QUALITY MANUAL

FOR

KORRY ELECTRONICS CO.

Prepared by:
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CAGE 81590

RECORD OF REVIEW AND HISTORY

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		DATE (YYYY-MM-DD)	BY (Finitial/Lname)
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K	Update section 2. to remove reference to QA020. Update Quality Policy in section 5.2.1. Update 7.3 to remove the reference to Obeya area and change reference to QA050 instead of QA020. Minor updates for clarification. Changes per ECO0161562.	2023-04-07	F. Olney
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M	Streamlined the Quality Manual to better address AS9100D requirements. This change has no impact on 14 CFR 21.137 compliance. Per ECO0167868.	2025-07-21	J. Stanhope

See separate ECO for revision approvals.

Initiated by Lada Hekala, Lead Auditor Quality Assurance 2013-01-11

See separate release record for release approvals.

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1. INTRODUCTION

This is the Quality Manual for the Korry Electronics Co. Paragraph numbering and organization matches AS9100 revision D as an aid to mapping requirements from the Quality Management Systems standard.

2. DOCUMENTS

All cited documents refer to the latest released revision.

KORRY ELECTRONICS CO.

Korry Document	Title
D33924	Configuration Management Plan
D46901	Quality Management Processes
D46902-001	Quality System Mapping to Applicable FAA PMA and FAA TSO Requirements
D48054	Obsolescence Management Plan
D48055	Counterfeit Parts Control Plan
D49600	QMS Documentation Procedure
D49620	Enterprise Change Order Process
D49628	Record Control Plan
D49629	Non-Conforming (Discrepant) Material Procedure
D49630	Notice of Escape (NOE)
D49631	Corrective Action (CA) Procedure
D49682	Auditing Process
D49887	Repair Station Manual for FAA Repair Station
D50274	ESD Handling Procedure
D50322	Special Process Procedure
D50350	Receiving Inspection Processes
D51166	Product Development Process (PDP)
D51757	In-Process and Final Inspection Procedure
D52469	TSO Major/Minor Change Classification Procedure
D55255	Supplier Quality Manual
D58143	Components BU_ Planner App Work Instructions
MP151	Resistance Spot Welding
MP237	Laser Welding Stainless Steel
MP287	General Application for Paint and Ink
MP319	Soldering Using Solder Paste
MP320	Soldering Using Wire Cored Solder
PO700001	Organization
SQE030	Supplier Evaluation Approval and Maintenance

COMMERCIAL STANDARDS

AS5553	Fraudulent/Counterfeit Electronic Parts; Avoidance, Detection, Mitigation, and Disposition
AS9100	Quality Management Systems – Requirements for Aviation, Space and Defense Organizations
AS9102	Aerospace First Article Inspection Requirement
AS9103	Aerospace Series – Quality Management Systems – Variation Management of Key Characteristics
AS9115	Quality Management Systems – Requirements for Aviation, Space and Defense Organizations – Deliverable Software

3. TERMS AND DEFINITIONS

For the purposes of this Quality Manual, the terms and definitions given in ISO 9000 apply.

Throughout the text of this Quality Manual, wherever the term “product” occurs, it can also mean “service”.

3.1 Risk

An undesirable situation or circumstance that has both a likelihood of occurring and a potentially negative consequence.

3.2 Parts Manufacturing Authorization (PMA) and Technical Standard Order (TSO)

Two different flightworthiness certification programs covered by 14 CFR part 21 for providing spare parts for aftermarket sustainment of commercial aircraft.

4. CONTEXT OF THE ORGANIZATION

4.1 Understanding the organization and its contexts

Korry Electronics Co. (Korry) is a specialized manufacturing company serving principally aerospace and defense markets.

Korry was established in 1937.

Korry produces filters, knobs, indicators, switches, panels, controls, and displays used primarily in the commercial and military aerospace markets.

The facility is located at the following location:

11910 Beverly Park Road,
Everett, WA,
98204-3529 USA
Phone: 425-297-9700
Website: http://www.korry.com/

Korry's strategic direction is driven by the three Value Drivers: Profitable New Business, Productivity, Cost Improvement, and Value-Based Pricing. Internal and external issues along with interested parties are monitored and updated as appropriate and discussed as part of management reviews and risk register reviews.

Examples of external issues:

- Legal requirements and their changes
- Regulatory, Statutory and Customers requirements and their changes
- Economic changes impact
- Market and competition factors
- Relationship with suppliers, contractors, and other external interested parties
- Technological changes
- Pandemic
- Environmental conditions
- Climate change

Examples of internal issues:

- Employees turnover
- Financial stability
- Company growth
- Capability and capacity
- Innovation and knowledge
- Market strategy
- Korry's culture

4.2 Understanding the needs and expectations of interested parties

Korry has determined the following interested parties and how to monitor and review relevant information:

• **Customers:** (Original Equipment Manufacturers, System integrators, Airlines, Repair & Overhaul organizations); they expect Korry to meet contractual requirements, especially those involving quality and delivery. Korry monitors its on-time delivery, and quality escapes, and customer scorecards.

• **Suppliers**: they expect clear requirements and contracts as well as payment within agree-to terms. Korry monitors the performance of key suppliers and sends them monthly supplier scorecards covering their delivery and quality performance.

• **Government Regulatory authorities**: they expect Korry to comply with FAA and EASA requirements and maintain airworthy products at all times. Korry has established procedures to monitor the airworthiness of its civil certified products and maintains all required certifications.

In addition, they expect Korry to meet all applicable laws about the environment, employment, export compliance, health and safety, and fiscal responsibilities. Korry performs legal reviews of all environmental requirements at all government levels.

- **TransDigm:** expects Korry to follow a value-based operating strategy focused on 3 value drivers.

A monthly President letter, which includes monitoring and measurement results, is being generated and provided to Transdigm management.

- **Employees**: they expect a safe and motivating workplace. Korry monitors and ensures its work environment to be safe and appropriate to the nature of the work to be performed. Korry offers training and job opportunities within a continuous improvement framework.

Korry monitors information about these parties and their requirements. Associated issues are being reviewed during monthly reviews and during Management Reviews.

- **Registrar agencies**: International register agencies that audit and certify Korry's Quality Management System and related procedures have a vested interest in changes to the QMS, performance and improvement actions.

4.3 Determining the Scope of the Quality Management System

Korry developed and implemented a Quality Management System that is continuously maintained for effectiveness and process improvements in accordance with the requirements of ISO 9001:2015, AS9100D, and 14 CFR 21.137. The means to achieve all applicable requirements are documented in this Quality Manual and associated procedures.

This Quality Management System Manual applies to all employees.

The quality system is also designed to assure conformance to 14 CFR part 21, "Certification Procedures for Products and Articles," Subpart K Parts Manufacturer Approvals, and Subpart L Technical Standard Orders.

The ISO 9001:2015 and AS9100D certification are valid for the following product or service ranges, defined as the organization's scope:

Design, Manufacture, and Repair of Electro-Optical, Control, and Display Systems and Components for the Aerospace/Defense Markets.

Korry does not take any exclusions to the requirements of AS9100D.

4.4 Quality Management System (QMS) and its Processes

4.4.1 QMS Processes

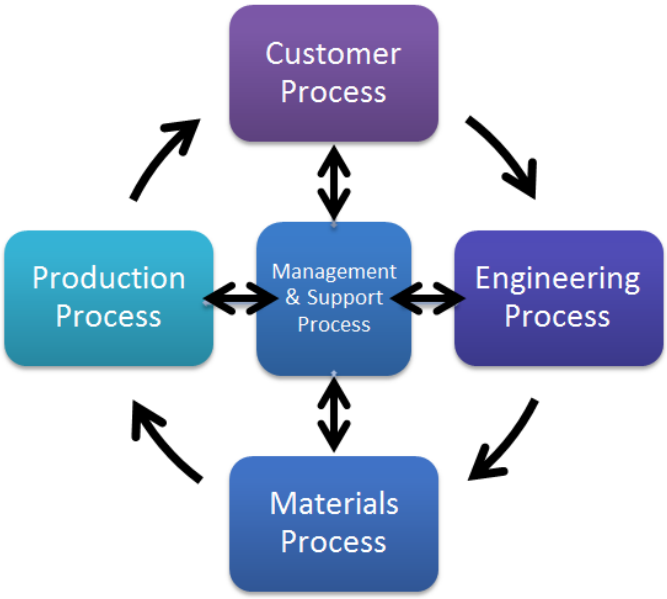

Figure 1 – QMS Processes Sequence and Interaction Diagram

Korry has a fully implemented QMS that includes a Quality Manual maintained with appropriate process documents and related procedures. Customer and any relevant applicable statutory/regulatory requirements are addressed during the contract review process. The QMS processes sequence and interaction diagram shows how the processes interact. Quality Management Processes document D46901 identifies core and support processes, the performance indicators for core processes, their inputs, outputs, and resources needed. The organizational charts and job descriptions show the responsibilities and authorities for these processes. The QMS also addresses the risks and opportunities as determined in accordance with the requirements of 6.1 of the AS9100D standard. Systems are regularly reviewed for improvement and assuring resources are adequate.

Documentation and systems necessary for FAA Repair Station compliance are documented in D49887, Repair Station Manual for FAA Repair Station.

4.4.2 Quality Management System Documented Information

a. Documented Information is maintained as:

- Enterprise change order (ECO) controlled documents stored in the product lifecycle management (PLM) system
- Records retained automatically in the enterprise resource planning (ERP) system
- Records stored/saved in digital folders
- Paper records are staged locally then archived in a remote safe storage site

The Quality System Documentation consists of four levels:

1. Quality Manual with Policy Statement (level one),
2. Quality Procedures (level two),
3. Work Instructions (level three), and
4. Records (level four).

Customer and/or regulatory authority's representatives are granted access to all Quality Management System documentation. During customer audits, customers are shielded from other customers' proprietary data.

b. Documented information is retained in accordance with the Record Control Plan D49628.

4.5 Responsibilities as a PMA and TSO Product Approval Holder

The FAA has designated Korry as a product approval holder for both Parts Manufacturing Authority (PMA) and Technical Standard Order (TSO) articles. With this designation, Korry has the following responsibilities:

a. Amend the PO700001-Organization document as necessary to reflect changes in the organization and provide these amendments to the FAA;

b. Maintain the quality system in compliance with the data and procedures approved for the PMA and TSO authorization – see section 7.5

c. Ensure that each PMA and TSO article is in a condition for safe operation. Make sure that PMA articles conform to their approved design. Make sure TSO articles meet their TSO – see section 8.7

d. Mark the PMA article for which an approval has been issued – see section 8.5.2.1.1
Mark the TSO article for which an approval has been issued – see section 8.5.2.1.2

e. PMA Marking must be in accordance with part 45.15, including any critical parts – see section 8.5.2.1.1

f. Identify any portion of the PMA and TSO article (e.g., sub-assemblies, component parts, or replacement articles) that leave the manufacturer's facility as FAA approved with the manufacturer's part number and name, trademark, symbol, or other FAA approved manufacturer's identification – see section 8.5.2.1.1 and 8.5.2.1.2

g. Have access to design data necessary to determine conformity and airworthiness for each article produced under the PMA or TSO – see section 8.3.5 for design data, and see 8.6.1 for release of PMA and TSO articles.

h. Retain each document granting PMA or TSO authorization and make it available to the FAA upon request; and

i. Make available to the FAA information regarding all delegation of authority to suppliers.

5. LEADERSHIP

5.1 Leadership Commitment

5.1.1 General

a. Leadership is accountable for the effectiveness of the Korry Quality Management System (QMS).

b. Leadership uses this Quality Manual to establish the Quality Policy and provides the framework for setting Quality Objectives (see section 6.2).

c. Leadership uses this Quality Manual, documented procedures and work instructions, training, and direct supervision to integrate QMS requirements into Korry Electronics Co. business processes.

d. Leadership uses and promotes the use of risk-based thinking (see sections 6.1 and 8.1.1).

e. Leadership ensures that the resources needed for the quality management system are available. Resources are assigned to meet regulatory and contractual customer requirements and in accordance with risk.

f. Communication and importance of meeting requirements are accomplished by management review meetings, department meetings, along with Quality Policy development.

g. Leadership ensures that the QMS achieves desired results by periodic management review (see section 9.3), actions to address risks and opportunities (see section 6.1), and through the process of improvement (see section 10).

h. Leadership engages, directs, and supports persons contributing to the effectiveness of the quality management system, promotes improvement, supports other relevant management roles as it applies to their areas of responsibility.

i. Leadership commits to the core values of reliability, respect, integrity, and compliance. They behave according to those principles and promote continuous improvement and success for all employees and for the future of our company and products.

Korry leadership supports other relevant management roles, e.g., organization hierarchy, trust, empowerment, responsible delegation, coaching, sharing knowledge, removing barriers, route to escalation.

5.1.2 Customer Focus

Korry recognizes that customer satisfaction is the key to continued success. Top management adopts a customer-first approach which ensures that customer needs and expectations are determined, converted into requirements, and met to enhance customer satisfaction. Korry assesses the risks and opportunities that can affect the product conformity. Korry ensures customer and applicable statutory/regulatory requirements and/or obligations are achieved during the quoting and contract review process, quality planning, process control and testing.

Top Management ensures that product and service conformity and on-time delivery performance are measured, and action is taken if planned results are not, or will not be achieved.

5.2 Policy

5.2.1 Establishing the Quality Policy

The Korry Quality Policy aligns with AS9100 5.2.1 and is approved by the Management Representative.

Korry Quality Policy is

> **"Korry is committed to delivering superior quality products and services on time while meeting customer requirements and complying with all applicable regulatory statutes.**
>
> **All Korry employees are encouraged to promote quality by continuously challenging themselves to improve the quality management system to enhance product safety and eliminate defects."**

5.2.2 Communicating the Quality Policy

The quality policy is integrated into this Quality Manual and is available on the QMS webpage to all employees and is posted throughout the company at various stations.

The quality policy is available to non-employee interested parties on the Korry website and upon request.

The quality policy is used by the employees as a guiding principle when making daily decisions and in evaluating if actions are appropriate and effective.

5.3 Organizational Roles, Responsibilities, and Authorities

The Accountable Manager and top management ensure that responsibilities and authorities for relevant roles are assigned, communicated, and understood within the organization.

Specific assignments and structure are defined in PO700001 for clarity and ease of maintenance.

The Management Representative is responsible for assuring that the Quality Management System is implemented at all levels of the organization. The Management Representative is a member of the management team with the necessary authority required to accomplish implementation.

PMA Program Coordinator:

The PMA Program Coordinator is responsible for the review and approval of all PMA Data as required by the individual PMA. The coordinator is responsible for all interfaces with the Type Certificate Holder and the FAA and for assigning the appropriate resources to support the PMA effort.

TSO Program Coordinator:

The TSO Program Coordinator is responsible for the review and acceptance of all TSO Data as required by the individual TSO. The coordinator is responsible for all interface with the FAA and for assigning the appropriate resources to support the TSO effort.

6. PLANNING

6.1 Actions to Address Risks and Opportunities

6.1.1 Determine Risks and Opportunities

The leadership team is considering the internal and external issues of interested parties by managing and monitoring risks and opportunities via a register and planning for mitigation actions.

6.1.2 Planning for Risks and Opportunities

Leadership integrates and implements actions into the QMS and evaluates the effectiveness of these actions via controlled changes (7.5.3), review (9.3), and improvement (10).

6.2 Quality Objectives and Planning to Achieve Them

6.2.1 Quality Objectives

The Korry President and the Senior Staff ensure quality objectives, including those needed to meet requirements for our products, are established at the appropriate departmental levels. Korry documents quality objectives, assures that they are measurable, and consistent with the Korry Quality Policy.

6.2.2 Planning to Achieve Quality Objectives

Senior management ensures that the Quality Objectives are consistent with the quality policy, are flowed down through the organization, and that the results against these objectives are measured and communicated to the organization. The results are reviewed at the Management Reviews (see section 9.3) and actions determined as needed per established targets. Process KPIs are determined, measured, and monitored to support Quality Objectives.

6.3 Planning of Changes

Korry's Quality Management System is documented and designed in order to guarantee that all products and processes meet all the requirements of our customers.

Satisfaction with specified requirements is achieved through the effective implementation of all processes and related Quality Management System Procedures and work instructions in day-to-day activities. The Quality System documentation is designed to achieve quality in the definition of the needs of the customer, in the planning and design of product realization, in the conformance to the product design, and the support throughout the product life cycle.

When planning for changes, Korry's team is required to ensure the integrity of QMS is maintained; resources are identified and made available; responsibilities and authorities are clearly defined and allocated as needed. It is achieved through the ECO process with review and approval workflows, where potential consequences of changes are being evaluated, and possible negative impacts are being mitigated.

7. SUPPORT

7.1 Resources

7.1.1 General

Korry President is responsible for determining the appropriate resource requirements and providing adequate resources for the organization. Korry defines "appropriate resources" as either meeting requirements or, when requirements are not met, sufficient resources to make progress in closing the gap.

7.1.2 People

Korry personnel are assigned as necessary to meet appropriate resource levels and as defined above.

7.1.3 Infrastructure

Korry determines the needs for each new project or significant change to an existing project. Consideration is given to the following:

a. Facilities and the workspace
b. Equipment – hardware, software, and back-up
c. Transportation resources
d. Information and communication technology services.

Korry determines, provides, and maintains the necessary infrastructure for the operation of its processes to achieve conformity of products and services.

7.1.4 Environment for the Operation of Processes

Korry establishes and maintains the appropriate work environment needed to achieve product quality requirements.

Infrastructure includes:

a. Social (non-discriminatory, calm, non-confrontational)
b. Psychological (stress-reducing, burnout prevention, emotionally protective)
c. Physical (temperature, heat, humidity, light, airflow, hygiene, noise)

7.1.5 Monitoring and Measuring Resources

7.1.5.1 General

Korry determines the monitoring and measuring requirements along with the equipment needed to provide evidence of product conformity to determined requirements.

Korry details monitoring and measuring requirements in production instructions that have been derived from design and customer requirements.

Documented information is retained as evidence of fitness for purpose of the monitoring and measurement resources.

7.1.5.2 Measurement Traceability

When measurement traceability is a requirement, or is considered by Korry to be an essential part of providing confidence in the validity of measurement results, measuring equipment will be:

a. calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification will be retained as documented information;

b. identified in order to determine their status;

c. safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

Korry will establish, implement, and maintain a process for the recall of monitoring and measuring equipment requiring calibration or verification.

Korry will maintain a register of the monitoring and measuring equipment. The register will include the equipment type, unique identification, location, and the calibration or verification method, frequency, and acceptance criteria.

Calibration or verification of monitoring and measuring equipment will be carried out under suitable environmental conditions (see 7.1.4).

Korry will determine if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose and will take appropriate action as necessary.

7.1.6 Organizational Knowledge

Korry Electronics, over its 85+ year history, has determined the knowledge necessary for the operation of its processes and to make conforming products and provide conforming services.

This knowledge will be maintained and be made available to the extent necessary.

When addressing changing needs and trends, Korry will consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates.

7.2 Competence

Korry:

a. determines the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system, see Job Descriptions;
b. ensures that these persons are competent on the basis of appropriate education, training, or experience;
c. where applicable, takes actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken,
d. retains appropriate documented information as evidence of competence.

7.3 Awareness

a. Korry personnel are made aware of the Quality Policy by multiple channels, including training and prominent posting on the quality web page.

b. Korry personnel are made aware of the Quality Objectives by multiple channels, including Korry Communication emails, prominent posting on the quality web page, flow down of goals and results from review meetings, etc.

c. Korry personnel are made aware of the benefits of improving performance in general and their contribution in particular by the company Performance Appraisals.

d. Korry personnel are aware of the impact of not conforming with the QMS resulting in audit findings, quality score hits, corrective actions, etc.

e. Korry employees are made aware of the QMS through training during the onboarding process. Employees are made aware of QMS changes as documented in D49600.

f. Korry raises awareness of contribution to product or service conformity by communication of quality policy and training to the QMS.

g. Korry personnel are aware of product safety through annual training and the quality policy.

h. Korry employees are trained regarding ethical behavior.

7.4 Communication

Korry Electronics develops communication based on requirements. Korry considers what, when, with whom, how, and who communicates for internal and external communications.

For routine external communication, Korry uses an external website where Quality Manual, all applicable certificates, and a document containing information usually requested by many customers are made available.

The primary means used to communicate internal and external feedback relevant to the QMS is by the Management Review (see section 9.3).

7.5 Documented information

7.5.1 General

Korry QMS includes the following documented information:

a. Documented information required by AS9100 includes this manual and the documents specified by the Process Maps for each key Korry process (Customer, Engineering, Materials, Production, and Management & Support).

b. Documented information in support of regulatory and customer requirements are also included in this manual and referenced procedures and work instructions.

7.5.2 Creating and Updating

When creating and updating documented information, Korry will ensure appropriate:

a. identification and description (e.g. a title, date, author, or reference number);

b. format (e.g. language, software version, graphics) and media (e.g. paper, electronic);

c. review and approval for suitability and adequacy.

Approval implies authorized persons and approval methods are identified for the relevant types of documented information, as determined by Korry.

See D49600, QMS Documentation Procedure.

In accordance with 14 CFR 21.308, and 14 CFR 21.608 this manual must be approved by the FAA. In accordance with 14 CFR 21.320 and 14 CFR 21.620, all documents listed in D46902-001 must be submitted to the FAA for review when changed. In accordance with 14 CFR 21.307 and 14 CFR 21.607, Korry maintains a quality system that meets the requirements of 14 CFR 21.137.

7.5.3 Control of Documented Information

7.5.3.1 Documented information requirements

Documented Information required by the QMS and by AS9100 are controlled to ensure:

a. it is available and suitable for use, where and when it is needed;

b. it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

7.5.3.2 Documented information control

For the control of documented information, the organization will address the following activities, as applicable:

a. distribution, access, retrieval and use;

b. storage and preservation, including preservation of legibility;

c. control of changes (e.g. version control);

d. retention and disposition.

e. prevention of the unintended use of obsolete documented information by removal or by application of suitable identification or controls if kept for any purpose.

Documented information of external origin determined by Korry to be necessary for the planning and operation of the quality management system will be identified as appropriate and be controlled.

Documented information retained as evidence of conformity will be protected from unintended alterations.

When documented information is managed electronically, data protection processes will be defined (e.g., protection from loss, unauthorized changes, unintended alteration, corruption, physical damage).

7.5.3.3 Design Data Control for PMA and TSO Approvals

A current copy of all drawings for FAA-approved articles, products, and parts are controlled and made available to manufacturing and inspection personnel and made available upon request to the FAA.

During product development, all design data and documents are generated, reviewed, and approved per the Korry Configuration Management Process Plan D33924. This plan defines the processes necessary to ensure documentation is identified, controlled, released, and captured for traceability. All changes resulting in new product versions are tracked for approval and incorporation.

Korry uses the PLM to implement these processes and workflows. The PLM provides a strictly controlled workflow environment that ensures design traceability and ensures design data integrity is maintained. The PLM provides archival, retrieval, and release functions for design data while protecting against inadvertent changes.

Korry has a Document Center department that administers control over the configuration management process and PLM functions.

Released documents and data are made available to personnel through the PLM with limited permissions and electronic distribution of digital copies. Maintenance and protection of design data are according to established and documented practices for the backup and preservation of electronic files.

Design changes can result in a change to existing documentation or the generation of new documentation. Design change documentation is reviewed, approved, controlled, recorded, and released in accordance with the Korry Configuration Management Process Plan D33924 using the PLM. Controlled documents, which include drawings, test procedures, engineering change orders (ECOs), etc., are reviewed and approved prior to their initial release or revision. Changes to documents are coordinated with the customer and/or regulatory authorities when required by contract or regulatory requirements. Configuration management procedures are consistent with the following guidelines governing FAA PMA or TSO articles, products, and parts.

7.5.3.4 PMA Changes

A ‘‘minor change’’ to the design of an article, product, and part produced under a PMA is one that change has no appreciable effect on the weight, balance, structural strength, reliability, operational characteristics, other characteristics affecting the airworthiness or effect on the approval basis.

A ‘‘major change’’ to the design of an article, product, and part produced under a PMA is any change that is not minor.

Korry has obtained approval means by either identicality per 14 CFR § 21.303, licensing agreement between Korry Electronics and with the Type Certificate (TC) or Supplemental Type Certificate (STC) holder, or by means of Test reports and computations necessary to show that the design of the part meets the airworthiness requirements of the Federal Aviation Regulations applicable to the product on which the part is to be installed.

For changes to a product that has PMA approval means by identicality via licensing agreement with the Type Certificate holder, Korry must obtain approval of the change from the Type Certificate holder. This approval is maintained with the engineering change orders documentation. Korry must obtain the TC holder's approval before including it in the design of an article produced under a PMA.

For changes to a PMA product or design documentation that has approval means by Test reports and computations, Korry must obtain FAA approval of any changes before including them in the design of an article produced under a PMA.

In all cases, for minor changes Korry will provide substantiation showing that the changes have no effect on the weight, balance, structural strength, reliability, operational characteristics, and other characteristics affecting the airworthiness or effect on the approval basis.

7.5.3.5 TSO Design Changes

Korry shall determine Major/Minor classification of changes per Korry Document D52469 "TSO Change Classification Procedure." This document defines the process and procedures developed in collaboration with the FAA for determining Major/Minor change classification.

Korry may incorporate minor design changes without further approval by the FAA, as defined by 14 CFR 21.619 (a). In this case, the new article keeps the original model number (part numbers may be used to identify minor changes). For minor design changes, Korry will submit any necessary, revised data to the FAA within 180 days after release or as specified in the applicable TSO authorization letter.

For a major design change that requires a substantially complete investigation to determine compliance with a TSO, Korry must assign a new type or model designation to the article and apply for a new authorization under 14 CFR 21.603.

8. OPERATION

8.1 Planning and Control

Korry plans, implements, and controls the processes needed to meet the requirements of the QMS and to implement the actions necessary to minimize risks and maximize success in pursuit of opportunities.

a. Korry determines the requirements for products and services while considering the following:

- Personal and product safety;
- Producibility and product safety;
- Reliability, availability, and maintainability;
- Suitability of parts and materials used in the product;
- Selection and development of embedded software;
- Product obsolescence;
- Prevention, detection, and removal of foreign objects;
- Handling, packaging, and preservation;
- Recycling or final disposal of the product at the end of its life.

b. Korry establishes criteria planned requirements:

    1. Process requirements are determined by Engineering and Manufacturing Engineering.
    2. Product and Service acceptance requirements are determined by Quality Engineering.

c. Resources needed to achieve conformity and meet on-time delivery requirements are determined by the SIOP (sales inventory operations planning) process. SIOP is administered by Planning/Master Scheduler as an element of the broader Materials Process. SIOP is also used to determine the resources needed to address after-market requirements and to determine the supply chain resource requirements.

d. Processes are controlled by “MP” procedures developed by Manufacturing Engineering and by the tooling and equipment they select and deploy.

e. Korry determines, maintains, and retains documented information:

    1. Inspection and auditing activities are used to verify that processes are operating as intended.
    2. Acceptance and Functional test data are used to demonstrate conformity. Records are retained with job orders.

f. Korry determines the processes and controls needed to manage critical items, including production process control when key characteristics have been identified.

g. see 8.1.c.

h. see 8.1.c.

i. Products and services obtained from external providers are determined based on several factors, including design requirements, strategic sourcing planning, and management make/buy decisions.

j. Controls to prevent delivery of nonconforming products and services are established by Quality Engineering as part of product development and sustainment.

The Program Management function assures the suitability of operations by coordinating the other functions. Changes are controlled as described in the Risk Management section 8.1.1. Externally provided processes are controlled per 8.4. Work transfer is controlled per 8.4 and 8.5.

8.1.1 Operational Risk Management

Korry has established, implemented, and maintains a process for managing operational risk to the achievement of applicable requirements to Korry's products and services. During contract review, Korry identifies the operational risks such as new technology, ability and capacity to provide, short delivery time frame.

8.1.2 Configuration Management

Korry maintains a configuration management process D33924 that identifies and controls the physical and functional attributes throughout the product lifecycle.

8.1.3 Product Safety

Korry plans, implements, and controls the processes needed to assure product safety during the entire product life cycle, as appropriate to the organization and the product.

Product Design examples of these processes include:

- assessment of hazards and management of associated risks;
- management of safety-critical items;
- analysis and reporting of occurred events affecting safety;
- communication of these events and training of persons.

8.1.4 Prevention of Counterfeit Parts

Korry has established a Counterfeit Parts Control Plan D48055, and Obsolescence Management Plan D48054, to prevent the use of counterfeit or suspect counterfeit parts and obsolete parts in our product.

The process to prevent the use of counterfeit parts is compliant with AS5553.

8.2 Requirements for Products and Services

8.2.1 Customer Communication

Korry's communication with customers includes:

a. providing information relating to products and services;
b. handling inquiries, contracts, or orders, including changes;
c. obtaining customer feedback relating to products and services, including customer complaints;
d. handling or controlling customer property;
e. establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining the Requirements for Products and Services

When determining the requirements for the products and services to be offered to customers, Korry ensures that:

a. the requirements for the products and services are defined, including:
    1. any applicable statutory and regulatory requirements;
    2. those considered necessary by the organization;
b. the organization can meet the claims for the products and services it offers;
c. special requirements of the products and services are determined;
d. operational risks (e.g., new technology, ability and capacity to provide, short delivery time frame) have been identified.

8.2.3 Review of the Requirements for Products and Services

8.2.3.1 Requirements Review

Korry ensures that it has the ability to meet the requirements for products and services to be offered to customers. Korry conducts a review before committing to supply products and services to the customer, to include:

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 the specified or intended use, when known;
c. requirements specified by the organization;
d. statutory and regulatory requirements applicable to the products and services;
e. contract or order requirements differing from those previously expressed;
f. special requirements of the products and services are determined;
g. operational risks (e.g., new technology, ability and capacity to provide, short delivery time frame) have been identified.

PO Checklist is used for the above reviews and for retaining the records of the reviews.

If, upon review, Korry determines that some customer requirements cannot be met or can only partially be met, Korry will negotiate a mutually acceptable requirement with the customer.

Korry ensures that contract or order requirements differing from those previously defined are resolved.

The customer requirements are confirmed by Korry before acceptance when the customer does not provide a documented statement of their requirements.

NOTE: In some situations, such as internet sales, a formal review is impractical for each order. Instead, the review can cover relevant product information, such as catalogs.

8.2.3.2 Documented Information of Review

Korry retains documented information, as applicable:

a. on the results of the review;

b. on any new requirements for the products and services.

8.2.4 Changes to Requirements for Products and Services

Korry ensures that relevant documented information is amended and that relevant persons are made aware of the changed requirements when the requirements for products and services are changed.

8.3 Design and Development of Products and Services

8.3.1 General

Korry establishes, implement, and maintain a design and development process that is appropriate to ensure the subsequent provision of products and services.

8.3.2 Design and Development Planning

For new programs, Korry plans and controls the design and development of products per the Product Development Process D51166 for full-scale developments and configurable development.

For configurable products, the planning is done per D58143 Components BU _Planner App Work Instruction.

8.3.3 Design and Development Inputs

The design input requirements are defined either by the customer's Statement of Work, the customer's product specification, military and other governing specifications, and internal product specifications in the case of development projects and/or the contract.

Template documents supporting requirements capture are defined in the PDP (Product Development Process). For full-scale development, requirements are captured as defined in the PDP. For configurable products, captured requirements are documented per written procedures.

8.3.4 Design and Development Controls

Design and development controls are established per D58143 and D51166.

8.3.4.1 Verification and validation tests

When tests are necessary for verification and validation, these tests shall be planned, controlled, reviewed, and documented.

8.3.5 Design and Development Outputs

The outputs of design and development are provided in a form suitable for verification against the design and development input and are approved prior to release.

The PDP defines common design outputs for Korry programs. For configurables, design outputs are standardized and described in written procedures.

8.3.6 Control of Design and Development Changes

Design and development changes are controlled.

8.4 Control of Externally Provided Processes, Products, and Services

8.4.1 General

Korry ensures that externally provided processes, products, and services conform to requirements per SQE030.

a. Korry defines the process responsibilities and authority for approval status and change of status decisions of suppliers.

b. Korry maintains a register of its suppliers that includes approval status and the scope of the approval (e.g., product type, process family); the register itself is part of the ERP system data.

c. Results of supplier performance are documented and retained as documented information.

d. SQE030 and the Nonconforming Material Procedure – D49629 define the necessary actions to take with a supplier that does not meet requirements.

e. Documented Information created and/or retained by a supplier is controlled by Supplier Quality Manual – D55255.

8.4.2 Type and Extent of Control

Korry ensures that suppliers do not adversely affect its ability to consistently deliver conforming products and services to its customers.

8.4.3 Information for External Providers

Korry shall ensure the adequacy of requirements prior to their communication to the External Provider. Adequacy is assured by control of technical requirements and by the ERP process, which calculates quantity and needed dates.

Requirements are communicated to suppliers via purchase orders, long-term agreements, contracts, terms and conditions, and D55255. These documents site technical requirements, terms & conditions, and quality requirements.

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

Korry plans and carries out production and service provisions under controlled conditions. Controlled conditions do include, as applicable:

a. Job Order (JO) defines:
    1. the characteristics of the products to be produced, the services to be provided, or the activities to be performed;
    2. the results to be achieved;
b. Acceptance Test Procedures (ATP) list monitoring and measuring resources;
c. Acceptance Test Procedures (ATP) and inspection procedures D51757, D50350 identify inspection criteria, appropriate stages and sequence of inspection activities, suitable measuring and test equipment to be used, and inspection status and results to be retained;
d. the suitable infrastructure of the operation of processes is defined in the work instructions for products and setup sheets for fabricated components;
e. competency is determined by supervision, and jobs are assigned accordingly;
f. the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement; These processes are referred to as special processes (see 8.5.1.2);
g. actions are taken, including poke yoke design of tooling and specific work instructions, including illustrations/pictures in the work instructions to prevent human error;
h. the implementation of release, delivery and post delivery;
i. As applicable, Korry Workmanship Standards (KWS), Manufacturing Processes (MP), Assembly Inspection Records (AIR), General Test Procedures (GTP), and Acceptance Test Procedures (ATP) provide the criteria for workmanship;
j. the accountability for all products during production (e.g., parts quantities, split orders, nonconforming product);
k. the control and monitoring of identified critical items, including key characteristics, in accordance with established processes;
l. the determination of methods to measure variable data are defined in ATPs and GTPs;
m. Job Orders and ATPs identify in-process inspection/verification points when adequate verification of conformity cannot be performed at later stages;
n. Evidence of completed steps is documented in job orders;
o. Foreign Object Debris (FOD) Prevention;

p. EH&S procedures define the control and monitoring of utilities and supplies (e.g., water, compressed air, electricity, chemical products) to the extent they affect conformity to product requirements (see 7.1.3);

q. Identification and recording of products released for subsequent production use pending completion of all required measuring and monitoring activities, to allow recall and replacement if it is later found that the product does not meet requirements.

8.5.1.1 Control of Production Equipment, Tools, and Software Programs

Storage requirements, including preservation/condition checks, are being established for production equipment or tooling in storage.

Control of Production Equipment, Tools, and Numerical Control (NC) Machine Programs: Production equipment, tools, and programs are validated prior to use, maintained and inspected periodically. Validation prior to production use includes verification of the first article produced to the design data/specification. These are controlled by MP documents and by setup sheets.

8.5.1.2 Validation and Control of Special Processes

Special processes are controlled by MP documents.

Korry Special Processes	
Process	Validation Method
Laser Welding	MP237 laser Welding Stainless Steel
Welding	MP151 Resistance Spot Welding
J-STD Soldering	MP319 Soldering Using Solder Paste MP320 Soldering Using Wire Cored Solder
ESD Handling	D50274 ESD Handling Procedure
Painting	MP287 General Application for Paint and Ink

Supporting documentation:

D50322 Special Processes procedure

8.5.1.3 Production Process Verification

Korry's First Article Inspection process is compliant to the latest released AS9102 standard.

8.5.2 Identification and Traceability

Korry uses configuration management as a means by which identification and traceability are maintained.

8.5.2.1 Identification

Korry maintains the identification of the configuration of the product to identify any differences between the actual configuration and the specified configuration.

8.5.2.1.1 PMA Article Part Marking

PMA articles: Korry will mark all PMA articles permanently and legibly with the following:

- Korry's name, trademark, symbol, or other FAA approved identification
- Part number
- The letters ''FAA–PMA'' (include on the separate tag if part too small to mark)

8.5.2.1.2 TSO Article Part Marking

TSO articles: Korry will mark all TSO articles permanently and legibly with the following:

- Korry's name, trademark, symbol, or other FAA approved identification
- Part number
- The TSO number and letter of designation (include on the separate tag if part too small to mark)
- All markings specifically required by the applicable TSO
- The serial number or the date of manufacture of the article or both.

8.5.2.2 Traceability

Korry will use suitable means to identify outputs when it is necessary to ensure the conformity of products and services.

Korry will maintain the identification of the configuration of the products and services in order to identify any differences between the actual configuration and the required configuration.

Korry will identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision.

When acceptance authority media are used (e.g., stamps, electronic signatures, passwords), Korry will establish controls for the media.

Korry will control the unique identification of the outputs when traceability is a requirement and will retain the documented information necessary to enable traceability.

8.5.3 Property Belonging to Customers or External Providers

Korry will exercise care with property belonging to customers or external providers while it is under its control or being used by Korry.

Korry will identify, verify, protect and safeguard customers or external providers property provided for use or incorporation into the products and services.

When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, Korry will report this to the customer or external provider and retain documented information on what has occurred.

8.5.4 Preservation

Preservation of outputs includes, when applicable in accordance with specifications and applicable statutory and regulatory requirements, provisions for:

a. cleaning;

b. prevention, detection, and removal of foreign objects;

c. special handling and storage for sensitive products;

d. marking and labeling, including safety warnings and cautions;

e. shelf-life control and stock rotation;

f. Hazardous chemicals are handled per Korry's safety policies Chemical Hazard Communication Plan and Fire Prevention Plan. Korry also follows Federal and Washington State law requirements.

8.5.5 Post- Delivery Activities

Korry provides post-delivery activities considering:

a. statutory and regulatory requirements.

b. potential undesired consequences associated with the products and services are reviewed during PDP process.

c. the nature, use, and intended lifetime of its products and services are reviewed during PDP process.

d. Customer requirements are determined by Product Support Agreements, Returned Material Requests, and Customer Purchase Orders.

e. Customer feedback is captured by Customer Service.

f. collection and analysis of in-service data (e.g., performance, reliability, lessons learned); Data and analysis are addressed in the returns database.

g. Technical Documented Information is managed by Engineering.

h. External work undertakings are controlled by the Contract Maintenance Provider List.

i. Product/customer support is provided per D49887 Repair Station Manual.

j. Product Support activity includes a review to assist the design approval holder of PMA and TSO certified articles if any changes are necessary to the Instructions for Continued Airworthiness.

When problems are detected after delivery, Korry takes appropriate action, including investigation and reporting.

NOTE: Post-delivery activities can include actions under warranty provisions, contractual obligations such as maintenance services, and supplementary services such as recycling or final disposal.

8.5.6 Control of Changes

Changes are controlled per D49620.

Change Notification:

Change notification for this Quality Manual and key Quality Procedures as per the following cases.

1. FAA – obtain acknowledgment prior to approving changes to documents as required by FAA.
2. Customers – notify of changes as specified by contract.

8.6 Release of Products and Services

Korry implements planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of products and services to the customer will not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

Korry retains documented information on the release of products and services. The documented information includes:

a. evidence of conformity with the acceptance criteria;

b. traceability to the person(s) authorizing the release.

When required to demonstrate product qualification, Korry will ensure that retained documented information provides evidence that the products and services meet the defined requirements.

Korry will ensure that all documented information required to accompany the products and services are present at delivery.

Special provisions are made for articles requiring Source Inspection (which may be conducted by a customer representative, a third party, or delegated to Korry inspectors).

8.6.1 Special Release Provisions for PMA and TSO approved articles

8.6.1.1 Special Qualifications for Inspectors Certified to Prepare and Sign FAA Form 8130-3

This procedure establishes under 14 CFR 21.137(o) how personnel at Korry are qualified to issue 8130-3 tags.

Inspectors empowered to prepare and approve 8130-3 tags are given the title of Flightworthiness Inspectors.

The subsections below detail how Korry evaluates the individual’s qualifications. The evaluation includes an assessment of their knowledge, background, experience, and training. Qualification as a Flightworthiness Inspector is commensurate with the complexity and type of article.

8.6.1.1.1 Selection

Inspectors currently certified by the FAA as designated manufacturing inspection representatives (DMIR) are automatically granted the title Flightworthiness Inspector per the Korry QMS.

Other inspectors may be selected for Flightworthiness Inspector if they meet the following requirements:

- More than one year of experience performing final and first article inspections.
- Recommended for selection by an existing Flightworthiness Inspector.

8.6.1.1.2 Appointment

Flightworthiness Inspectors are appointed by the Management Representative via the following steps:

- Complete selection and training requirements
- Complete an interview with the Management Representative
- The Management Representative designates each Flightworthiness Inspector with a letter of appointment

8.6.1.1.3 Training

Prospective Flightworthiness Inspectors must complete the following training steps:

- Complete and pass the FAA online training course: Issuance of 8130-3 for Domestic and Export Approvals of Engines, Propellers, & Articles Only
- Prepare 20 separate 8130-3 tags under the supervision of an approved Flightworthiness Inspector

Approved Flightworthiness Inspectors must complete and pass the following recurrent training every 36 calendar months beginning from the date of completion of their last initial/recurrent training:

- Complete and pass the FAA online training course: Issuance of 8130-3 for Domestic and Export Approvals of Engines, Propellers, & Articles Only

8.6.1.1.4 Management

The Management Representative monitors the performance of approved flight worthiness inspectors on a continuous basis. The specific inspection assignments and assurance of adequate time for each inspection are the responsibility of the Management Representative. Day-to-day operations are typically delegated to an experienced inspector in the work cell designated as the “Lead.” The Lead Inspector keeps the Management Representative apprised of any issues that may develop that impact inspector performance or indicate discipline issues are developing.

8.6.1.1.5 Removal

Management Representative reviews the approved Flightworthiness Inspectors on an annual basis and determines if each individual continues to meet all requirements and if their special status continues to meet the needs of the company.

If activity rates are low and sufficient backup inspectors are available, the Management Representative will prune the list of approved Flightworthiness Inspectors. Inspectors removed from the approved list for reason of low activity can be immediately reinstated if the company needs change and they still meet the training requirements. If the interval of removal is greater than one year, they must first complete the training requirements required for Approved Flightworthiness Inspectors.

The Management Representative will review on an ongoing basis inspection effectiveness and employee discipline and will remove the approval status from any Flightworthiness Inspector if problems arise. Inspectors whose approval is removed for performance reasons will not be reinstated unless they first complete a formal Performance Improvement Plan (Human Resources process).

8.6.1.2 Procedures and Requirements to Prepare and Sign 8130-3 Tags

8130-3 tags are prepared and authorized under the requirements of 14 CFR 21.137(o) and pursuant to 14 CFR 43.3(j), and may only be performed at the Korry Electronics Company address of 11910 Beverly Park Road, Everett, Washington, 98204.

The Flightworthiness Inspector shall complete the FAA form 8130-3 tags per chapters 1, 2, and 4 of FAA Order 8130.21 (Procedures for Completion and Use of the Authorized Release Certificate, Airworthiness Approval Tag). The FAA AC-21-43A Appendix E provides additional guidance on issuing authorized release documents for articles.

When the 8130-3 tag is prepared for export purposes, the Flightworthiness Inspector shall ensure compliance with the applicable bilateral agreement. In addition, per 14 CFR 21.137(o), the Flightworthiness Inspector will verify compliance of the following:

- Rules for new and used articles as specified in 14 CFR 21.331
- Responsibilities for exporters as specified in 14 CFR 21.335
- Compliance with guidance in FAA AC 21-2 (Complying with the Requirements for Importing Countries or Jurisdictions When Exporting U.S. Products, Articles, or Parts)
- Compliance with guidance in FAA AC 21-44 (Issuing of Export Airworthiness Approvals under 14 CFR part 21 subpart L)

8.7 Control of Nonconforming Outputs

8.7.1 Control of Nonconforming Outputs

This process is documented in D49629.

Reporting of escapes is controlled by D49630.

8.7.2 Documented Information Pertaining to Nonconformance

Nonconformance related Documented Information is controlled by D49629 and D49628.

8.7.2.1 FAA requirement to report failures, malfunctions, and defects

In accordance with 14 CFR 21.3:

a. The holder of a PMA or a TSO authorization must report any failure, malfunction, or defect in any product or article manufactured by it that it determines has caused anything listed in paragraph (c) of this section. The Accountable Manager will submit this report.

b. The holder of a PMA or a TSO authorization must report any defect in any product or article manufactured by it that has left its quality system and that it determines could cause anything listed in paragraph (c) of this section. The Accountable Manager will submit this report.

c. The following occurrences must be reported to the FAA:

(1) Fires caused by a system or equipment failure, malfunction, or defect.

(2) The accumulation or circulation of toxic or noxious gases in the crew compartment or passenger cabin.

(3) Any abnormal vibration or buffeting caused by a structural or system malfunction, defect, or failure.

(4) Any structural or flight control system malfunction, defect, or failure which causes an interference with normal control of the aircraft or which derogates the flying qualities.

(5) A complete loss of more than one electrical power generating system or hydraulic power system during a given operation of the aircraft.

(6) A failure or malfunction of more than one attitude, airspeed, or altitude instrument during a given operation of the aircraft.

d. The requirements of paragraph (a) of this section do not apply to-

(1) Failures, malfunctions, or defects that the holder of a PMA, TSO authorization determines:

(i) Were caused by improper maintenance or use;

(ii) Were already reported to the FAA or the NTSB

e. Each report required by this section:

(1) Must be made to the FAA within 24 hours or the next business day after it has determined that a paragraph c. event has occurred.

(2) Must be transmitted in a manner and form acceptable to the FAA and by the most expeditious method available; and

(3) Must include as much of the following information as is available and applicable:

(i) Aircraft serial number.

(ii) If associated with an article approved under a TSO authorization, the article serial number and model designation.

f. If an accident investigation or service difficulty report shows that a product or article manufactured under this part is unsafe because of a manufacturing or design data defect, Korry will report to the FAA the results of its investigation and any action taken or proposed Korry to correct that defect. If action is required to correct the defect in an existing article, Korry must send the data necessary for issuing an appropriate airworthiness directive to the FAA.

9. PERFORMANCE EVALUATION

9.1 Monitoring, Measurement, Analysis, and Evaluation

9.1.1 General

Management Reviews, QMS Processes, ATPs, and Job Orders determine monitoring, measurement, analysis and evaluation requirements.

9.1.2 Customer Satisfaction

The customer satisfaction evaluation is performed during monthly metric reviews, and includes product and service conformity, on-time delivery performance, customer complaints/feedback, and corrective action requests. Results are summarized, reported, and discussed in the President's Letter and at Management Review meetings.

9.1.3 Analysis and Evaluation

Korry analyzes and evaluates appropriate data and information arising from monitoring and measurement.

NOTE: Appropriate data can include information on product and service problems reported by external sources (e.g., government/industry alerts, advisories).

The results of analysis will be used to evaluate:

a. conformity of products and services;

b. the degree of customer satisfaction;

c. the performance and effectiveness of the quality management system;

d. if planning has been implemented effectively;

e. the effectiveness of actions taken to address risks and opportunities;

f. the performance of external providers;

g. the need for improvements to the quality management system.

NOTE: Methods to analyze data can include statistical techniques.

9.2 Internal Audit

9.2.1 Internal Audit Requirements

The requirements to be audited are defined in D49682.

9.2.2 Internal Audit Controls

Internal audit process is controlled by D49682.

9.3 Management Review

9.3.1 General

Korry Senior Staff reviews the organization's quality management system at least annually to ensure its continuing suitability, adequacy, effectiveness, and alignment with the strategic direction of the organization.

9.3.2 Management review inputs

The management review will be planned and carried out taking into consideration:

a. the status of actions from previous management reviews;
b. changes in external and internal issues that are relevant to the quality management system;
c. information on the performance and effectiveness of the quality management system, including trends in:
    1. customer satisfaction and feedback from relevant interested parties;
    2. the extent to which quality objectives have been met;
    3. process performance and conformity of products and services;
    4. nonconformities and corrective actions;
    5. monitoring and measurement results;
    6. audit results;
    7. the performance of external providers;
    8. on-time delivery performance
d. the adequacy of resources;
e. the effectiveness of actions taken to address risks and opportunities (see hl);
f. opportunities for improvement.

9.3.3 Management review outputs

The outputs of the management review will include decisions and actions related to:

a. opportunities for improvement;

b. any need for changes to the quality management system;
c. resource needs;
d. risks identified.

Korry retains documented information as evidence of the results of management reviews.

10. IMPROVEMENT

10.1 General

Korry is committed to continuous improvement. At Korry, continuous improvement is:

- A part of the quality policy
- Reflected in the quality objectives
- A part of the actions taken upon audit results
- Driven by opportunities surfacing from data analysis
- A result of corrective action when the action taken corrects a new problem
- Reduced undesired effects
- A required output from management review
- Innovation
- Re-organization

10.2 Nonconformity and Corrective Action

10.2.1 Nonconformity and Corrective Action Process

When a nonconformity occurs D49629 shall be followed, and D49631 shall be followed for any corrective action taken.

10.2.2 Retain Nonconformity and Corrective Action Documented Information

Nonconforming and corrective action documented information is retained per D49629 and D49631.

10.3 Continuous Improvement

Korry continually improves the suitability, adequacy, effectiveness of its Quality Assurance Management System through the various processes described in previous sections such as, but not limited to; Management Review, Corrective Actions, Internal Audits, Productivity, etc.