



# **Business Management & Support Manual**



**BMS Rev. C**

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## INTRODUCTION

For more than fifty years, *King Nutronics Corporation* has specialized in the design, manufacture, service, calibration and delivery of test and measurement products such as: pressure, air data, temperature, and torque measurement equipment to commercial and government customers within diverse markets.

The company currently serves Military, Defense Contractors, Aerospace Technology, Petro-Chemical, Bio-Technology and Commercial Aviation customers in both domestic and foreign markets.

Our business strategy and objectives are to consistently supply high quality products and services in compliance with customer contractual and applicable Statutory and Regulatory requirements.

The managing business and support policies in this manual provide information and direction to *King Nutronics Corporation* employees regarding activities intended to ensure customer satisfaction through continual improvement in: customer communication, product and service quality, process optimization, and in efficiency and effectiveness of operating system

As part of business management system, all employees are responsible to know and understand the King Nutronics Communicated and published Policy and company's operational objectives.



**Leslie King**  
CEO/CFO



**Robert Welther**  
President



## Scope

This manual documents the Business and Support Management activities in place at *King Nutronics Corporation*. It is organized to comply with the requirements of ISO-9001 and is structured to satisfy the applicable Statutory and regulatory requirements.

The scope of Business Management System is the Design, Manufacture, Calibration and Service of Test & Measurement Equipment.

## Applicability

*King Nutronics Corporation* has determined that all ISO9001:2015 requirements are applicable to its processes

## Administration

This manual is initially approved and published by the company CEO/CFO and President at *King Nutronics Corporation* and is controlled and maintained by the Quality Assurance Manager at King Nutronics.

Revisions are recorded in the Document Change History and are approved by the President of *King Nutronics Corporation* in the document control database. This manual is available to all employees electronically via the secure server. An uncontrolled copy of this document may be provided for a review by the relevant interested parties upon request.

Approval:

A handwritten signature in blue ink that reads 'M. Horvath'.

Quality Assurance Manager



## Document Revision History

REV.	DATE	DESCRIPTION OF CHANGES	Quality Manager
A	1/28/15	Initial Release in Compliance to ISO9001 & ISO17025	<i>M. Houman</i>
B	11/11/15	Updated the Quality Policy	<i>M. Houman</i>
C	1/11/18	Complete re-write for compliance to ISO9001:2015 requirements	<i>M. Houman</i>

## **4. CONTEXT/STRATEGY**

### **4.1 King Nutronics Organization and Its Context**

King Nutronics provides products and services for Aerospace, Defense, Automotive, Nuclear, Oil & Gas, and commercial industries. This diverse customer base presents a business ecosystem in which King Nutronics must pay particular attention to the wide variety of expectations about how we conduct our business operations.

King Nutronics considers issues arising from its social, technological, environments, ethical, political, legal and economic environment.

External and internal Issues are periodically reviewed and updated. Risks and opportunities are assessed. Detail of company strategy and planning is captured in P101 Strategy, Planning, and Objectives. Assessment of issues and related risks are captured and reviewed periodically. (Refer to form F107 Issues & Risk)

### **4.2 Interested Parties and their needs and expectations**

King Nutronics has identified the interested parties and their requirements relevant to its Business Management System. These parties add value to the company and are impacted by the activities of the organization.

Interested parties, along with their requirements, and risk/opportunities associated with meeting those requirements, are documented, monitored, reviewed, and revised, as appropriate. (Refer to F108 Interested Parties, Requirements, Risk)

### **4.3 Scope of the Quality Management System**

The Business Management System Manual is established, maintained, and includes the following:

- a) the scope of the quality management system has been defined and applicability of the requirements has been determined and documented in the scope and applicability sections of this manual.
- b) When determining the scope internal and external issues, requirements of interested parties, product and services of King Nutronics was considered

### **4.4 Quality Management System and Its Processes**

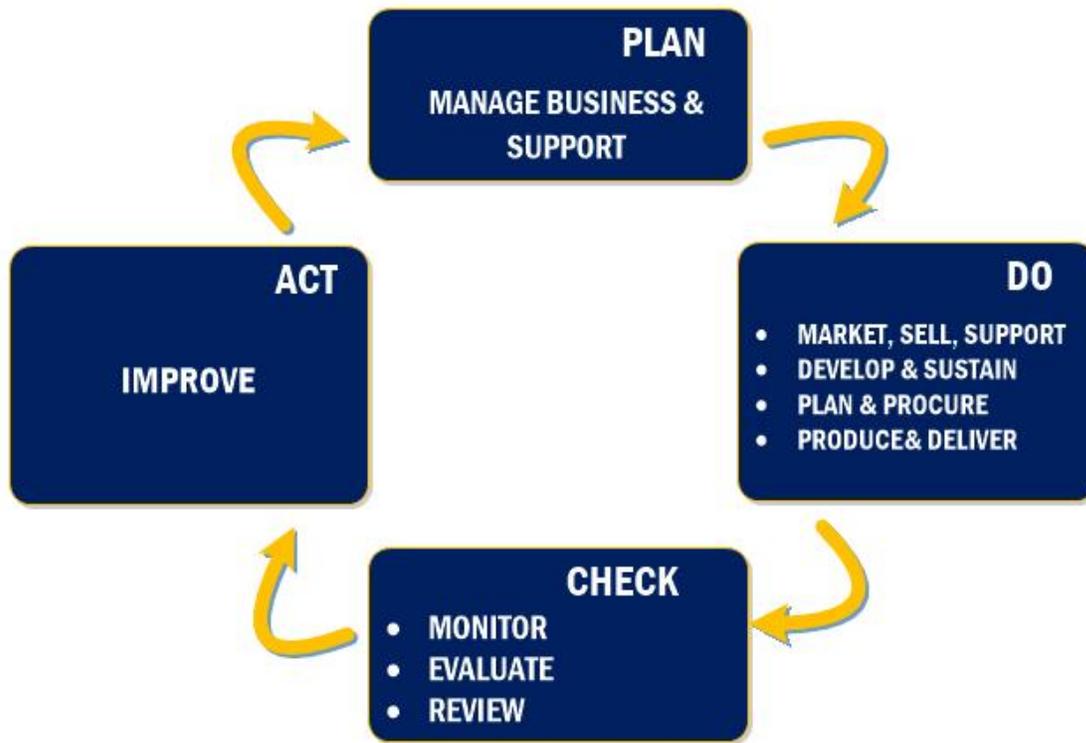
King Nutronics has established, implemented, maintains processes needed for its QMS and their application throughout the organization. Established processes to address the ISO9001:2015, customer, and applicable Statutory and regulatory requirements.

During the development of these processes, input required, output expected, sequence, and interactions are determined, criteria for monitoring and measurement of effectiveness is established, resources needed are planned, responsibilities and authorities are defined, risks and opportunities are determined, evaluation and implementation of any changes are considered and improvements are implemented. (Refer to APPENDIX B Process Interaction Diagram)

King Nutronics has identified the necessary documented information to be maintained and retained in accordance to the requirements established by the company, ISO9001: 2015 standard, Customer, and statutory and regulatory authorities.

References to the pertinent related and QMS documents and their relation to ISO9001 are addressed in APPENDIX B.

Processes have been established considering the management principles defined by ISO9001:2015 and based on the process approach and risk based thinking and PDCA Cycle as depicted below:



## 5. LEADERSHIP

### 5.1 Leadership and Commitment

King Nutronics management demonstrates its leadership and commitment with respect to the Business Management System by:

- taking accountability for the effectiveness of its QMS;
- establishing the quality policy and objectives for QMS that are compatible with Company's context and strategic direction and the objectives;
- ensuring the integration of the Quality Management System requirements into the King Nutronics business processes;
- promoting the use of the process approach and risk-based thinking;
- ensuring the availability of resources needed for the QMS;

- f. communicating the importance of effective quality management and conformance to it;
- g. ensuring the achievement of QMS intended results;
- h. engaging, directing, and supporting employees to contribute to the effectiveness of the QMS;
- i. promoting Improvement;
- j. supporting other relevant management roles to demonstrate their leadership in their area of responsibility.

King Nutronics Management demonstrates its leadership and commitment with respect to customer focus by ensuring that:

- a. Customer and applicable statutory and regulatory requirements are determined, understood, and consistently met;
- b. risks and opportunities that can affect conformity of King Nutronics product and services and the ability to enhance customer satisfaction are determined and addressed;
- c. focus on enhancing customer satisfaction is maintained;
- d. Product and service conformity and on-time delivery performance are measured and appropriate actions are taken if planned results are not or will not be achieved.

King Nutronics Management team ensure achievement of the above activities through:

- Quotation and contract review process and verification during the production phase. Quotation and contract reviews may require resource evaluation prior to acceptance of new orders or order changes.
- Management Team review and analysis of performance report cards and customer satisfaction surveys responses received from customers to identify areas of opportunity for improvement and/or corrective preventive measures.
- Receiving, In-process, Final, and First Article inspections of products to provide objective evidence of compliance with customer requirements.
- Maintaining, reviewing and taking necessary actions on KPI metrics regarding the product conformity and on-time delivery with an aim for customer satisfaction.

## **5.2 Quality Policy**

**King Nutronics Corporation is committed to providing the highest quality products and services to satisfy customer, statutory and regulatory requirements, while meeting company objectives.**

**As a team, we strive to continually improve the quality of our products and service activities through excellence in operational practices, and the integrity of our calibration systems.**

Quality policy is documented, communicated, understood, and applied at King Nutronics and is provided to our employees via company posters, communications media and based on one on one interactions with employees or during new employee orientation process and to our other relevant interested parties upon Request.

Quality Policy is the foundation for company objectives and is accomplished by:

- Committing to continual improvement in our operational practices
- Employees adhering to established processes, participating in continual improvement activities, and creating value for our customers
- Allowing quality to be defined by the customer and achieved by using their requirements in order to select target values and minimize variation around those values
- Producing quality parts with on time delivery
- Committing to compliance with applicable legislation, regulations, and other requirements
- Using a systematic approach to setting and reviewing our quality objectives and targets
- Providing appropriate resources to implement and maintain our policy

It is the responsibility of all King Nutronics employees to be aware, understand, and comply with the Company Quality Policy and relevant objectives.

### **5.3 Organizational Roles, Responsibilities, and Authorities**

The King Nutronics Management Team ensures that the responsibilities and authorities for relevant roles are assigned, communicated, and understood within the organization.

King Nutronics organizational chart is depicted in Exhibit A of this manual. The chart indicates the assigned responsibilities and authorities for:

- a. ensuring that the QMS conforms to the requirements of ISO9001:2015
- b. ensuring that the processes are delivering their intended outputs;
- c. reporting on the performance of the QMS and on opportunities for improvement in particular, to top management;
- d. ensuring the promotion of customer focus throughout the organization;
- e. ensuring that the integrity of the QMS is maintained when changes are planned and implemented.

Detailed descriptions of roles, responsibilities, authorities and interrelationships of employees are defined in the company Procedures, Work Instructions, Employee related Job Descriptions, and current employee authorization record.

The following are general description of the responsibilities:

Management Team is responsible and has the authority for creating & endorsement of the Quality Policy, Establishment of Quality Objectives, Identification of opportunities for improvement of the quality system, Implementation of measures to motivate personnel, and defining personnel competency requirement

Sales and Marketing Manager has the primary responsibility and authority for processing, configuring, coordinating, risk assessment, and ensuring conformance to the customer order requirements.

*Purchasing/Planning Manager* has the primary responsibility and authority for supplier qualifications, performance evaluation and report, and ensuring that suppliers receive proper purchasing documents, including applicable specifications and applicable Supplemental Purchase Order Requirements and terms and conditions. Places purchase orders for raw material, parts, and shipping/packaging material. Maintains purchasing information, files, and records in SAP. Documents and monitors estimates, costs, and bids from suppliers. Manages, reads, and interprets contracts for the purpose of complying with customer requirements including shipping and packaging requirements. Manages material availability (setting min/max). Negotiates for raw material prices. Expedite all past due purchase orders. Arranges delivery of material for outside service. Facilitates returning of nonconforming material to supplier for rework. Performs international shipments and clears customs. Works on any project assigned by the CEO/CFO. Addresses the production planning activities to ensure timely delivery of products to customers.

*Quality Manager* has the overall responsibility and authority for identifying customer quality requirements, evaluating product related problems, overseeing resolutions activities, coordinating corrective actions, establishing and maintaining the Quality Management System (QMS), management & administration of the Internal Audit program, coordination measuring equipment calibration activities, Overseeing all Inspection & Testing activities, coordination of Material Review Board (MRB) process, coordination of the quality records maintenance. Maintain Company's Quality Management System in compliance with ISO9001. Quality manager also functions as the Cal. Lab Technical manager responsible for managerial and technical lead of the Calibration lab. (Refer to CLM section 4.1)

*Engineering Manager* confers with Management, Quality, Production, and CSR to discuss product specifications and procedures. Directs, reviews, and approves product design and changes. Coordinates and directs projects, making detailed plans to accomplish goals and directing the integration of technical activities. Coordinates and advises with installation, testing, operation, maintenance, and repair of company owned equipment. Analyzes technology and resource needs to plan and assess the feasibility of projects. Oversees the research and development of new products and procedures. Discuss and layout project specifications with management and engineers. Writes and approves "Acceptance Test Procedures" (ATP) for products. Assists Quality for problem solving and continues improvements. Assists sales in the preparation of technical proposals in response to RFQs.

*Production Manager* has the primary responsibility and authority for planning, coordination and control of manufacturing processes. Ensure products are produced efficiently, on schedule and that the correct amount is produced at the right cost and level of quality, also for addressing obstacles and time constraints that might effect on time delivery.

*Human Resource Manager* has the primary responsibility and authority for handling employee relations, maintaining overview of all insurance, regulatory and related information sources, maintaining job descriptions and QMS training records, and providing required training for personnel.

All Employees are responsible to perform their tasks per company's established operating instructions and/or developed plans in the work order as defined in the employee authorization list.

## 6. PLANNING

### 6.1 *Actions to Address Risks and Opportunities*

When planning for QMS, King Nutronics has considered its relevant Internal and external issues and interested parties requirements, and determined the risks and opportunities that need to be addressed to:

- a. assure QMS achieves its intended results;
- b. enhance desirable effects;
- c. prevent, or reduce, undesired effects;
- d. achieve improvement.

King Nutronics has developed the organizational plans to address risks and opportunities that are integrated and implement actions into company's QMS processes and periodically evaluates the effectiveness of those processes. (Refer to P107 Risk Management, F107 Issues and Risk and F108 Interested Parties requirements and Risk)

### 6.2 *Quality Objectives and Planning to Achieve Them*

King Nutronics has established quality objectives at relevant functions, levels, and processes within the QMS. The quality objectives are consistent with the quality policy and are measurable, and address the applicable requirements. They are relevant to product and services conformity and enhancement of customer satisfaction.

Objectives are established, communicated, and updated as appropriate. (Refer to F109 Policy/Objectives/Metrics Alignment chart)

When planning on how to achieve objectives King Nutronics management team determines: What will be done, what resources are required, who is responsible, target dates for the objectives, and how the results are evaluated. (Refer to F111 Key Performance Indicator "KPI" Matrix)

### 6.3 *Planning of Changes*

When King Nutronics determines the need for changes to the Quality Management System, the changes are carried out in a planned manner considering:

- a. the purpose of the changes and their potential consequences;
- b. the integrity of the Quality Management System;
- c. the availability of resources;
- d. the allocation or reallocation of responsibilities and authorities.

## 7. SUPPORT

### 7.1 *Resources*

#### 7.1.1 General

King Nutronics management has determined and provided the resources needed for the establishment, implementation, maintenance, and continual improvement of the QMS.

The Company has considered the capabilities of, and constraints on, existing internal resources and what needs to be obtained from external providers.

#### 7.1.2 People

King Nutronics management has determined and provided the human resources necessary for the effective implementation of its QMS and for the operation and control of its processes. Management, on an ongoing basis, evaluates the need for additional personnel and directs Human Resources to actively recruit qualified individuals.

#### 7.1.3 Infrastructure

King Nutronics management has determined, provided, and maintains the infrastructure necessary for the operation of its processes and to achieve conformity of products and services such as: buildings and associated utilities, measurement equipment including hardware and software, transportation resources, information and communication technology.

#### 7.1.4 Environment for the Operation of Processes

Company core values promote safety and an environment suited for the operation of its business and promotion of its image as a premier provider of Test and Measurement equipment and calibration services.

In an effort to enhance and better achieve conformity of products and services and customer satisfaction, King Nutronics management has determined, provided, and continually improves the environment necessary for the operation of its Production, Warehousing, Inspection, Calibration and Testing Lab., etc.

Issues such as ergonomics, controlled temperature and humidity in the Calibration Lab. area is established and monitored.

#### 7.1.5 Monitoring and Measuring Resources

King Nutronics management has determined and provides the resources needed to ensure valid and reliable results from measurement equipment used to inspect customer-supplied product.

King Nutronics management has ensured that the IM&T equipment are suitable for the specific type of monitoring and measurement activities being undertaken and are maintained to ensure their continuing fitness for their purpose.

Measurement traceability is a requirement and is considered by the management to be an essential part of providing confidence in the validity of measurement results. Measuring equipment is calibrated, verified, or both at specified intervals or prior to use against measurement standards traceable to NIST standards. Measuring equipment is identified in order to determine status and safeguarded from adjustment, damage, or deterioration that would invalidate the calibration status and subsequent measurement results.

King Nutronics management has established, implemented, and maintains a process for the recall of monitoring and measuring equipment requiring calibration or verification. The company maintains a register of IM&T equipment which includes the equipment type, unique identification, location, and the calibration or verification method, frequency, and acceptance criteria.

Calibration or verification of monitoring and measuring equipment is carried out under suitable environmental conditions. King Nutronics management determines if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and takes appropriate action.

#### 7.1.6 Organizational Knowledge

King Nutronics management determines the knowledge necessary for the operation of its processes and to achieve conformity of services.

This knowledge is maintained and is made available to the extent necessary to new employees as well as for cross-training activities.

When addressing changing needs and trends, King Nutronics management considers its current knowledge and determines when and how to acquire or access any necessary additional knowledge.

## 7.2 Competence

King Nutronics management has determined the necessary competence of employees performing work that affects the performance and effectiveness of the QMS. The company ensures that employees are competent on the basis of appropriate education, training, or experience. Where applicable, the company takes actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken.

## 7.3 Awareness

King Nutronics management ensures that employees doing the work are aware of:

- a. The Quality Policy
- b. Relevant objectives
- c. Their contribution to the effectiveness of the QMS including the benefits of improved performance
- d. The implications of not conforming with the QMS requirements

## 7.4 Communication

King Nutronics management has determined the internal and external communications relevant to QMS that includes what, when, with whom, how to communicate, and who communicates. Communication methods are captured in more detail in the applicable procedures and work Instructions and documented periodically reviewed and updated on Form F110 the King Nutronics Communication chart.

## **7.5 Documented Information**

### 7.5.1 General

King Nutronics QMS includes documented information required by ISO9001:2015 and those determined by the company as necessary for the effectiveness of QMS.

### 7.5.2 Creating and Updating

When creating and updating documented information, King Nutronics management ensures appropriate identification and description, format and media, and review and approval.

### 7.5.3 Control of Documented Information

Documented information required by the QMS and by ISO9001:2015 Standard are controlled to ensure:

- a. They are available and suitable for use, where and when they are needed.
- b. They are adequately protected from loss of confidentiality, improper use, or loss of integrity.

King Nutronics management has established and addressed the following:

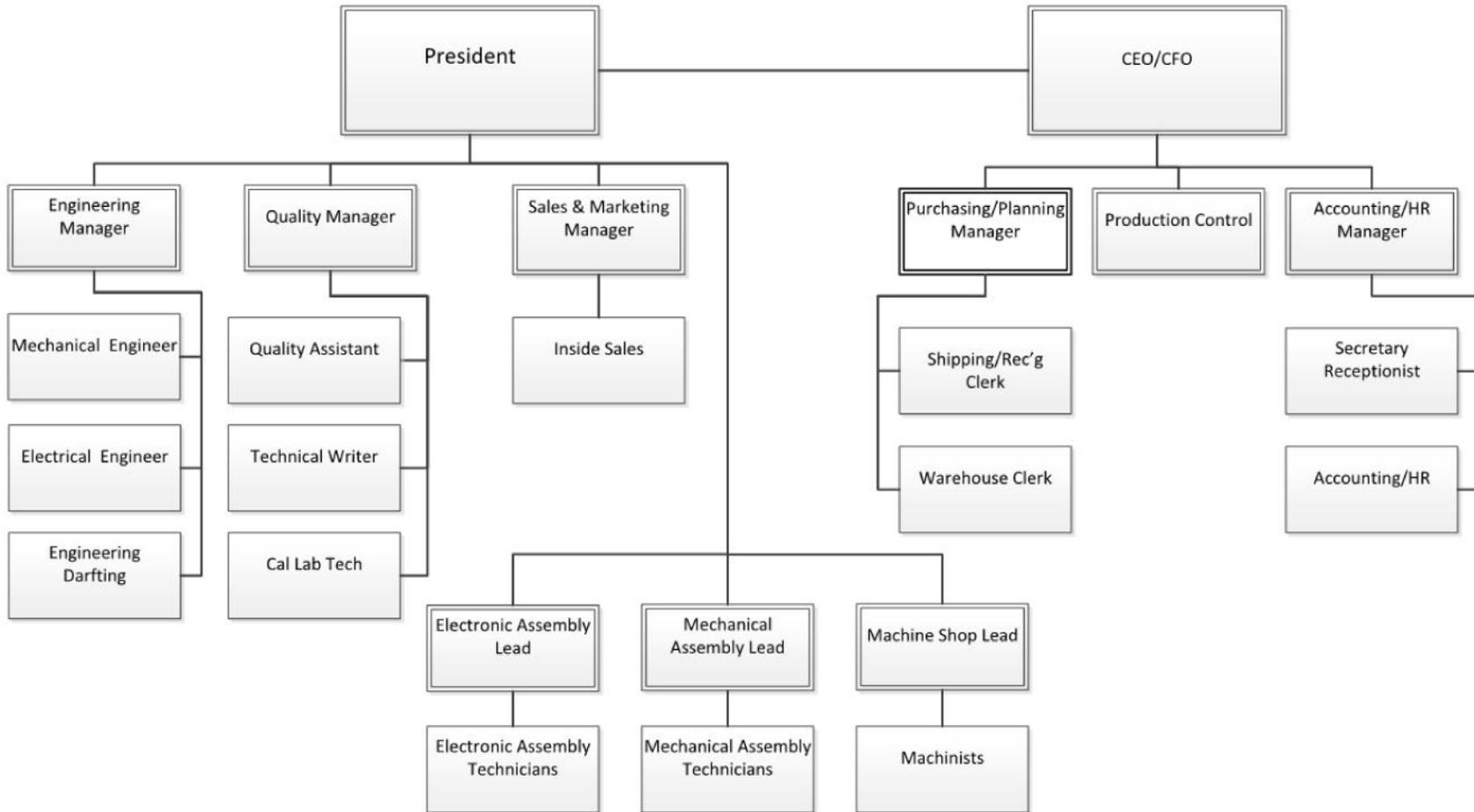
- a. Distribution, access, retrieval, and use.
- b. Storage and preservation, including preservation of legibility.
- c. Control of Changes
- d. Retention and disposition.

Documented information of External Origin determined by King Nutronics management to be necessary for planning and Operation of QMS are identified and controlled.

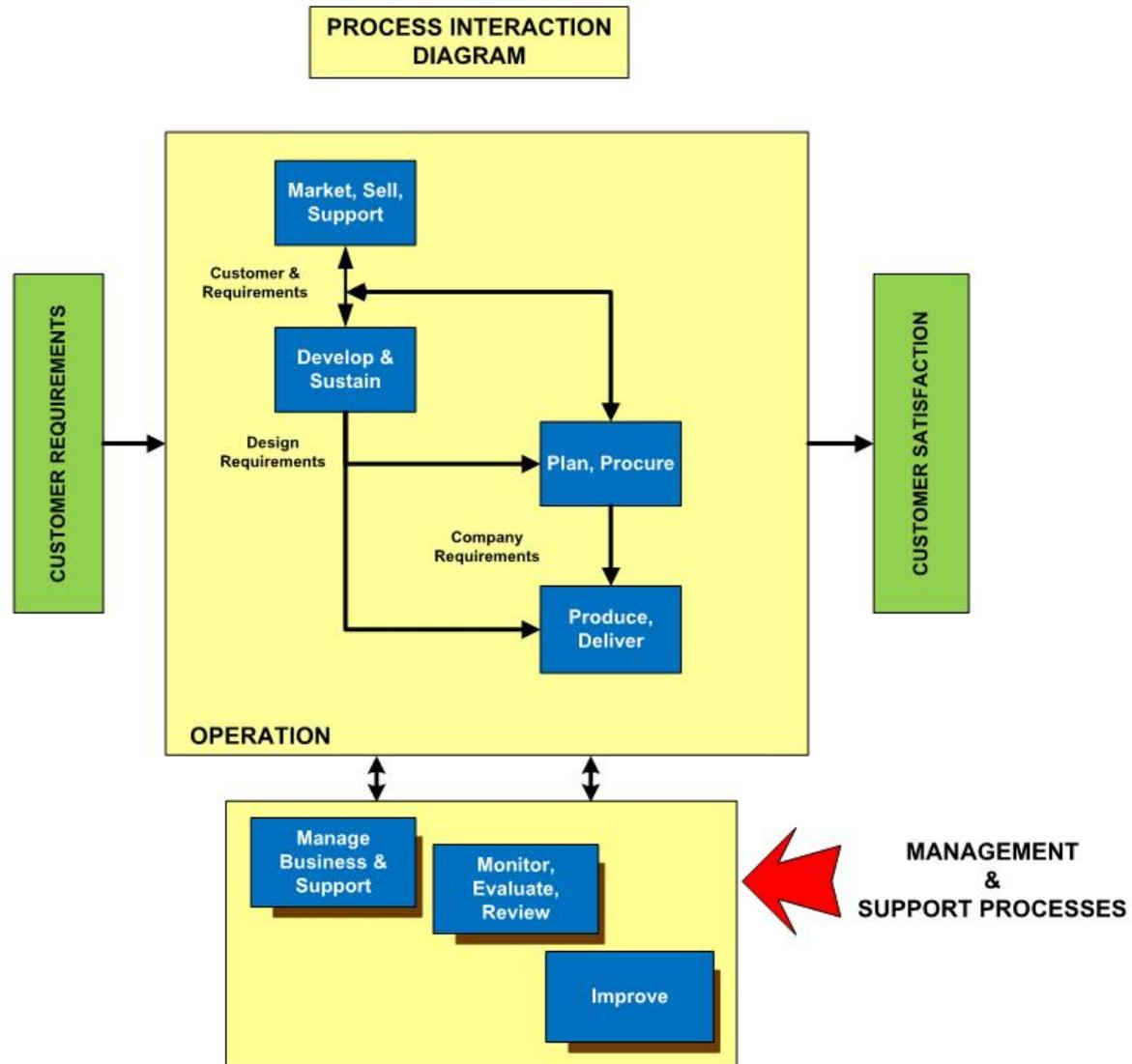
Documented information retained as evidence of conformity are protected from unintended alterations.

**APPENDIX A**

**ORGANIZATIONAL CHART FOR  
QUALITY 2017**



APPENDIX B



## APPENDIX C

### REFERENCES AND SUPPORTING DOCUMENTATION

**ISO 9000:2015** Quality management system - Fundamentals and vocabulary

**ISO 9001:2015** Quality management system - Requirements

**ISO 9004 2009** Managing for sustained Success of an Organization

#### Process: Manage Business & Support

#### Supporting Documents

4.1	Understanding the organization and its context	<ul style="list-style-type: none"> <li>• Business Management &amp; Support “BMS” Manual</li> <li>• P101 Strategy, Planning, and Objectives</li> <li>• P107 Risk Management</li> <li>• W902 Job Description Generation &amp; Review</li> <li>• F104 Quality Policy</li> <li>• F107 Issues, Risks, and Opportunities</li> <li>• F108 Interested Parties, Requirements, Risks, and Opportunities</li> <li>• F109 Policy/Objectives/Metrics Alignment Chart</li> <li>• F111 KPI Matrix</li> </ul>
4.2	Understanding the Need and Expectations of interested parties	
4.3	Determining the Scope of the Quality Management System	
4.4.1 and 4.4.2	Quality Management System and its Processes	
5.1.1	General - Leadership and Commitment	
5.2.1	Establishing the Quality Policy	
5.2.2	Communicating the Quality Policy	
5.3	Organizational Roles, Responsibilities, and Authorities	
6.1.1; 6.1.2	Action to Address Risks and Opportunities	
6.2.1 and 6.2.2	Quality Objectives	
6.3	Planning of Changes	
7.2	Competence	
7.3	Awareness	
7.4	Communication	
7.1.1	Resources - General	
7.1.2	People	
7.1.3	Infrastructure	
7.1.4	Environment of Operation of Processes	
7.1.5.1	General - Monitoring and Measuring Resources	<ul style="list-style-type: none"> <li>• Business Management &amp; Support “BMS” Manual</li> <li>• F110 King Nutronics Communication Chart</li> </ul>
7.1.5.2	Measurement Traceability	
7.1.6	Organizational Knowledge	<ul style="list-style-type: none"> <li>• Business Management &amp; Support “BMS” Manual</li> <li>• P604 Preventive Maintenance</li> <li>• W610 Equipment Maintenance Management in QCBD</li> <li>• P108 Facilities and Environmental Control</li> <li>• P804 Control of Inspection, Measuring &amp; Test Equipment</li> <li>• W706 Uncertainty Measurement Analysis</li> <li>• W707 Control of Electronic Calibration Data</li> <li>• W708 Cal Lab Interlaboratory Comparison</li> <li>• W804 Equipment Calibration in QCBD</li> </ul>
7.5.1	General Documented Information	
7.5.2	Creating and Updating	<ul style="list-style-type: none"> <li>• P109 Organizational Knowledge</li> <li>• Business Management &amp; Support “BMS” Manual</li> <li>• P801 Identification &amp; Structure of QMS Documents</li> <li>• P102 Control of Documented Information</li> </ul>

7.5.3.1; 7.5.3.2	Control of Documented information	<ul style="list-style-type: none"> <li>W801 Draft Posting Approval, Release of new or revision of Existing Document in QCBD</li> <li>W802 Document of External Origin</li> </ul>
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### PROCESS: Market, Sell, and Support

### Supporting Documents

8.2.1	Customer Communication	<ul style="list-style-type: none"> <li>Business Management &amp; Support "BMS" Manual</li> <li>P202 Customer Communication</li> <li>W203 Managing Customer Complaints in QCBD</li> </ul>
8.2.2	Determining the requirements for products and services	<ul style="list-style-type: none"> <li>P201 Customer Order Management</li> </ul>
8.2.3.1; 8.2.3.2	Review of the requirements for products and services	
8.2.4	Changes to requirements for product and service	
9.1.2	Customer Satisfaction	<ul style="list-style-type: none"> <li>P202 Customer Communication</li> <li>W201 Customer satisfaction Survey &amp; Report</li> <li>W202 Customer satisfaction Summary Index</li> </ul>

### PROCESS: Develop and Sustain

### Supporting Documents

8.3.1	General - Design and Development of Product and Services	<ul style="list-style-type: none"> <li>P401 Design and Development</li> <li>W401 Identification of a Part-Product</li> </ul>
8.3.2	Design and Development Planning	
8.3.3	Design and Development Inputs	
8.3.4	Design and Development Controls	
8.3.5	Design and Development Outputs	
8.3.6	Design and Development Changes	<ul style="list-style-type: none"> <li>P402 Design Changes</li> <li>P403 Configuration Management</li> <li>W403 Engineering Change Order "ECO" Process</li> </ul>

### PROCESS: Plan & Procure

### Supporting Documents

8.1	Operational Planning and Control	<ul style="list-style-type: none"> <li>P501 Product /Production &amp; Service Planning</li> <li>W501 Creating BOM &amp; Item Master in SAP</li> <li>W502 SAP Work Order Entry and Planning</li> </ul>
8.4.1	General - Control of External provided, products and services	<ul style="list-style-type: none"> <li>P301 Supply Base Management</li> <li>W301 Supplier Quality System Survey</li> <li>Approved Supplier List SAP</li> </ul>
8.4.2	Type and Extent of Control	<ul style="list-style-type: none"> <li>P301 Supply Base Management</li> <li>P105 Counterfeit Mitigation Program</li> <li>P803 Receiving &amp; Inspection &amp; Testing of Purchase Items</li> </ul>
8.4.3	Information for External Providers	<ul style="list-style-type: none"> <li>P302 Purchasing Process</li> <li>W304 Supplemental Purchase Order Requirements</li> </ul>

### PROCESS: Produce & Deliver

### Supporting Documents

8.5.1	Control of Production and Service Provision	<ul style="list-style-type: none"> <li>P601 Control of Production &amp; Changes</li> <li>P701 Service &amp; Calibration Lab. Process</li> <li>W601 Production Traveler General Format</li> </ul>
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		<ul style="list-style-type: none"> <li>• W602 ESD Control Process</li> <li>• W606 Inspection &amp; Test Status</li> <li>• W608 Control of Shelf life Items</li> </ul>
8.5.2	Identification and Traceability	<ul style="list-style-type: none"> <li>• P602 Product Identification and Traceability</li> </ul>
8.5.3	Property belong to customers or external providers	<ul style="list-style-type: none"> <li>• W701 Customer Owned Equipment Repair-Calibration</li> <li>• W702 Handling and Control of Government Property</li> </ul>
8.5.4	Preservation	<ul style="list-style-type: none"> <li>• P603 Handling, Storage, Packaging Delivery</li> <li>• W605 General Packaging Instruction</li> </ul>
8.5.5 a-e	Post Delivery Activities	<ul style="list-style-type: none"> <li>• P802 Corrective Preventive Action Process CPAR</li> <li>• W204 Customer Return &amp; RMA Process</li> </ul>
8.5.6	Control of Changes	<ul style="list-style-type: none"> <li>• P601 Control of Production &amp; Changes</li> </ul>
8.6	Release of product and services	<ul style="list-style-type: none"> <li>• P806 Inspection, Testing, and certification of King Nutronics Products</li> <li>• W806 First Piece &amp; In-process inspection</li> <li>• W807 Final Inspection &amp; Product Certification</li> <li>• W603 Production and Inspection Stamp</li> </ul>
8.7.1; 8.7.2	Control of Nonconforming outputs	<ul style="list-style-type: none"> <li>• P807 Control of Nonconforming Material</li> <li>• W809 Nonconforming Material Control in QCBD</li> </ul>

### PROCESS: Monitor, Evaluate and Review

### Supporting Documents

5.1.2	Customer Focus	<ul style="list-style-type: none"> <li>• Business Management &amp; Support “BMS” Manual</li> </ul>
9.1.1	General - Monitoring, Measurement, Analysis, and Evaluation	<ul style="list-style-type: none"> <li>• P103 Monitoring, Measurement, Analysis, and Evaluation</li> </ul>
9.1.2	Customer Satisfaction	<ul style="list-style-type: none"> <li>• W107 Customer Satisfaction Survey &amp; Report</li> </ul>
9.1.3	Analysis and Evaluation	<ul style="list-style-type: none"> <li>• P103 Monitoring, Measurement, Analysis, and Evaluation</li> </ul>
9.2.1; 9.2.2	Internal Audit	<ul style="list-style-type: none"> <li>• P805 Internal audit</li> <li>• W805 Internal Audit Schedule, Plan, and Report</li> <li>• F801 Internal Audit Schedule</li> <li>• F802 Internal Audit Plan and Report</li> </ul>
9.3.1	General - Management Review	<ul style="list-style-type: none"> <li>• P106 Management Review</li> </ul>
9.3.2	Management Review Inputs	
9.3.3	Management Review Output	

### PROCESS: Improve

### Supporting Documents

10.1	General - Improvement	
10.2; 10.2.1; 10.2.2	Nonconformity and Corrective Action	<ul style="list-style-type: none"> <li>• P802 Corrective Preventive Action Process CPAR</li> <li>• W812 Corrective Preventive Action in QCBD</li> </ul>
10.3	Continual Improvement	<ul style="list-style-type: none"> <li>• P104 Continual Improvement Process</li> <li>• W101 Continual Improvement in QCBD</li> </ul>