sales Department	12	Requisition of Supplies
02	Order Processing	13	Documented Information
03	Receiving Department	14	Control of Nonconforming Outputs
04	Shipping Department	15	Configuration Management / Control of Changes
05	Physical Inventory	16	Competence
06	Project management	17	Nonconformity and Corrective Action
07	Project management roles and responsibilities	18	Bombardier Notification of Nonconforming Product
08	Internal Quality Audits	19	Preservation
09	Purchasing	20	Control of Monitoring and Measuring Devices
10	Transfer of Work		
11	Inspection and Testing		

**Appendix B. Change Control Sheet**

<b>DATE</b>	<b>REV LEVEL</b>	<b>DESCRIPTION OF CHANGES</b>
10/07/02	C	Manual rewritten to ISO9001-2000
04/21/03	D	Organization charts updated. Administrative changes made throughout manual.
08/20/03	E	Changes to sections 1, 4, 6 and 7.
06/14/04	F	Organization chart updated.
04/21/06	G	Organization Chart Updated/ Manual updated to include EPDS
04/02/07	H	7.3 Eliminated, Organization Chart updated
05/19/09	I	Change to AS9100/ISO9001 requirements
06/18/09	J	Updates to AS9100B/ISO9001-2008
06/04/11	K	Updates to AS9100C/ISO9001-2008
04/15/16	L	Various updates to AS9100C/ISO9001-2008, updated Organization Chart
06/07/16	M	Updated Process Chart.
4/17/18	N	Complete re-write of Manual. Eliminated duplication between manual and QCP-10-002, Updated Sequence and Interaction chart. Updated Organizational chart.
6/12/18	O	Updated Sequence and Interaction Chart, Process Correlation Matrix, Core Process Performance Dashboard and Organizational Chart
03/28/19	P	Updated the Organizational Chart.
04/29/19	Q	Updated pg. 6 Sales Objective

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