GILL MANUFACTURING LTD.

QUALITY SYSTEM MANUAL

ISO 9001:2000

REVISION A
SCOPE OF THE QUALITY MANAGEMENT SYSTEM

The Quality Management System applies to matters that directly affect the quality of products delivered by GILL Manufacturing Ltd. The Quality Management System is applicable to the machining and fabricating of metal parts.

QUALITY POLICY

THE GOAL OF GILL MANUFACTURING LTD. IS TO PROVIDE QUALITY PRODUCTS AND SERVICES THAT WILL MEET OUR CLIENT’S REQUIREMENTS.

WE ARE COMMITTED TO THE CONTINUOUS IMPROVEMENT OF ALL THAT WE OFFER TO OUR CLIENTS. OUR OBJECTIVE IS TO CREATE MUTUALLY BENEFICIAL PARTNERSHIP WITH ALL OUR BUSINESS ASSOCIATES.

QUALITY OBJECTIVES

The quality policy is satisfied when our objectives are achieved. Objectives are subject to change when reviewed periodically and when better performance is possible. Our initial quality objectives are:

- INCREASE CUSTOMER BASE BY 5% BY DEC. 2004
- IMPROVED CUSTOMER SATISFACTION

EXCLUSIONS

Due to the nature of GILL Manufacturing Ltd. business it takes exclusion for Design and Development (7.3) requirements and any special process requirements (7.5.2). These exclusions do not affect GILL Manufacturing Ltd.’s ability to provide services that meet customer requirements and regulatory requirements, where applicable.
INTRODUCTION: GILL MANUFACTURING LTD.

We have come a long way over the past twenty five years in business. Our goal as a company is to offer a brand of fabrication and machining services that surpass industry standards. Our customers have come to expect our commitment to quality, and our ability to deal with issues inherent in our industry with honesty and integrity.

Although we are a custom machine shop able to deal with prototypes and ones of a kind, we are also capable in the area of production work, both large and small projects.

We look forward to developing strong, long lasting relationships with our new customers as we have with the loyal customers whom we now service.
HEALTH & SAFETY POLICY

The management of GILL Manufacturing Ltd. is vitally interested in the health and safety of its employees. Protection of employees from injury or occupational disease is a major continuing objective. GILL Manufacturing Ltd. will make every effort to provide a safe, healthy work environment. All supervisors and workers must be dedicated to the continuing objective of reducing risk of injury.

GILL Manufacturing Ltd. as an employer, is ultimately responsible for worker health and safety. The President of GILL Manufacturing Ltd. promises that every reasonable precaution will be taken for the protection of workers.

Supervisors will be held responsible for the health and safety of workers under their supervision. Supervisors are responsible to ensure that machinery and equipment are safe and that workers work in compliance with established safe work practices and procedures. Workers must receive adequate training in their specific work tasks to protect their health and safety.

Every worker must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the company.

It is in the best interest of all parties to consider health and safety in every activity. Commitment to health and safety must form an integral part of this organization, from the President of the company to the workers.

Signed: [Signature]
President (Harjit Gill)

Signed: [Signature]
Treasurer/Secretary (Daljit Gill)
CERTIFICATION PAGE
GILL MANUFACTURING LTD.

We hereby certify that this quality assurance manual accurately and adequately describes our quality system to meet the requirements of:

ISO 9001:2000

President
Harjit Gill

Treasurer/Secretary
Daljit Gill

Management Representative
Michelle Pavlinic
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PART 4.0 - QUALITY MANAGEMENT SYSTEM

4.1 General Requirements

GILL Manufacturing Ltd. shall document, implement, maintain and continually improve a quality management system in accordance with the requirements of this International Standard.

GILL Manufacturing Ltd. shall:

a) Identify the processes needed for the quality management system, and its application throughout the organization;
b) Determine the sequence and interaction of these processes; (see quality plan)
c) Determine criteria and methods required to ensure that the operation and control of these processes are effective;
d) Ensure the availability of resources and information necessary to support the operation and monitoring of these processes;
e) Measure, monitor, and analyse these processes, and
f) Implement actions necessary to achieve planned results and continual improvement of these processes.

These processes shall be managed by GILL Manufacturing Ltd. in accordance with the requirements of this International Standard.

Where GILL Manufacturing Ltd. chooses to outsource any process that affects product conformity with requirements, GILL Manufacturing Ltd. shall ensure control over such processes. Control of such outsourced processes shall be identified within the quality management system. (i.e. supplier audits/visits, supplier surveys, incoming inspection, etc.)

4.2 DOCUMENTATION REQUIREMENTS

The quality management system at GILL Manufacturing Ltd. consists of:

Level 1 – Quality Manual
Level 2 – Procedures
Level 3 – Work Instructions
Level 4 – Quality Records & Forms

4.2.3 DOCUMENT CONTROL (SOP 1.0)

Documents required by the quality management system shall be controlled. Quality records are a special type of document and shall be controlled according to the requirements. A document procedure (SOP 1.0) shall be established to:

a) Approve documents for adequacy prior to issue;
b) Review and update as necessary and re-approve documents;
c) Ensure that changes and the current revision status of documents are identified;
d) Ensure that relevant versions of applicable documents are available at points of use;
e) Ensure that documents remain legible and readily identifiable
f) Ensure that documents of external origin are identified and their distribution controlled

Prevent the unintended use of obsolete documents, and apply suitable identification to them if they are retained for any purpose.
4.2.4 CONTROL OF QUALITY RECORDS (SOP 2.0)

The quality system depends on records to demonstrate conformance to specified requirements and effective performance. Standard Operating Procedures (SOP 2.0) identify records to be kept and describe the filing, retrieval storage and disposition of records.

PART 5.0 – MANAGEMENT RESPONSIBILITY

5.1 GENERAL

Management has established measurable objectives to demonstrate that customer satisfaction is being achieved and improved. Specifically, management will:

- Communicate our quality policy, quality objectives and the importance of meeting customer and regulatory requirements to all employees,
- Enable our employees to give their full commitment to excellence,
- Establish and maintain a working environment that encourages the timely delivery of quality products and services,
- Produce quality products that meet specified requirements and customer expectations.

5.2 CUSTOMER REQUIREMENTS

Management shall ensure that:

- Customer requirements are reviewed to ensure customers have confidence in our products and service,
- Ensure customer and regulatory requirements are understood and fulfilled through our business processes.

5.3 QUALITY POLICY

The quality policy is stated in this Quality System Manual and together with the Standard Operating Procedures (SOP) it provides:

- A commitment to meet requirements and continual improvement in our products and services and that it is appropriate to our organization,
- A framework for establishing and reviewing quality objectives,
- Periodic review for continuing suitability as markets and conditions change during the management review or other predetermined meetings agreed upon by management.

5.4 PLANNING AND OBJECTIVES

Quality Planning provides for:

- The need for resources such as monitoring, controls, storage facilities and other resources,
- The verification activities, acceptance criteria and quality records needed,
- The skills required by existing and new employees,
- Product and service performance, regulations or acceptance standards.

5.4.1 QUALITY OBJECTIVES

Product and service objectives and activities are listed in the Quality System Manual, *(Under scope of quality management system, sub-paragraph Quality Objectives)*

Employees, included newly hired, part time and temporary employees are informed about our objectives for work processes.

Management monitors progress in achieving quality objectives.

5.4.2 QUALITY MANAGEMENT SYSTEM PLANNING

Management within GILL Manufacturing Ltd. is required to plan the processes and practices used to produce our products and deliver products/services to customers recognizing:

- The objectives for product and service quality characteristics,
- The resources, tools and instructions needed to verify the characteristics of the product during production and delivery,
- Updating quality control and inspection techniques,
- Records needed to provide confidence that the processes and resulting product conform to requirements.

GILL Manufacturing Ltd. quality plan is the same for all processes and activities unless a specific contract requires the procedures to differ in which case a quality plan shall be customized to meet the requirements of the contract.

Quality records are identified in the Standard Operating Procedures and prepared as described in the Quality System Manual.

5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION

5.5.1 RESPONSIBILITY AND AUTHORITY

All employees are responsible for the quality of their work and have the freedom, responsibility and duty to identify conditions requiring corrective action. Everyone is committed to preventing mistakes or nonconformities in their work and work related processes.

Each management position is responsible for specific functions and is to ensure they are carried out either personally or by a delegate. Refer to organization chart and job descriptions.
JOB DUTIES & DESCRIPTIONS:

Job Title: President

Job Description:

a) Has absolute authority over all matters.

b) Make decisions concerning the best use of people, material and equipment in achieving goals of the organization.

c) Prepares quotations with Purchasing Agent and Production Supervisor, and negotiate pricing with customers.

d) Responsible for all matters related to quality and production.
e) Control further processing and delivery of non-conforming product until the deficiency or unsatisfactory condition has been corrected.

Job Title: Secretary & Treasurer

Job Description:

a) Reports directly to the President and is responsible for Accounts Payable, Accounts Receivable, Financing and scheduling of work orders.

b) Reviews and evaluates customer complaints on product quality and takes corrective action.

Job Title: Production Supervisor

Job Description:

a) Makes certain that adequate resources and personnel are in place to implement the plans and achieve the goals.

b) Provides leadership to personnel and ensures that production workers are adequately trained to discharge their duties effectively.

c) Involved with the quotation process in regards to physical labor requirements.

d) Initiate action to prevent the occurrence of any non-conformity relating to product, process and quality system. Initiate, recommend or provide solutions and verify the implementation of solutions.

Job Title: Purchasing Agent

Job Description:

a) Identifies new vendors based upon cost, quality and delivery. Provides liaison with suppliers and monitors and reviews the usage of material throughout the company.

b) Vendor selection and surveillance.

c) Involved within the quotation aspect in regards to cost of materials.

Job Title: QC Supervisor

Job Description:

a) Develops and improves inspection methods, planning and calibration systems and methods for measuring and documenting trends in quality performance and customer satisfaction.

b) Prevents the re-occurrence of product conformance by reviewing trends in quality records (i.e. corrective action requests, inspection reports, supplier non-conformances, etc.).

Job Title: Sales Representative

Job Description:

a) Responsible for maintaining an account list of all potential customers.
b) Performing contract and order reviews, monitoring the quality of competitors (qualitatively).

Job Title: **Management Representative**

Job Description:

a) Responsible for the maintenance of the ISO 9001:2000 quality management system.

Job Title: **Production Personnel**

Job Description:

Responsible for reporting to the Production Supervisor. Perform duties according to applicable procedures and work instructions. Make suggestions to improve work methods and inform any problems relating to the product, process, and quality system. Expedite work orders to properly serve customers under the supervision of the Production Supervisor. Responsible for the clean up of work environments and machines.

### 5.5.2 THE MANAGEMENT REPRESENTATIVE

The Management Representative has the overall responsibility for the Quality Management System. The management representative shall ensure that our quality management system requirements are established, effective, implemented and maintained.

The management representative monitors the performance of the quality system and reports on its performance to management.

The Production and QC Supervisor shall promote awareness of customer requirements throughout the organization.

### 5.5.3 INTERNAL COMMUNICATION

Both the President and Treasurer/Secretary of GILL Manufacturing Ltd. shall ensure that appropriate communication processes are established within the organization and that communication takes place regarding the effectiveness of the quality management system. Internal communication shall be conducted through company postings, company awareness sessions or other suitable means.

### 5.6 MANAGEMENT REVIEW

The Management Representative shall ensure that all staff are involved during the management review. The management review shall comprise of the review the Quality Management System at least once annually to ensure it’s continuing conformance, adequacy and effectiveness. The review shall include assessing opportunities for continuous improvement.
5.6.2 INPUT FOR MANAGEMENT REVIEW

Management ensures that sufficient current information is prepared for the review including:

- Results of all Audits
- Customer feedback (i.e. customer complaints, etc.)
- Data describing the performance of production processes and quality control data (i.e. scrap/rejection rate, etc.)
- Data describing the conformance of products to requirements,
- Status of corrective and preventive actions,
- Follow-up actions from earlier management reviews, Quality Records,
- Company-Level Quality Performance Data
- Changes in business operations that may affect the Quality Management System and recommendations for improvement.

5.6.3 OUTPUT FROM MANAGEMENT REVIEW

The management review will consider updating the quality management system, including the quality policy and quality objectives in relation to changes brought about by new products, market strategies and other business conditions.

The corrective/preventive action procedure (SOP 12.0) will be used to implement changes or improvements determined during the management review with specific reference to:

- Improvements to the Quality Management System,
- Improvements to production processes,
- Improvements to products and customer satisfaction with products,
- Resources needed to achieve improvement in all aspects of the Quality Management System.

Minutes of the management review meeting are taken by a Management Representative or designate and are distributed to all staff, as required.

PART 6.0 – RESOURCE MANAGEMENT (SOP 3.0)

6.1 GENERAL

GILL Manufacturing Ltd. recognizes in order to achieve our quality objectives, it is necessary to make sure of all resources which includes people, equipment, facilities and leadership. Responsible personnel are required to identify resource requirements needed to enhance customer satisfaction and to implement and maintain the quality management system and continually improve its effectiveness. Management must be sure that trained personnel are assigned to perform quality related activities.

6.2 HUMAN RESOURCES

The staff at GILL Manufacturing Ltd. shall determine the experience and training necessary to ensure that personnel who carry out activities that affect the quality of the product are capable and competent. Employees are assigned tasks on their basis of their skills, education, training and experience for the work required.
GILL Manufacturing Ltd. shall:

a) Determine the necessary competence for personnel performing work affecting product quality,
b) Provide training or take other actions as required to satisfy these needs,
c) Evaluate the effectiveness of the actions taken,
d) Ensure that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives,
e) Maintain appropriate records of education, training, skills and experience.

Training records are retained with the Management Representative or designate in the personnel records files showing the type of training received, the date and other pertinent information.

6.3 INFRASTRUCTURE

GILL Manufacturing Ltd. shall determine, provide and maintain the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable the following:

a) Buildings, workspace and associated utilities,
b) Process equipment (both hardware and software), and
c) Supporting services (such as transport or communication)

6.4 WORK ENVIRONMENT

The human aspects of our work environment are recognized in the layout of equipment and facilities. All staff at GILL Manufacturing Ltd. are encouraged to report conditions that affect their performance or product quality.

PART 7.0 – PRODUCT REALIZATION

7.1 PLANNING OF PRODUCTION PROCESSES

Product and process planning is described in the Quality Plan. The planning includes the provision of processes, resources, facilities and documentation needed for each or all products as well as the verification and validation activities or process monitoring.

7.2 CUSTOMER-RELATED PROCESSES (SOP 4.0)

7.2.1 Determination of requirements related to the product

GILL Manufacturing Ltd. shall determine:

a) Requirements specified by the customer, including the requirements for delivery and post-delivery activities,
b) Requirements not stated by the customer but necessary for specified or intended use, where known,
c) Statutory and regulatory requirements related to the product, and
d) Any additional requirements determined by GILL Manufacturing Ltd.
7.2.2 Review of requirements related to the product

GILL Manufacturing Ltd. shall review the requirements related to the product. This review shall be conducted prior to GILL Manufacturing Ltd’s commitment to supply a product to the customer (e.g. submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders) and shall ensure that

a) Product requirements are defined,
b) Contract or order requirements differing from those previously expressed are resolved, and
c) GILL Manufacturing Ltd. has the ability to meet the defined requirements.

Records of the results of the review and actions arising from the review (PART 4.0, see 4.2.4)

Where the customer provides no documented statement of requirement. Gill Manufacturing shall conform to all customer requirements and each customer requirement shall be confirmed by GILL Manufacturing Ltd. before acceptance of the order.

Where product requirements are changed, GILL Manufacturing Ltd. shall ensure that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

7.2.3 CUSTOMER COMMUNICATION

The customer satisfaction survey shall determine and implement effective arrangements for communication with customers relating to product information, enquiries, contracts or handling, including amendments and customer feedback or complaints.

7.3 DESIGN AND DEVELOPMENT

GILL Manufacturing Ltd. is not involved with the design control and development and therefore is not applicable to the operations within GILL Manufacturing Ltd.

7.4 PURCHASING (SOP 6.0)

GILL Manufacturing Ltd. shall ensure that purchased products conform to specified purchase requirements. The type and extent of control applied to the supplier and the purchased product shall be dependent upon the effect of the purchased product on subsequent product realization of the final product.

GILL Manufacturing Ltd. shall evaluate and select suppliers based on their ability to supply product in accordance with GILL Manufacturing Ltd requirements. Criteria for selection, evaluation and re-evaluation shall be established by receiving incoming inspections, supplier audits or other means as appropriate. Records of the results of evaluations and any necessary actions arising from the evaluation shall be maintained. (PART 4.0, see 4.2.4).

7.4.2 Purchasing Information

Purchasing information shall describe the product or process to be purchased, including where appropriate:
a) Requirements for approval of product, procedures, processes and equipment,
b) Requirements for qualification of personnel, and
c) Quality management system requirements.

GILL Manufacturing Ltd. shall ensure the adequacy of specified purchase requirements prior to their communication to the supplier.

7.4.3 Verification of Purchased Product

GILL Manufacturing Ltd. shall establish and implement the inspection or other activities necessary for ensuring that purchased product meets specified purchase requirements.

Where GILL Manufacturing Ltd. or its customers intend to perform verification at the supplier's premises, GILL Manufacturing Ltd. shall state the intended verification arrangements and method of product release in the purchasing information.

7.5 PRODUCTION AND SERVICE PROVISION (SOP 8.0)

7.5.1 CONTROL OF PRODUCTION AND SERVICE PROVISION

GILL Manufacturing Ltd. shall plan and carry out production and service provision under controlled conditions. Controlled conditions shall include, as applicable the following:

a) The availability of information that describes the characteristics of the product,
b) The availability of work instructions, as necessary,
c) The use of suitable equipment,
d) The availability and use of monitoring and measuring devices,
e) The implementation of monitoring and measurement, and
f) The implementation of release, delivery, and post-delivery activities.

7.5.2 VALIDATION OF PROCESSES FOR PRODUCTION AND SERVICE PROVISION

GILL Manufacturing Ltd. does not have any processes for production and service provision where the resulting output can be verified by subsequent monitoring or measurement, as required by particular customer requirements.

7.5.3 PRODUCT IDENTIFICATION AND TRACEABILITY (SOP 8.0)

GILL Manufacturing Ltd. has a system to provide for the identification of products by suitable means during product realization. GILL Manufacturing Ltd. also identify the product status with respect to monitoring and measurement techniques. Products purchased for resale, with or without further processing or packaging are also identified by the most suitable means. Traceability of products shall be recorded, as required.

7.5.4 CUSTOMER PROPERTY (SOP 8.0)

GILL Manufacturing Ltd. shall exercise care with customer property while it is under GILL Manufacturing control or being used by GILL Manufacturing Ltd. GILL Manufacturing Ltd. shall identify,
verify, protect and safeguard customer property provided for use or incorporation into the product. If any customer property is lost, damaged or otherwise found to be unsuitable for use, this shall be reported to the customer and records maintained (PART 4.0, see 4.2.4).

7.6 CONTROL OF MONITORING AND MEASURING DEVICES (SOP 7.0)

GILL Manufacturing Ltd. shall determine the monitoring and measurement to be undertaken and the monitoring and measuring devices needed to provide evidence of conformity.

GILL Manufacturing Ltd. shall establish processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements.

Where necessary to ensure valid results, measuring equipment shall

a) Be calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to International or National Measurement Standards; where no such standards exist, the basis used for calibration or verification shall be recorded;

b) Be adjusted or re-adjusted as necessary;

c) Be identified to enable the calibration status to be determined;

d) Be safeguarded from adjustments that would invalidate the measurement result;

e) Be protected from damage and deterioration during handling, maintenance and storage.

In addition, GILL Manufacturing Ltd. shall assess and record the validity of the previous measuring results when the equipment is found not to conform to requirements. GILL Manufacturing Ltd. shall take appropriate action on the equipment and any product affected. Records of the results of calibration and verification shall be maintained (PART 4.0, see 4.2.4).

When used in the monitoring and measurement of specified requirements, the ability of computer software to satisfy the intended application shall be confirmed. This shall be undertaken prior to initial use and reconfirmed as necessary.

PART 8.0 – MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 GENERAL

GILL Manufacturing Ltd. shall plan and implement the monitoring, measurement, analysis and improvement processes needed

a) To demonstrate conformity of the product,

b) To ensure conformity of the quality management system, and

c) To continually improve the effectiveness of the quality management system.

8.2 MONITORING AND MEASUREMENT

8.2.1 CUSTOMER SATISFACTION (SOP 9.0)

As one of the measurements of the performance of the quality management system, GILL Manufacturing Ltd. shall monitor information relating to customer perception as to whether GILL
Manufacturing Ltd. has met customer requirements. The methods for obtaining and using this information shall be determined.

8.2.2 INTERNAL QUALITY AUDITS (SOP 11.0)

GILL Manufacturing Ltd. shall conduct internal audits at planned intervals to determine whether the quality management system

a) Conforms to the planned arrangements, to the requirements of this International Standard and to quality management system requirements established by the organization and
b) Is effectively implemented and maintained.

An audit program/schedule shall be planned, taking into consideration the status and importance of the processes and areas to be audited. The audit criteria, scope, frequency and methods shall be defined. Selection of auditors and conduct of audits shall ensure objectivity and impartiality of the audit process. Auditors shall not audit their own work.

The responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records shall be defined in a documented procedure.

Management is responsible for the area being audited and shall ensure that actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities shall include the verification of the actions taken and the reporting of verification results.

8.2.3 MEASURING AND MONITORING PROCESSES

GILL Manufacturing Ltd. shall apply suitable methods for monitoring and, where applicable, measurement of the quality management system processes through management review and internal audit results. These methods shall demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and preventive action shall be taken, as appropriate, to ensure conformity of the process.

8.2.4 MONITORING AND MEASUREMENT OF PRODUCT (SOP 5.0)

GILL Manufacturing Ltd. shall monitor and measure the characteristics of the product to verify that product requirements have been met. This shall be carried out at appropriate stages of the product realization process in accordance with the planned arrangements (Part 7.0, 7.1). Evidence of conformity with the acceptance criteria shall be maintained. Records shall indicate the persons authorizing release of product. (PART 4.0, see 4.2.4)

Product release and service delivery shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer.

8.3 CONTROL OF NONCONFORMING PRODUCT (SOP 10.0)

GILL Manufacturing Ltd. shall ensure that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities of dealing with nonconforming product shall be defined in SOP 10.0
GILL Manufacturing Ltd. shall deal with nonconforming product by one or more of the following ways:

a) By taking action to eliminate the detected nonconformity;
b) By authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer;
c) By taking action to preclude its original intended use or application.

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, should be maintained. (PART 4.0, see 4.2.4)

When nonconforming product is corrected it shall be subject to re-verification to demonstrate conformity to the requirements.

When nonconforming product is detected after delivery or use has started, GILL Manufacturing Ltd. shall take action appropriate to the effects, or potential effects, of the nonconformity.

8.4 ANALYSIS OF DATA

GILL Manufacturing Ltd. shall determine, collect, and analyse appropriate data 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. This shall include data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data shall provide information relating to

a) Customer satisfaction (see Part 8.0, 8.2.1),
b) Conformity to product requirements (see Part 5.0, 5.2),
c) Characteristics and trends of processes and products including opportunities for preventive action, and
d) Suppliers.

8.5 IMPROVEMENT

8.5.1 CONTINUAL IMPROVEMENT (SOP 13.0)

GILL Manufacturing Ltd. shall continually improve the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective/preventative actions and management review.

8.5.2 CORRECTIVE ACTION (SOP 12.0)

GILL Manufacturing Ltd. shall take action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions shall be appropriate to the effects of the nonconformities encountered.

A documented procedure (SOP 12.0) shall be established to define requirements for

a) Reviewing nonconformities (including customer complaints),
b) Determining the causes of nonconformities,
c) Evaluating the need for action to ensure that nonconformities do not recur,
d) Determining and implementing action needed,
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ISO 9001: Standard Operating Procedure

DOCUMENT AND DATA CONTROL

Approved:
President

Harjit Gill

Approved:
Management Representative

Michelle Pavlinic

REVISION HISTORY LOG

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1.0 PURPOSE:

1.1 This procedure defines the procedure of GILL Manufacturing Ltd. to comply with Section 4.2.3 (Control of Quality Documents) of ISO 9001:2000 Quality Management System - Requirements.

2.0 SCOPE:

The scope of this procedure describes the responsibilities, records and references the control of documents and establishes the methods used to identify and maintain control of both internal and external documents, forms, charts, drawings and data utilized by GILL Manufacturing Ltd.

3.0 RESPONSIBILITIES:

3.1 The President and Management Rep. are responsible for approving and implementing this procedure.

3.2 The President and Management Rep. shall be responsible for:
   
i) preparing and approving the Quality Manual and forms within their areas of functional responsibility;
   
ii) for ensuring that suitable controls are placed on these documents;
   
iii) for ensuring that pertinent issues or appropriate documents are readily available to relevant personnel.

3.3 The Management Rep. is responsible for:
   
i) coordinating and standardizing documents throughout the company;
   
ii) assigning document references;
   
iii) ensuring that all documents are reviewed and approved by authorized personnel before distribution;
   
iv) controlling the issue of documents and data required for the effective functioning and monitoring of the quality system;
   
v) ensuring that only current issues of documents are used within the company, and for the disposition of all obsolete quality-related documents.

3.4 The President, Management Rep. and/or designate are responsible for the review, distribution and implementation of all engineering standards/specifications and drawings; including those supplied by customers, and to maintain records of changes and when they are implemented in production.
4.0 PROCEDURE:

4.1 All quality-related documents and forms used by GILL Manufacturing Ltd. are uniquely identified and controlled. Each form is identified with a unique number followed by a revision level which is determined to be the month and year (i.e. 100 Rev 01/03, 101 Rev 01/03, etc.). Standard Operating Procedures and Quality Manual are identified using revision levels (i.e. A, B, C, etc.)

4.2 When the need arises for the creation of a new document, the originator prepares a draft copy of the document and forwards it to the Management Representative.

4.3 Changes to documents can be initiated by any employee but are generally a result of a Management meeting, corrective/preventive action or a change to the quality management system.

4.4 To initiate a change to a document, the individual shall handwrite the proposed changes on an uncontrolled copy of the document or write a memo stating the changes to the Management Rep.

4.5 Upon receiving the request, the Management Rep. shall review the request with the management personnel affected to ensure that the change is valid.

4.6 If the request is accepted, the document shall be changed and a copy of the document shall be forwarded to the responsible personnel.

4.7 If the request is not accepted, the memo requesting the change shall be maintained as records.

4.8 A master list of documents and forms identifying the current revision of documents shall be maintained by the Management Rep.

5.0 DRAWINGS:

a) Obsolete drawings shall be identified as “obsolete” by marking the drawing obsolete.
b) All drawings which are determined to be reference shall be identified as "REFERENCE ONLY" by the Purchasing Agent or QC Supervisor
c) All customer supplied drawings are considered approved.

5.1 Records of the reasons for changes shall be maintained. The affected pages shall be dated by the Management Rep. or designate besides the change made.

5.2 Documents shall be reviewed and re-approved when necessary during management review and internal audits. All documents shall remain legible and readily identifiable.
5.3 All customer drawings are valid until a new revision has been issued by the customer. When a new revision is issued, the previous approved drawings is stamped "OBsolete" or destroyed.

5.4 The Quality Manual Amendment Log shall record changes to the Quality Manual and shall be maintained by the Management Rep.

5.5 Revisions to procedures and instructions are summarized in the Revision History Log that is included in every procedure and instruction.

6.0 DOCUMENT DISTRIBUTION:

6.1 The Management Rep. shall be responsible for the distribution and for the prompt removal and destruction (or marked "obsolete") of all obsolete documentation.

6.2 Documents that are invalid or obsolete shall be promptly removed from the system.

6.3 Obsolete documents retained for regulatory or reference purposes shall be suitably identified.

6.4 The following documents shall be maintained:

   a) Quality Manual
   b) Standard Operating Procedures
   c) Drawings
   d) Forms
   e) Work Instructions

7.0 ELECTRONIC FILES:

7.1 The Management Rep. shall ensure that virus protection and appropriate restricted access is provided on all computers.

7.2 Electronic data saved on computer hard drives shall be backed up on CD Media when initially prepared. The backed up electronic data files shall be stored in a fire proof cabinet or stored off premises.

8.0 EXTERNAL ORIGIN DOCUMENTS:

8.1 The Purchasing Agent, QC Supervisor or Management Rep. reviews and maintains documents of external origin in the appropriate customer file. Examples of documents of external origin are workmanship criteria, etc. are suitably identified and controlled in the same manner as internal quality documents.
8.2 Supplier's technical information documents are not controlled, but are held in the relevant department for use as required and when necessary.

9.0 RELATED DOCUMENTATION

Quality Records, SOP 2

Product & Service Provision, SOP 8

Monitoring & Measurement, SOP 5
ISO 9001: Standard Operating Procedure

CONTROL OF QUALITY RECORDS

Approved:  
President  
Harjit Gill

Approved:  
Management Rep.  
Michelle Pavlinic

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1.0 PURPOSE:

1.1 This procedure defines the procedure of GILL Manufacturing Ltd. to comply with Section 4.2.4 (Control of Quality Records) of ISO 9001:2000 Quality Management System - Requirements.

2.0 SCOPE:

2.1 This procedure describes the responsibilities, records and references for the control of quality records and establishes the methods used to control all quality system records within GILL Manufacturing Ltd.

3.0 RESPONSIBILITY:

3.1 Records shall be generated throughout contract performance for providing objective evidence of compliance with specified requirements and quality system procedures, and for demonstrating the effectiveness of the quality system.

3.2 Records shall be subject to review by the Management Rep. in order to evaluate the quality system and provide data to assist in its management and improvement.

3.3 The Master Log of Quality Records (See Below) shall indicate record file responsibility and shall be readily available.

4.0 IDENTIFICATION:

4.1 A Master Log of Quality Records, (Appendix "A"), shall be maintained by the Management Rep.

4.2 Records shall be legible and orderly, and filed in an indexed or grouped fashion to facilitate their retrieval. Records shall be filed by customer, supplier, etc. as appropriate.

5.0 RECORD STORAGE:

5.1 Records shall be stored in clearly labelled containers or cabinets and in a suitable environment so as to prevent contamination, deterioration, damage or loss.

5.2 Current quality records shall normally be stored by the department originating the records.

5.3 Quality records kept on a computer hard drive shall be backed up in electronic media.

5.4 Current records shall be maintained in the regular filing systems for one (1) year or more (depending on volume and frequency of generation), and thereafter, the records shall be archived for two (2) years or greater.
6.0 DISPOSITION OF QUALITY RECORDS

6.1 All quality records are maintained according to retention periods listed in Appendix A: Master Log of Quality Records. If required and determined by the Management Rep. or designate quality records shall be retained past their retention periods.

6.2 The Purchasing Agent or Management Rep. shall destroy or archive quality records which have passed their retention period.

7.0 RELATED DOCUMENTATION

Document and Data Control, SOP 1
Purchasing, SOP 6
Product & Service Provision, SOP 8
## APPENDIX "A"

### MASTER LOG OF QUALITY RECORDS

<table>
<thead>
<tr>
<th>QUALITY RECORD</th>
<th>RESPONSIBLE FOR CURRENT AND ARCHIVE FILES</th>
<th>RETENTION PERIOD</th>
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<tbody>
<tr>
<td>QUOTATION DOCUMENTS</td>
<td>Sales Rep.</td>
<td>1 year</td>
</tr>
<tr>
<td>NONCONFORMANCE REPORTS</td>
<td>Management Rep.</td>
<td>1 year</td>
</tr>
<tr>
<td>CORRECTIVE/PREVENTIVE ACTION</td>
<td>QC Supervisor or Mgmt Rep</td>
<td>1 year</td>
</tr>
<tr>
<td>SUPPLIER RECORDS</td>
<td>Purchasing Agent</td>
<td>1 year</td>
</tr>
<tr>
<td>CALIBRATION RECORDS</td>
<td>QC Supervisor</td>
<td>1 year</td>
</tr>
<tr>
<td>INTERNAL QUALITY AUDIT</td>
<td>Management Rep.</td>
<td>1 year</td>
</tr>
<tr>
<td>PURCHASE ORDERS</td>
<td>Purchasing Agent</td>
<td>1 year</td>
</tr>
<tr>
<td>PACKING SLIPS</td>
<td>Purchasing Agent or Management Rep.</td>
<td>1 year</td>
</tr>
<tr>
<td>MANAGEMENT REVIEWS</td>
<td>Management Rep.</td>
<td>1 year</td>
</tr>
<tr>
<td>CERTIFICATES OF CONFORMANCE</td>
<td>QC Supervisor</td>
<td>1 year</td>
</tr>
<tr>
<td>INSPECTION DOCUMENTS</td>
<td>QC Supervisor</td>
<td>1 year</td>
</tr>
<tr>
<td>TRAINING RECORDS</td>
<td>Management Rep.</td>
<td>Term of employment +1 Year</td>
</tr>
<tr>
<td>CUSTOMER SATISFACTION SURVEY</td>
<td>Management Rep.</td>
<td>1 year</td>
</tr>
<tr>
<td>SALES DOCUMENTS</td>
<td>Sales or Management Rep.</td>
<td>1 year</td>
</tr>
<tr>
<td>MAINTENANCE RECORDS</td>
<td>Production Supervisor</td>
<td>1 year</td>
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ISO 9001: Standard Operating Procedure

RESOURCE MANAGEMENT

Approved:
President

Harjit Gill

Approved:
Management Rep.

Michelle Pavlinic

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1.0 PURPOSE

1.1 To provide instructions and assign responsibility for resource management.

2.0 SCOPE

2.1 Applicable to the provision of resources, human resources (training, awareness, competency), infrastructure and work environment.

3.0 RESPONSIBILITIES

3.1 The Production Supervisor shall:

   a) Identify training needs through collective discussion and feedback.
   b) Facilitate training in the areas identified.
   c) Provide adequate resources for personnel and infrastructure.
   d) Manage factors of the work environment.

   The President or Production Supervisor shall:

   a) Select new employees based on adequate education, training and background experience.
   b) Induct new employees in the rules and regulations of GILL Manufacturing Ltd.
   c) Identify external resources needed to provide appropriate training.
   d) Facilitate the quality systems training which includes the ISO 9001:2000 orientation and application.

4.0 TRAINING, AWARENESS AND COMPETENCY

4.1 The Management Rep. or designate shall maintain a personnel file which details the following:

   Employee Name
   Work and Training History
   Current Position and Responsibilities

4.2 At the commencement of hiring a new employee, an orientation shall be given covering a number of topics including GILL Manufacturing Ltd. quality policy, ISO 9001 quality system, company tour, rules and regulations. Each of the different areas of the company undergo distinct training programs designed specifically for that department.

4.3 The Training Matrix(#118) and/or job descriptions shall identify the necessary competency (skills) required for a specific position.
4.4 Some of the most common skills are:

a) Basic education
b) Hazardous Material Handling
c) Effective communication and supervision
d) Health and safety
e) Equipment Processes
f) Drawing interpretation

4.5 The employees shall be evaluated for their knowledge of the skills applicable to their jobs as training required, training in-process and trained.

4.6 If training is required for a particular individual, then training shall be set up for the areas in which the individual needs improvement or additional training.

4.7 The training records shall include the date, trainer, trainee, and the skills/topics to be trained in. Upon completion of training, the trainer shall record the results of the training on the Training Record(#119). Training records may also be a variety of memorandums, notes and assorted correspondence.

4.8 Employees are encouraged to enroll for courses in colleges or attend seminars. The course should be related to the job description that the individual is doing. The President and Production Supervisor of GILL Manufacturing Ltd. shall keep abreast of education and training opportunities as they become available.

4.9 Training records (Certificate, Diploma, etc.) shall be maintained by the Management Rep.

4.10 The effectiveness and objectives of training shall be evaluated by using the Employee Evaluation Sheet(#124) which shall be completed by either the President or Production Supervisor. Training effectiveness and objectives of training shall also be evaluated by observing the employee on the job.

5.0 INFRASTRUCTURE

5.1 New equipment and processes shall be reviewed and approved when required. All machinery and other equipment shall be listed on the Preventative Maintenance Schedule (#121) and updated as required. A maintenance record(#120) shall be completed to detail the type of maintenance performed, the date it was performed and by whom. This record shall provide the basis for planned preventative maintenance, which shall be determined by the calendar month.
5.2 The Production Supervisor or outside contractor shall be responsible for the building maintenance including: heating, air conditioning, compressors, inside and outside storage areas, material flow, snow removal and other.

6.0 WORK ENVIRONMENT

6.1 The Production Supervisor or designate of GILL Manufacturing Ltd. are responsible for providing a safe work environment and ensuring compliance with provincial and federal safety and environmental regulations.

6.2 All Employees are responsible for using personal protective equipment, as appropriate and for maintaining relevant housekeeping practices. Periodically either the President or Production Supervisor shall inspect the work environment by visually patrolling all working areas within plant to ensure a safe working environment.

6.3 Employees shall clean their workspace daily to prevent damage to customer property and plant equipment.

7.0 RELATED DOCUMENTATION

Training Matrix(#118)
Training Record(#119)
Maintenance Schedule(#121)
Maintenance Record(#120)
Employee Evaluation Sheet (#124)

*Product & Service Provision, SOP 8*
# ISO 9001: Standard Operating Procedure

## CUSTOMER RELATED-PROCESSES

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1.0 PURPOSE:

1.1 This procedure defines the operating procedure for GILL Manufacturing Ltd. to comply with Section 7.2.1 (Determination of Requirements related to product) and Section 7.2.2 (review of requirements related to product) of ISO 9001:2000 Quality Management System - Requirements.

2.0 SCOPE:

2.1 This procedure describes the responsibilities, records and references for customer-related processes and establishes the methods used to determine requirements related to the product and ensure that GILL Manufacturing Ltd. has the capability to meet these requirements.

3.0 RESPONSIBILITIES:

3.1 The Sales Rep or designate shall be responsible for:

   i) Ensuring that approved contract review procedures are established, implemented and maintained;
   ii) Approving, reviewing and amending contracts;
   iii) Resolving conflicts discovered during the review process;
   iv) All subsequent renewals to confirm consistency with original contracts or quotations.

4.0 PROCEDURE:

4.1 Quotations Process: NEW ORDERS

4.2 Upon receipt of the request for quotation (RFQ) from the customer, the Sales Rep or designate shall gather all the necessary information required for the RFQ. The Sales Rep. may consult other personnel as required if the RFQ is not of routine nature.

4.3 The Sales Rep. shall prepare a formal quotation using the Quotation form(#102). For walk-in orders or repair orders all customer requirements shall be documented onto the Work Order which is generated by the computer system.

4.4 The quotation is approved by either the Sales Rep. or designate by signing the quotation and submitting to the customer.

4.5 All new jobs undertaken by GILL Manufacturing Ltd. shall be quoted upon before the order is undertaken whether written or verbally.
5.0 Quotation Process: REPEAT ORDERS & RE-QUOTING

5.1 The customer purchase order shall act as the quote for all re-orders or repeat jobs undertaken by GILL Manufacturing Ltd.

5.2 Repeat orders are defined as those orders which have been completed by GILL Manufacturing Ltd. in the past, whose requirements have been adequately defined. The Sales Rep is responsible for any changes from the previous order and will monitor all repeat orders for any changes in the following:

- Customer Name, Part # and Revision Level, Description, Contact Name, Quotation Number, Quantity Required

6.0 Quotation Process: VERBAL ORDERS

6.1 All verbal orders shall be accepted and agreed upon by the Sales Rep. Verbal orders are repeated back to the customer in order for confirmation.

7.0 Verification of Quotation Process: ALL CONTRACTS

7.1 All new jobs undertaken by GILL Manufacturing Ltd. shall be quoted upon before the order is undertaken.

7.2 Upon receipt of the customer purchase order, the Sales Rep. or designate shall compare the quotation with the purchase order to ensure that all requirements are adequately defined.

8.0 Quotation Process: AMENDMENTS

8.1 For all major changes that result from the review of the customer purchase order with GILL Manufacturing Ltd. quotation, all changes shall be recorded onto the customer purchase order and initiated by either the Sales Rep or designate. The customer may be contacted to re-issue to purchase order with the stated changes.

8.2 For all minor changes the Sales Rep. shall make the changes on the customer purchase order by initialing besides the change.

9.0 RECORDS

9.1 Records of contract review are maintained by the Sales Rep. in the job file six months and subsequently archived for a minimum of two years.
10.0 RELATED DOCUMENTATION

Quotation Form (#102)

Document and Data Control, SOP 1
Control of Quality Records, SOP 2
Product & Service Provision, SOP 8
ISO 9001: Standard Operating Procedure
MONITORING & MEASUREMENT

Approved:
President
Harjit Gill

Approved:
Management Rep.
Michelle Pavlinic

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1.0 PURPOSE:

1.1 This procedure defines the operating procedure for GILL Manufacturing Ltd. with regards to receiving, in-process and final inspection requirements.

2.0 SCOPE:

2.1 This procedure describes the responsibilities, records and references for inspection and testing and establishes the methods used to determine requirements related to the product and ensure that GILL Manufacturing Ltd. has met customer inspection and testing requirements.

3.0 RESPONSIBILITIES:

3.1 The Purchasing Agent or designate is responsible for the receipt of all materials at the point of receiving within GILL Manufacturing Ltd.

3.2 The QC Supervisor or Production personnel shall be responsible for documenting all in-process and final inspections.

4.0 PROCEDURE:

4.1 Receiving Inspection:

4.2 Upon receipt of material, the Receiver or designate verifies the quantity and identification of packages and inspects packages for damage. Where applicable, the mechanical dimensions (length, width) shall also be inspected. If all checks are satisfactory and the material conforms to the purchase order, the packing slip will be signed and shortages will be noted.

4.3 The accepted material shall be placed within the appropriate location.

4.4 If purchased goods or materials do not conform or the documentation is incomplete, the Purchasing Agent or designate shall notify the QC Supervisor and a Corrective Action Request (CAR) shall be raised if required. Subsequently, the purchased goods or materials shall be segregated and placed in the quarantine area and a red tag attached.
5.0 In-Process Inspection:

5.1 In order to verify quality and to ensure that items are being processed to the customer's requirements a 100% visual inspection is performed throughout the manufacturing phases. Production personnel perform in-process inspections as documented on the Work Order(#109) and initial besides the completed operation.

5.2 An in-process inspection includes a check of all previous in-process inspections.

6.0 Final Inspection:

6.1 Final Inspection shall be performed in accordance with customer requirements on the drawings or appropriate. Where requested by the customer final inspection shall be documented on the Final Inspection Report(#110) and submitted to the customer.

6.2 Visual inspection shall be performed on all jobs. A final inspection includes all previous in-process inspections have been completed.

6.3 A Certificate of Conformance(#122) may be sent with the shipment if required by the customer.

6.4 Nonconformances during the inspection process shall be processed as per SOP 10.

7.0 RECORDS

7.1 All inspection records are maintained by the QC Supervisor.

8.0 RELATED DOCUMENTATION

Final Inspection Report (#110)
Corrective Action Request (#114)
Certificate of Conformance (#122)
Work Order (#109)

Document and Data Control, SOP 1
Control of Quality Records, SOP 2
Product & Service Provision, SOP 8
Corrective/Preventive Action, SOP 12
ISO 9001: Standard Operating Procedure

PURCHASING

Approved:
President

Harjit Gill

Approved:
Management Rep.

Michelle Pavlinic

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1. PURPOSE

This procedure defines the procedure for GILL Manufacturing Ltd. to comply with Section 7.4.1 (Purchasing Process), 7.4.2 (Purchasing Information) and Section 7.4.3 (Verification of Purchased Product) of ISO 9001:2000 Quality Management System - Requirements.

2. SCOPE

This procedure describes the responsibilities, records and references for purchasing and establishes the methods used to demonstrate purchasing within GILL Manufacturing Ltd.

3. RESPONSIBILITIES

3.1 The Purchasing Agent is responsible for the selection of suppliers, completion of supplier assessment and supplier survey. The Purchasing Agent or President shall approve all purchase orders.

3.2 The Purchasing Agent shall ensure that all purchases meet all current applicable governmental, safety and environmental requirements.

4. PROCEDURE

4.1 Where suppliers are specified by the customer, the purchase order shall be placed with the identified supplier. Where no supplier is specified, only suppliers on approved supplier's list(#108) shall be solicited.

4.2 The Purchase Order (#104) shall define the following (where applicable): P.O. number, cost, delivery date, part number, description of material, specifications, quality assurance provisions imposed by customers that must be passed on to the supplier, preservation, packaging and shipping requirements.

4.3 The distribution of the purchase order is as follows:

Copy 1 - Fax to Supplier (Mailed if requested)
Copy 2 - Purchasing Agent’s records

4.4 Where minor changes are required on the purchase order that has been sent to the supplier, the originator of the purchase order shall make the changes on the purchase order, initial the change and forward the purchase order to the supplier, if required. For all major changes, a new revised purchase order shall be re-submitted to the supplier reflecting the correct information. The Purchasing Agent has the final authority on all changed or revised purchase orders.
5.0 SUPPLIER SELECTION, ASSESSMENT & RE-ASSESSMENT

5.1 New suppliers to GILL Manufacturing Ltd. shall be sent a supplier survey (#106) by the Purchasing Agent. Upon receipt of the Supplier Survey from the supplier the Purchasing Agent shall complete the Supplier Qualification form (#125) and determine to qualify the new supplier.

5.2 Suppliers shall be assessed by the Purchasing Agent throughout the year using the Supplier Assessment form (#126).

5.3 The Approved Supplier's List shall be maintained by the Purchasing Agent and updated, as required.

5.4 Supplier re-assessment shall be conducted by the President or Purchasing Agent using the following methods:
   
a) Periodic visits to suppliers

b) Evaluation of Supplier NCR's (if applicable)

6. VERIFICATION OF PURCHASED PRODUCT

6.1 Upon receipt of purchased goods, the Purchasing Agent verifies the received shipment by reviewing the physical goods with the incoming packing slip from the supplier. Where applicable, the mechanical dimensions (length, width) shall also be inspected and noted on the supplier packing slip. If all checks are satisfactory and the purchased goods conform to the packing slip, the accepted goods are placed within the appropriate location and the packing slip is signed and submitted to the office for processing.

6.2 If purchased goods or materials do not conform or if the documentation is incomplete, the Purchasing Agent or designate shall notify the President and a Corrective Action Request (CAR) shall be raised if required. Subsequently, the purchased goods or materials shall be segregated and placed in the quarantine area and a red tag attached.

7. RECORDS

7.1 Purchasing records shall be kept by the Purchasing Agent for a period of one year.

7.2 Supplier records (supplier corrective action, supplier assessment and certificates of conformance or analysis) shall be maintained by the Purchasing Agent.
8. RELATED DOCUMENTATION

Purchase Order(#104)
Supplier Survey(#106)
Quotation Form(#102)
Approved Supplier List(#108)
Corrective Action Request(#114)
Supplier Qualification (#125)
Supplier Assessment (#126)
Red Tag

Document Control, SOP 1
Customer Related Processes, SOP 4
Product & Service Provision, SOP 8
Nonconforming Product, SOP 10
Corrective/Preventive Action, SOP 12
ISO 9001: Standard Operating Procedure

**CALIBRATION**

Approved:
President

Harjit Gill

Approved:
Management Rep.

Michelle Pavlinic

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1.0 PURPOSE

1.1 This instruction states requirements for the establishment and maintenance of a calibration system to control the accuracy of measuring and test equipment (M&TE) and measuring standards used to assure that the services delivered to the customer comply with prescribed technical requirements.

2.0 SCOPE

2.1 This instruction is applicable to all standards, measuring and test equipment, which affect the quality of services.

3.0 RESPONSIBILITY

3.1 The QC Supervisor shall be responsible for maintaining and implementing this procedure.

4.0 DEFINITIONS

5.0 CALIBRATION

The comparison of M&TE of measurement standard of unknown accuracy to a measurement standard of known accuracy in order to detect, correlate, report, or eliminate by adjustment any variation in the accuracy of the instrument being compared.

5.1 MEASURING AND TEST EQUIPMENT (M&TE)

All devices used to measure, gage, test, inspect, or otherwise determine compliance with prescribe technical requirements.

6.0 PROCEDURE

6.1 PLANNING

During the earliest practical phase of a contract, the QC Supervisor will review the technical requirements of the contract to ensure that standards, measuring and test equipment necessary for the fulfillment of the contract are available and are of the accuracy, stability and range appropriate to the intended application. Any measurement requirement that exceeds the known state of the art or any new measurement capability needed but not available shall be identified and promptly reported to the customer Quality Assurance Representative (QAR).
6.2 MEASUREMENT LIMITS

All measurements shall take into account the total error in the measurement process attributable to the standard, measuring or test equipment and as appropriate those contributed by personnel, procedure or environment. Where applicable these shall be recorded on the Calibration Record (#11%).

6.3 CALIBRATION PROCEDURES

Documented calibration procedures shall be prepared and be available for use or reference for the calibration of all standards, measuring and test equipment. Procedures may consist of a compilation of published standard measurement practices or instrument manufacturer's written instructions. Where a detailed procedure is uneconomical and unnecessary this shall be noted on the Calibration Record.

6.4 CALIBRATION LABELING

6.4.1 All standards, measuring and test equipment shall carry a calibration label indicating their calibration status (i.e. calibration due date, identification number, calibration date and calibrated by)

6.4.2 Any item of measuring and test equipment that is out-of-calibration status, or not for use in production shall be red tagged and placed in quarantine.

6.4.3 Reference Label is to be applied to M&TE devices which do not directly affect either the end product or customer's documents (i.e. temp. gages, pressure and or vacuum gages and speed control, voltage gages), or is used for reference only.

6.5 INTEGRITY SEALS (IF APPLICABLE)

Access to adjustable devices on standards, measuring and test equipment, which are fixed at the time of calibration, shall be sealed to prevent tampering by unauthorized personnel. This shall be accomplished at the time of calibration by the use of sealing wax, tamper proof stickers or calibration labels (if applicable).

6.6 INTERVALS OF CALIBRATION

Each standard and item of measuring and test equipment shall be calibrated at periodic intervals established by the QC Supervisor on the basis of its stability purpose and usage. Intervals shall be established such that re-calibration occurs prior to any change in accuracy, which is of significance to the use of the equipment. The intervals may be shortened or lengthened when sufficient history has been collected to justify such modification without adversely affecting confidence in the accuracy of the equipment. Any instrument, which has exceeded its "DUE DATE", shall be red tagged and placed in quarantine.
6.7 INVALIDATION OF CALIBRATION

Any standard or item of measuring and test equipment which has failed in operation or is suspected of being outside its designated limits shall be reported immediately to the President or Lead Hand who shall place it in quarantine and inform the QAR of the action taken (if applicable). The QC Supervisor shall investigate all suspected and actual failures to ascertain whether or not re-inspection or re-testing is needed. If previously accepted product has been affected, the parts shall be re-inspected or tested to verify non-conformance. If previously accepted product has been shipped to the customer the QAR shall be notified immediately by the President and documented on the Nonconformance Report (NCR) as required.

6.8 SUB-CONTRACTOR MEASUREMENT AND CALIBRATION

Where subcontractors are retained to conduct any tests or calibrations they must employ a system that meets the requirements of this document to the extent that the sub-contractor complies with the requirements.

6.9 STORAGE AND HANDLING

All standards, measuring and test equipment shall be handled with care, and if being transported will be packaged adequately to prevent abuse damage or change in dimensional or functional characteristics.

6.10 CALIBRATION OF STANDARDS (TRACEABILITY)

6.10.1 The National Research Council (NRC) in Canada shall calibrate primary standards and the National Institute of Science and Technology (NIST) in the U.S.A., or by an authorized agency using standards certified by N.R.C. or N.I.S.T.

6.10.2 A calibration certificate shall be supplied with each calibrated standard and shall be retained by the QC Supervisor.

6.11 ENVIRONMENTAL CONTROLS

Standards and measuring equipment shall be calibrated and used in an environment controlled to the extent necessary to ensure valid measurements. All portable measuring and test equipment shall be calibrated in the lab under conditions consistent with equipment sensitivity, accuracy and stability (if applicable).

6.12 HARDWARE AND SOFTWARE TESTS

Test hardware (fixtures, templates, jigs, etc.) and software shall be checked at periodic intervals to prove that they are capable of verifying the acceptability of product prior to
release for use during production and installation. Records of the checks shall also be maintained (if applicable).

6.13 CALIBRATION RECORDS

Each standard or measuring and test equipment shall have a Calibration Record (#114) which includes the following information where applicable:

a) Description of equipment and identification number
b) Date on which calibration was performed.
c) Calibration interval
d) Results obtained.
e) Calibration limits & Traceability requirements.
f) List of all calibrations performed.

A complete list of all measuring and test equipment which has been calibrated shall be maintained as per Calibration list (#129) by the QC Supervisor.

7.0 RELATED DOCUMENTATION

Calibration Record (#112)
Calibration list (#123)
Quality Records, SOP 2
Nonconforming Product, SOP 10
Corrective/Preventive Action, SOP 12
ISO 9001: Standard Operating Procedure

PRODUCT AND SERVICE PROVISION

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<tr>
<td>Management Rep.</td>
<td>Michelle Pavlinic</td>
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1. PURPOSE

The procedure defines the procedure for GILL Manufacturing Ltd. to comply with Sections 7.5.1 (Control of Production and Service Provision), Section 7.5.3 (Identification and Traceability), Section 7.5.4 (Customer Property) and Section 7.5.5 (Preservation of Product) of ISO 9001:2000 Quality Management System-Requirements.

2. SCOPE

This procedure describes the responsibilities, records and references for the following activities conducted within GILL Manufacturing Ltd.:
- Control of Production & Service Provision
- Identification and Traceability
- Customer Property
- Preservation of Product

3. RESPONSIBILITIES

3.1 President, Production Supervisor and Management Representative are responsible for:
   i) implementing and maintaining documented procedures for each process carried out by all departments;
   ii) planning, controlling and improving processes which directly affect quality;
   iii) ensuring that equipment are suitably maintained to ensure continuing process capability;
   iv) ensuring that the work environment is under control and maintained in an appropriate state of cleanliness.
   v) the monitoring and measuring the effectiveness of processes which directly affect quality and to take action with regards to quality deficiencies.

3.2 The Management Representative shall be responsible for implementing and maintaining documented procedures for identification, traceability and monitoring/measurement status within GILL Manufacturing Ltd.

3.3 The Purchasing Agent or designate shall be responsible for the control of all customer property within the premises of GILL Manufacturing Ltd.

3.4 The Production Supervisor or designate shall be responsible for the preservation of product and to preserve conformity of the product and component parts as required.
4.0 CONTROL OF PRODUCTION & SERVICE PROVISION

4.1 Every order to manufacture a product is transmitted to the production department using a Work Order(#109). Work Orders are identified by the Customer's part number (where applicable) and product particulars such as name, type, quantity, and serial number, if applicable. Work Order accompanies the product through all processing phases.

4.2 The Work Order lists all production operations, including inspection and testing. It also refers to drawings, specifications, and other technical documents (if applicable) required for production and inspection.

4.3 After completing a manufacturing or inspection process, the operator will initial the Work Order on the line where the operation is called out. The Production Supervisor or Purchasing Agent shall authorize changes on the Work Order.

4.4 Production personnel shall perform the operations according to the instructions on the Work Order, drawings and procedures where applicable.

4.5 Process and product characteristics shall be monitored by the production personnel as required.

4.6 Criteria for workmanship shall be stipulated by Drawings, Samples, Workmanship standards and other applicable instructions.

4.7 The President and Production Supervisor shall review regulatory, environmental and statutory requirements related to production to ensure that production processes comply with all applicable requirements.

4.8 The Production Supervisor or Purchasing Agent shall review documentation to ensure that:
  i) work instructions are clearly specified and demonstrated to personnel responsible for carrying out the process;
  ii) reference (samples), industry standards/codes, special characteristics, quality plans and specifications are understood and followed;
  iii) personnel have adequate training and supervision in their tasks and equipment usage to perform process activities effectively;
  iv) parameters are established in the Work Order for measuring and controlling the effectiveness of each process and product characteristic;
  v) the nature of the product and that each process is clearly defined;
  vi) equipment for distribution and service operations is approved and suitable for the process and maintained in a suitable work environment;
  vii) maintenance schedules and maintenance records of equipment used for distribution and service operations have been established to ensure continuous process capability.
5.0 IDENTIFICATION, TRACEABILITY & STATUS

5.1 Work-in-progress in various states of production are identified by Work Order. Work Order No. shall identify all parts unless otherwise specified by the customer.

For GILL Manufacturing Ltd. each part is identified with its own work order number. All GILL Manufacturing Ltd. jobs are accompanied with a work order that must be filled in at all stages of part progress.

5.2 The work order identifies the parts to the work order number, and lists in proper sequence the manufacturing and inspection operations to be performed where required.

5.3 All spares shall be identified by as a minimum, the work order number and/or part number.

5.6 Remnant material shall be identified at all times by type of material. All other remnant material shall be either discarded in the scrap container or isolated from the production stream and identified as internal use only. Raw material shall be protected from damage and unauthorized withdrawals.

6.0 CUSTOMER PROPERTY

6.1 Customer furnished material is received by the Purchasing Agent or designate and verifies it for identification, damages in transit and quantity.

6.2 If all checks are satisfactory and conform to the supporting documentation, the packing slip is signed by the Purchasing Agent or designate.

6.3 Accepted customer supplied product shall be clearly identified and stored in the receiving area to prevent any unauthorized use, improper disposal and damage. All customer supplied property is identified by part number/description or customer name.

6.4 The Purchasing Agent or Production Supervisor are responsible to notify the customer regarding any discrepancies in the customer supplied property.

6.5 Obsolete customer supplied material is returned to the customer upon request.

7.0 PRESERVATION OF PRODUCT

7.1 Products are handled carefully in a manner which is consistent with the preservation of damage to the product or its surroundings.

7.2 Heavy or large products shall be handled using mechanical equipment suitable for those product handling requirements.
7.3 Damaged products during handling are identified by the use of tags or segregated from
good product and determined to be either re-worked or scrapped by Production
Supervisor.

7.4 The Production Supervisor or Production Personnel maintain proper storage areas in a
clean and orderly condition. Materials which are determined to be hazardous by the
manufacturer or specific government regulation are segregated or stored in a separate
area as required.

7.5 Materials from suppliers or customer property are also stored in designated areas as
required.

7.6 Production Personnel remove materials from storage areas when the materials have been
allocated towards a particular job for processing requirements.

8.0 SHIPPING OF FINISHED GOODS/PRODUCTS

8.1 All finished goods/products are packaged to ensure:

i) to prevent accidental damage during storage and delivery;
ii) meets customer’s packaging requirements/guidelines;
iii) clearly identifies the intended destination.

8.2 The QC Supervisor or designate is responsible for the packaging and shipping of all
finished goods/products. Before proceeding to package finished product, all items ready
to be shipped are checked to ensure that final inspection has been performed and placed
in the shipping area.

8.3 The packing slip (#111) shall be included with any other necessary paperwork with the
parts to be shipped. The product shall be marked as per the customer’s requirements.

8.4 All documentation shall be completed before making the shipment. A certificate of
Conformance (#122) may also be sent with the shipment if required by the customer. A
copy of the packing slip is sent to the customer while the remaining one copy is retained
and given for invoicing.

8.5 Unless the customer specifies a packaging method, finished products shall be packaged
in the most appropriate method to ensure no damage. Special instructions will be noted
on the packing slip(#111) as required.

8.6 If the products are shipped by GILL Manufacturing Ltd. or picked up at GILL
Manufacturing Ltd. the packing slip is signed and the one copy is retained. The customer
retains the one copy.
9.0 SHIPMENT TO SUPPLIER (SUBCONTRACT PROCESSES)

9.1 All products or materials ready for shipment to supplier for subcontract processing (i.e. heat treatment, Wire EDM, etc.) shall be accompanied with the packing slip or appropriate documentation. The packing slip is generated by Management Rep or designate and sent along with the shipment to supplier.

10.0 RELATED DOCUMENTATION

Work Order(#109)
Certificate of Conformance(#122)
Packing Slip(#111)

Document and Data Control, SOP 1
Control of Quality Records, SOP 2
Resource Management, SOP 3
Customer Related Processes, SOP 4
Purchasing, SOP 6
ISO 9001: Standard Operating Procedure

CUSTOMER SATISFACTION

Approved:
President
Harjit Gill

Approved:
Management Rep.
Michelle Pavlinic

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1.0 PURPOSE

1.1 This procedure defines the procedure for GILL Manufacturing Ltd. to comply with Section 5.2 (Customer Focus), Section 7.2.3 (Customer Communication) and Section 8.2.1 (Customer Satisfaction) of ISO 9001:2000 Quality Management System - Requirements.

2.0 SCOPE

2.1 Applicable to all the techniques for customer focus, customer communication and customer satisfaction.

3.0 RESPONSIBILITIES

3.1 The Management Rep and Sales Rep. have the responsibility for ensuring that GILL Manufacturing Ltd. achieves customer satisfaction.

3.2 The Sales Rep and President has the responsibility for adequately defining customer needs and expectations and communicating these to Production.

3.3 The President, Production Supervisor and Sales Rep. have the responsibility for identifying the processes needed to manufacture the product and for ensuring that manufactured product meets customer requirements.

3.4 The President, Production Supervisor and Sales Rep. shall be responsible for implementing and maintaining communications with customers.

4.0 PROCEDURE

4.1 Both the President and Sales Rep. shall consider a number of methods to determine the needs and expectations of customers. These methods include as appropriate:

a) Customer contact by telephone
b) Customer Visits
c) Review of government requirements and/or regulations
d) Complaints, letters, suggestions, recommendations
4.2 GILL Manufacturing Ltd. maintains communications with customers by the following methods as necessary:
   
a) Faxed Correspondence
b) Mailings
c) Email Correspondence

4.3 Customers and the general public can contact GILL Manufacturing Ltd. by email, local telephone calls and fax correspondence to obtain product information, or to resolve any issues or concerns that they may have.

4.4 GILL Manufacturing Ltd. shall consider each customer complaint related to delivery and document the complaint onto a non-conformance report and determine to carry out corrective action where necessary.

4.5 Enquiries, contracts, amendments and order handling are taken care of by either the President or Sales Rep. who contacts the customer by (telephone, fax or email) where possible.

4.6 The Production Supervisor follows procedures related to production processes to ensure that customer product is manufactured in accordance with customer specifications.

4.7 Customer Satisfaction Survey (#103) shall be sent to all the customers by the Sales Rep or Management Rep. once per year. The data collected from the customer surveys are used for the measurement of performance of the quality system.

4.8 Periodically, the President or Sales Rep. shall visit the customers and receive a feedback on their performance. All customer concerns/feedback shall be documented and analysed by management.

4.9 The above methods shall be analysed by management and a corrective or preventive action shall be raised when necessary.

5. Related Documentation

Customer Satisfaction Survey (#103)
Document Control, SOP 1
Quality Records, SOP 2
Customer Related Processes, SOP 4
Product & Service Provision, SOP 8
ISO 9001: Standard Operating Procedure
NONCONFORMING PRODUCT

Approved:
President
Harjit Gill

Approved:
Management Rep.
Michelle Pavlinic

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1.0 PURPOSE
1.1 This procedure defines the procedure of GILL Manufacturing Ltd. to comply with Section 8.3 (Control of Nonconforming Product) of ISO 9001:2000 Quality Management System - Requirements.

2.0 SCOPE
2.1 This procedure describes the responsibilities, records and references for control of nonconformances and establishes methods used to control nonconformances within GILL Manufacturing Ltd.

3.0 RESPONSIBILITY
3.1 All employees can identify non-conformities. The QC Supervisor or designate are responsible for documenting the non-conformances.

3.2 The QC Supervisor or Production Supervisor shall have the final authority for the disposition of non-conforming product.

4.0 IDENTIFICATION AND DOCUMENTATION
4.1 Upon detecting a non-conformance, the QC Supervisor or designate shall raise a nonconformance report (NCR) (#113) and complete part one of the report. The nonconforming product/material shall be identified with a Red Tag and be segregated from the main stream of production flow, and prevented from inadvertent use.

4.2 Non-conformances awaiting customer or supplier's disposition shall also be identified with a Red Tag and placed in the quarantine area or sent along with the NCR for customer evaluation. The parts or materials shall remain in the quarantine area until a formal disposition is received from the customer and shall be processed accordingly.

4.3 Part 1 of the NCR shall be completed by the person who detected the Non-conformance.

4.4 The information for Part 1 (Customer No or description and Rev., Qty, etc.) shall be obtained from the Work Order or appropriate documentation.

4.5 Indicate the reason for rejecting the Non-conforming product. Be specific and refer to customer specifications, workmanship or industry standards, procedures, purchase order or any other pertinent information.

4.6 In Part II of the NCR, the Production Supervisor, QC Supervisor or President shall analyze the nonconformance report and the cause can be classified as follows:
a) Operator: Error caused by the negligence of the operator. The operator did not follow instructions.
b) Process: Process was not performed under controlled conditions (i.e. suitable environment, process capability, etc.).
c) Equipment: Machines not maintained or equipment malfunction.
d) Handling: Parts damaged due to mishandling caused by lack of proper tooling, lack of sufficient care, use of improper techniques, ergonomic conditions, accidental damage during transportation, etc.
e) Supplier: Any cause related to a supplier’s action.
f) Other: Any other cause that is not listed above.

4.7 The President, QC Supervisor or Production Supervisor shall investigate the root cause of the Non-conformance. The investigation shall include but not be limited to the appropriate actions of the situation and the severity of the Non-conformance, reviewing the appropriate documentation, analyzing the processes, liaison with customer and the personnel. If Non-conformance is due to internal employee error, the employees shall be made aware of the nonconformance report (NCR).

4.8 The QC Supervisor, Production Supervisor or designate shall issue disposition of the parts or product, sign and date the Nonconformance report. Nonconformance report’s shall be identified by a three digits consecutively numbered starting from 100 (i.e. 100, 101, etc.)

5.0 REWORK/REPAIR

5.1 Rework/Repair will be documented on the Work Order and if required a NCR generated and inspected if required. If Minor non-conformances can be reworked immediately, no red tag is required.

6.0 DISPOSITION OF NON-CONFORMING MATERIAL

6.1 Non-conforming material will be disposed of by decision to:

A) Scrap
B) Rework
C) Return to Supplier
D) Use approved standard repair procedure subject to customer approval.
E) Recommend to the customer for "use as is".
F) Request a waiver or concession from the customer.
7.0 SCRAP MATERIAL

7.1 Material designated as scrap shall be disposed of in the scrap container promptly.

7.2 If required, scrap material may be retained for use as test pieces in the quarantine area provided they have been permanently identified as scrap.

7.3 Scrap generated during the manufacturing process does not require a NCR.

8.0 RECORDS

8.1 Inspections records will provide evidence (where applicable), that products have been inspected and/or tested shall be maintained by QC Supervisor or designate and presented to the customer or supplier upon request. All Nonconformance Reports (NCR) shall be maintained by the QC Supervisor or Management Rep.

9.0 RELATED DOCUMENTATION

Nonconformance Report (NCR) (#113)

Document & Data Control, SOP 1
Quality Records, SOP 2
Purchasing, SOP 6
Corrective/Preventive Action, SOP 12
ISO 9001: Standard Operating Procedure
INTERNAL QUALITY AUDITS

Approved:
President
Harjit Gill

Approved:
Management Rep.
Michelle Pavlinic

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1.0 PURPOSE

1.1 This procedure define the procedure of GILL Manufacturing Ltd. to comply with Section 8.2.2 (Internal Audit) of ISO 9001:2000 Quality Management System.

2.0 SCOPE

2.1 This procedure describes the responsibilities, records and references for internal quality audits and establishes methods used to carry out internal quality audits within GILL Manufacturing Ltd.

3.0 RESPONSIBILITY

3.1 An external consultant or designate shall conduct quality audits.

3.2 Trained auditors shall be selected and assigned to audit activities independent of their direct responsibility.

4.0 TYPES OF AUDIT

4.1 a) QUALITY SYSTEMS AUDIT: These are regular audits conducted to the checklist for the quality system in accordance to ISO 9001:2000.

b) SPECIAL AUDITS: Audits of specific problem areas. The external consultant or President shall determine when a special audit is required.

5.0 FREQUENCY

5.1 The frequency of quality audits shall be such that each element and related procedure is audited at least once per year.

5.2 In addition to the scheduled internal audits, the Management Rep. or external consultant may initiate extra internal audits when required.

6.0 SCHEDULE

6.1 Audits shall be conducted periodically according to an Audit Schedule (#116) to provide a systematic independent assessment of the quality system effectiveness.

6.2 System audits shall be performed to the Audit Checklist (#117) Each characteristic on the checklist shall be evaluated by checking the applicable written procedures to ensure compliance.

6.3 Objective evidence supporting the element being audited shall be selected on a random basis and sufficient samples shall be taken to establish that control is effective.
7.0 AUDIT CHECKLIST

7.1 The external consultant or designate shall audit the section on the checklist. A check mark will be placed in the appropriate column if there are no discrepancies. The external consultant will place a cross in the appropriate column in the case of a discrepancy and note the observation on the CAR (#114).

7.2 Upon receipt of the CAR, the responsible Manager will investigate the cause of the problem and take timely corrective action, date and sign the CAR.

7.3 The external consultant or designate shall follow up on the corrective action to ensure that it is effective, sign and date CAR. If the corrective action is not effective, further action will be required.

8.0 AUDIT RECORDS

8.1 The Management Rep. shall maintain audit records. The responsible manager may retain a copy if required.

9.0 RELATED DOCUMENTATION

Audit Schedule (#116)
Audit Checklist (#117)
Control of Quality Records, SOP 2
Resource Management, SOP 3
ISO 9001: Standard Operating Procedure

CORRECTIVE/PREVENTIVE ACTION

Approved:
President
Harjit Gill

Approved:
Management Rep.
Michelle Pavlinic

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1.0 PURPOSE

1.1 This procedure defines the responsibilities of GILL Manufacturing Ltd. to comply with Section 8.5.2 (Corrective Action) and Section 8.5.3 (Preventive Action) of ISO 9001:2000 Quality Management System - Requirements.

2.0 SCOPE

2.1 This procedure describes the responsibilities, records and references for corrective and preventive action and establishes methods used to carry out corrective and preventive actions within GILL Manufacturing Ltd.

3.0 RESPONSIBILITIES

3.1 The QC Supervisor or designate is responsible for:

a) The timely initiation of Corrective or Preventive Action
b) Verification of Corrective or Preventive Action implementation
c) Monitoring effectiveness of Corrective or Preventive Action.

3.2 The Production Supervisor, Management Rep. or designate is responsible for:

a) The timely completion of Corrective or Preventive Action.
b) The timely dissemination of information such as process changes, new techniques, procedures, work instructions and/or training of personnel affected by changes.

4.0 INITIATION OF CORRECTIVE ACTION REQUEST (CAR)

4.1 The QC Supervisor or Management Rep. shall initiate Corrective Action.

4.2 Corrective Action Requests shall be raised in the following instances:

a) Recurring problem with an operator, equipment or process.
b) Major non-conformance
c) Customer / Supplier complaints
d) Any other condition that does not comply with documented procedures or to the ISO 9001 standard.

4.3 The QC Supervisor or Management Rep. shall assign the next consecutive number to the CAR. The first two digits will be the last two digits of the year and the next three digits are consecutive starting at 001 (i.e. 03-001, 03-002, 03-003, etc.).

4.4 Part I of the CAR will be completed by the QC Supervisor or designate and forwarded to the responsible personnel for implementing the Corrective Action. A Corrective Action
response of 15 days shall be assigned on the CAR. More time may be requested when required.

4.5 Upon receiving the CAR, the responsible personnel shall investigate the root cause of the problem that initiated the request. The investigation will include, where applicable, analysis of all processes, work operations, concessions, quality records, customer complaints, to detect and eliminate potential causes of non-conformances.

4.6 The Corrective Action taken shall be to a degree appropriate to the magnitude of the problem and commensurate with the risks encountered and documented on Part II of the CAR.

4.7 Upon receipt of the completed CAR, the Production Supervisor or Management Rep. shall verify the implementation of the C/A (corrective action) through an inquiry, audit, test, etc., and indicate the results on Part III of the CAR. If the Corrective Action is not effective more time shall be given for further action and another CAR raised if required.

4.8 The Management Rep. shall assure that all necessary changes to documented procedures generated by the Corrective Action process are recorded and implemented. The QC Supervisor or Management Rep. shall maintain a CAR Log (#115).

5.0 CUSTOMER COMPLAINTS/RETURNS

5.1 All customer complaints/returns shall also be recorded on the CAR and brought to the attention of the President, Sales Rep and Production Supervisor and subsequently corrective action taken.

5.2 Upon receipt of the non-conformance from the customer, the QC Supervisor or designate shall verify that the quantity, p/n, and/or description (where applicable) corresponds to the documentation received.

5.3 The parts and the documentation shall then be forwarded to the Production Supervisor or designate who shall raise a Corrective Action Request (#114), determine the 'cause', and take corrective action.
6.0 INITIATION OF PREVENTIVE ACTION

DEFINITION

6.1 Preventive Action: Action needed to eliminate the cause of a potential nonconformity or other potentially undesirable situation detected in the quality system which could affect the quality of product or service and could therefore lead to a problem.

6.2 Preventive action may originate from sources such as:

a) Internal or external audits
b) Analysis of quality records
c) Management reviews
d) Product nonconformances
e) Customer complaints
f) Corrective action.

6.3 The President, Production Supervisor, QC Supervisor and Management Rep. evaluate preventive sources from above to assess potential causes of nonconformity. If a potential nonconformity is determined, Management Rep or designate completes the Preventive Action Report and assigns a responsible person to assess a solution for preventive action. Each preventive action is identified by a Preventive Action Report (#105) and numbered consecutively by year/no (03-01).

7.0 RECORDS

7.1 The Management Rep. shall maintain the Corrective Action Request (#114), CAR Log (#115), Preventive Actions (#105) and customer documentation.

8. RELATED DOCUMENTATION

Corrective Action Request(#114)
CAR Log(#115)
Preventive Action(#105)

Control of Nonconforming Product, SOP 10
Internal Quality Audits, SOP 11
Product & Service Provision, SOP 8
ISO 9001: Standard Operating Procedure

CONTINUOUS IMPROVEMENT

Approved:
President

Harjit Gill

Approved:
Management Rep.

Michelle Pavlinic

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1.0 PURPOSE

1.1 This procedure defines the procedure for GILL Manufacturing Ltd. to comply with Section 8.5.1 (Continual Improvement) and Section 8.4 (Analysis of Data) of ISO 9001:2000 Quality Management System.

2.0 SCOPE

2.1 This procedure describes the responsibilities, records and references for continual improvement and analysis of data and establishes methods used to carry out continual improvement and analysis of data within GILL Manufacturing Ltd.

3.0 RESPONSIBILITY

3.1 The President and Management Rep. of GILL Manufacturing Ltd. are responsible for reviewing the quality system and for identifying and implementing performance and improvement opportunities.

3.2 The Management Rep. is responsible for the performance of the quality system.

4.0 PROCEDURE

4.1 During the management review meeting the attendees evaluate the suitability and effectiveness of the quality management system and determine methods to improve the quality system. This is accomplished by reviewing the effectiveness of the processes which support the quality management system and promote continual improvement. These processes include:

- management review;
- Reviewing the suitability of the quality policy;
- Reviewing the progress in obtaining GILL Manufacturing Ltd. quality objectives;
- Reviewing internal audits (Internal & External audits)
- Corrective Actions
- Preventive Actions
- Analysis of Data
- Review of Continual Improvement Plan(#107)

4.2 The data analyzed by the attendees is available from customer satisfaction surveys, internal audit results, non-conformance reports, continual improvement plan, corrective and preventive actions. As part of the review, attendees analyze data to provide information on one or more of the following:

Customer Satisfaction;
Opportunities for preventive action;
Conformance to Customer Requirements;

4.3 All steps taken toward continual improvement whether short-term or long-term are documented on the Continual Improvement Plan(#107). These reports are conducted throughout the year to help identify areas for improvement and all are reviewed and analyzed annually during the management review meeting.

5. Related Documentation

Continuous Improvement Plan(#107)

*Internal Quality Audits, SOP 11*
*Customer Satisfaction, SOP 9*
*Nonconforming Product, SOP 10*
*Corrective/Preventive Actions, SOP 12*