



® **BALANSTAR CORPORATION**
170 S. LIVELY BLVD.
ELK GROVE VILLAGE, IL 60007 • 1-847-352-5034 • FAX 1-847-278-8316
www.balanstar.com



The Seal of Good Balance ®

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A handwritten signature in black ink, which appears to read "Erwin P. Schulz". The signature is written in a cursive, flowing style.

Approved by:

Erwin Schulz, President



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1.0 Forward

This manual is issued to describe the Quality Management System of BalanStar Corporation (hereafter referenced as BalanStar). The manual numbering is structured to match the SAE International standard AS9100D:2016 and ISO9001:2015.

The Quality Manual is issued and controlled by BalanStar management. The Quality Management System serves to improve customer satisfaction, fulfill quality objectives and facilitate continual improvement. It is the responsibility of the President and the Quality Assurance to ensure that this manual is maintained as a current reflection of the BalanStar Quality Management System.

2.0 Introduction

Since 1948, BalanStar Corporation has been continuously providing balancing service to manufacturers of all industrial rotating parts. We balance one-piece prototypes up to full-production quantities. Our machines are used to balance parts from every industrial sector including castings, rotors, armatures, flywheels, gears and rollers, as well as a host of other rotating parts.

Our vision is to satisfy the world's need for good balance.

3.0 Mission

BalanStar believes that even in the world of balancing, the character of the company you do business with counts. Therefore, we strive daily to earn customer trust by focusing our business on delivering integrity, quality and value.

4.1 Context of the Organization

The primary focus of BalanStar's quality management system is to meet and exceed customers' expectations for quality balance. Understanding current and future balancing needs of customers and other interested parties contribute to continual success. Internal issues that may affect customer satisfaction are engineering requirements, Technician ability, labor supply and training. External issues that may impact the organization are customer demand and competition. At this time, Climate Change is not a relevant issue to our business. If the situation changes, BalanStar Corporation will reevaluate the effects of Climate Change.

4.2 Understanding the Needs And Expectations of Interested Parties

The BalanStar quality management system has vested interests from various parties that are relevant to its application and success. Internal and external interested parties include:

INTERESTED PARTIES

Corporate owner

Quality Assurance

REQUIREMENTS

Good financial performance. Excellent business reputation as providing highest quality service.

Proper training of Technicians. Clear communication with customers, Technicians, owner. 100% compliance to QMS.



BALANSTAR CORPORATION

Quality Policy Manual



The Seal of Good Balance ®

Technicians	Professional development. Clearly communicated expectations. Adequate training to fulfil customer's increasingly complex specifications. Employment security. Good working relationships with Quality Assurance & each other.
Internal Audit	100% enforcement of the QMS.
Staff	Clear communication of customer expectations and the QMS.
Customers	Excellent quality. Technical expertise. Consistent on-time delivery. Good value for service.
Suppliers	Prompt payment. Clear communication of technical specifications, timing needs and other requirements.
Department of Defense	Superior quality. Documented best practices. Documented record keeping. 100% non-counterfeit parts. Nonconformity Management. Safety. Cost effective small-lot pricing.
NASA	Superior quality. Documented best practices. Documented record keeping. 100% non-counterfeit parts. Nonconformity Management. Safety. Cost effective small-lot pricing.
Federal Aviation Administration	Superior quality. Documented best practices. Documented record keeping. 100% non-counterfeit parts. Nonconformity Management. Public safety. Cost effective small lot pricing.
US Export Controls/ITAR	Protection of national security and US foreign policy objectives. ITAR-protected parts and documentation accessed only by United States persons.



4.3 Scope of Quality Management System

BalanStar Corporation is a service manufacturing company. Our scope includes balancing service, field calibration of balancing machines and field maintenance of balancing machines. It's core, value-added process is to provide spin balancing to industrial rotating parts by performing various machining processes per the customer's written tolerance specifications. Service is performed at the following campus location:

170 S. Lively Blvd, Elk Grove Village, IL 60007

BalanStar Corporation's quality management system reflects ISO and Aerospace standards as is increasingly demanded by industrial manufacturers, aerospace and Department of Defense customers and their suppliers. Aerospace manufacturing customers demand that suppliers employ a quality management systems that meets AS9100 standards or greater. Quality Assurance ensures that BalanStar's processes conform to AS9100 Standards and written customer specifications. Our service is overseen by the President who is also the head engineer and corporate owner of BalanStar Corporation. The procedures in the quality management system are enforced and refined by Quality Assurance.

Exclusions to the scope:

- Part design or engineering: BalanStar has no authority over customer design nor engineering
- Determination of customer's tolerance specifications: BalanStar has no authority over customer's tolerance requirements.
- Raw materials: BalanStar has no involvement in creating parts from raw materials
- Special processes: BalanStar does not provide licensed special processes such as welding or plating.

Internal/External Risks

The greatest possible external risk to BalanStar is the loss of manufacturing in the Chicago metro area which is its core customer base. A secondary but controllable external risk is the loss of customers by local competition. However, BalanStar's superior engineering and technical service expertise protects itself from competitor risk. Internal risks are losing key personnel; disproportional growth compared to the pool of skilled labor; possible engineering requirements beyond the company's capabilities. Proper training of Technicians is an integral part of the corporate culture, is conducted on a continual basis and is an important component of the quality management system.

4.4 The Quality Management System and Its Processes

BalanStar Corporation will manage and control all of its quality management system processes to meet ISO9001 and AS9100 standards. Processes include leadership, planning and risk assessment, support processes such as resources, communication, operation, performance evaluation and improvement. Inputs are customer specifications and parts. A second major input is BalanStar's machining processes. Outputs are machined customer parts balanced within written specified tolerances, a certificate of balance if necessary and a shipping ticket or



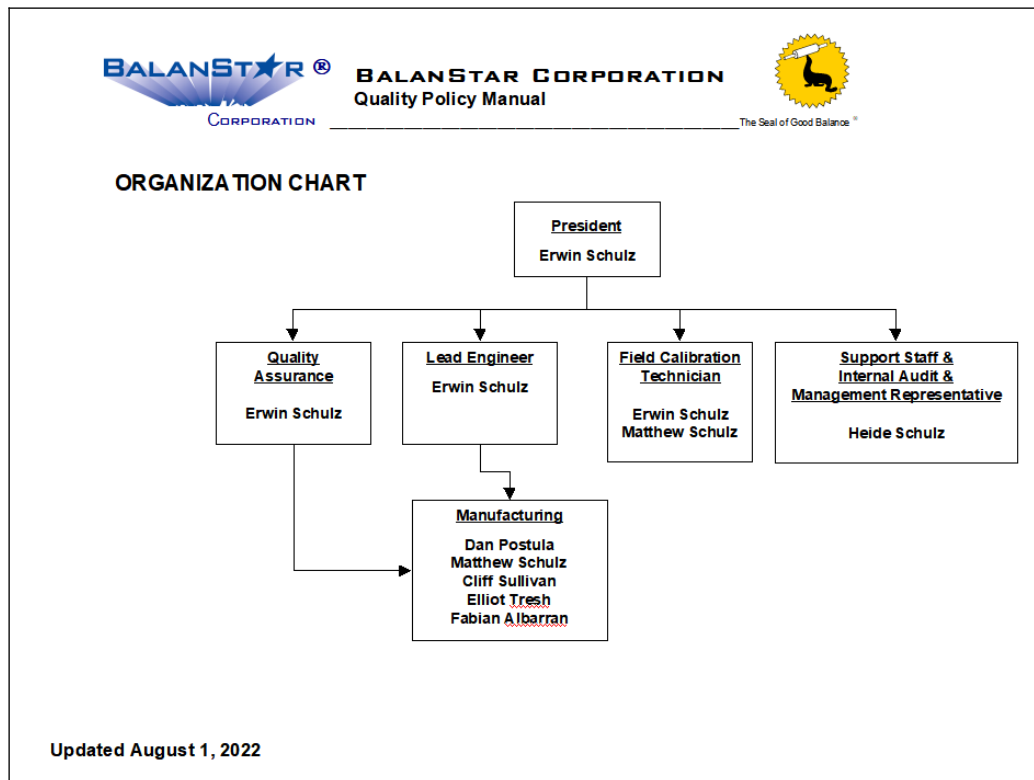
receipt.

Sequence of these applied processes

BalanStar receives the customer request and produces a quote (form F8.2-01). Customer delivers parts and written specifications. BalanStar inspects parts and approves machining processes. Technician verifies machine calibration, measures initial unbalance, machines the part, measures unbalance and measures repeatability. If balance is within customer's specifications, BalanStar will ship the parts. Refer to procedures 7.1 - 10.

5.1 Leadership

Quality Assurance and the President oversee the quality systems and day-to-day operations. They continually communicate the importance of this quality system and meeting customer, regulatory and legal requirements. Through company meetings and training, Technicians and employees learn the importance of meeting customer specifications and employing an effective quality management system.



Customer Focus

The President and Quality Assurance ensure that customer specifications are identified and properly fulfilled and that customer satisfaction is measured. Part conformity and on-time service is measured and recorded. Appropriate action is taken if planned results are not, or will not, be achieved.



5.2 Communicating the Quality Policy

BalanStar Corporation's policy is to provide on-time delivery of service, to meet or exceed customers' tolerance requirements and to calibrate balancing machines to the customer's stated specification. Within the overarching policy is a 100% commitment to protecting the integrity of customer parts that are temporarily under BalanStar's care. Quality objectives such as on-time delivery and protection of customer parts are established by Quality Assurance and the President. They are communicated to the organization through a variety of methods: company meetings, technical training, job forms, measuring equipment logs and electronic records.

Objectives are the following:

1. Service: On-time delivery should average 95% per year.
2. Service: Quality should average 95% per the customer's written specifications.
3. Field calibration: calibrated balancing machines should average 97% accuracy where each final value should be within 10% of the calibration amount and tolerance to customer's specification repeats consistently 10 times.

BalanStar is committed to continual improvement by conducting Internal audits at minimum every two (2) months, by completing Management Review twice per year and by achieving certifications in ISO9001 and AS9100 and maintaining the rigorous requirements of the certifications indefinitely.

5.3 Organizational Roles, Responsibilities and Authority

The President and Quality Assurance will assign duties to Technicians, employees and Internal Audit in order to fulfill the quality management system. Quality Assurance shall have the responsibility and authority for the oversight of employees and of the entire organization to conform to ISO and Aerospace standards. Quality Assurance shall have unrestricted access to top management to make changes to the Quality Management System and ensure continual improvement. Quality Assurance will ensure that processes deliver the intended outputs. Internal Audit will report on the performance and opportunities for improvement. Quality Assurance and the President will promote customer focus throughout the organization and that changes to the system maintain its integrity and consistent output, along with continual improvement.

6.1 Planning/Risk



Organizational Risk:

The following chart shows risks to the organization and BalanStar's actions to mitigate them:

ORGANIZATIONAL RISK	MITIGATION
Loss of manufacturing in the Chicago metro area	Fulfill customer orders located in neighboring states: Indiana, Wisconsin, Iowa and nation wide.
Competition	Achieve certification in ISO9001 and AS9100 in order to gain new customers; Require employees to sign non-compete agreements; Provide machine calibrations and machine service to competitor machines;
Loss of Key Personnel	Document procedures, work instructions and standard forms to retain knowledge and process control; Cross train technicians; Commitment to excellent customer service and on-time delivery.
Loss of Technician	Cross train technicians on a wide variety of machine setups to satisfy customer requirements.

Customer Risk: Quality Assurance shall take specific actions to mitigate risk to customer parts sent to BalanStar for machining. To begin, the Quality Manager will properly train and test Technicians for balancing competency.

Secondly, Quality Assurance will review the purchase order for tolerance specifications and assign a Risk Classification. The Risk Classification will be recorded on form 8.5-01 Basic Job Information Sheet, in section 2. BalanStar assigns three classifications that are defined as following:

Low: customer provides no written specification for balance tolerance and requires no balance certificate. Customer trusts BalanStar to balance as appropriate.

Customer Specified: customer provides written specification for balance tolerance. Customer may or may not require a balance certificate.

Critical: customer provides written specification for balance and expresses to BalanStar



the narrow tolerance requirements and the risk to public safety or regulatory statute if tolerance is not met. Or, in absence of written specification due to factors such as part uniqueness, prototypical design, etc., customer relies on BalanStar to balance part as appropriate and insists that the lead engineer oversee the process and provide final approval.

Flow diagrams illustrating Interaction of Processes are found in Procedure 8.5-05 and 8.5-06.

Implementation of Risk Assessment is directed in Procedure 8.5 Production.

Thirdly, immediately upon receiving parts, the Quality Manager or an assigned Technician will ensure that customer documentation and specifications match the actual part in BalanStar's possession. Then the Quality Manager or an assigned Technician will visually inspect the parts for damage and/or for any nonconformity that may have occurred en route to BalanStar. The Quality Manager or an assigned Technician will approve parts for machining on section 1 of the Basic Job Information Sheet, form 8.5-01. Once the Quality Manager or an assigned Technician approves, then the Technician begins the machining process and records results.

6.2 Quality Objectives

Quality Objectives are the following:

1. Service: On-time delivery should average 94% per year.
2. Service: Quality should average 95% per the customer's written specifications.
3. Field calibration: calibrated balancing machines should average 97% accuracy where each final value should be within 10% of the calibration amount and tolerance to customer's specification repeats consistently 10 times.

Change:

Technicians, management and employees are encouraged to recommend changes to processes that improve efficiency and effectiveness. Any changes to made to the Quality Management System must be pre-approved by Quality Assurance and documented.

7.1 Resources

BalanStar has determined the required internal resources as the following: balancing machines, forklift, building with receiving dock, cranes, Technicians, quality assurance expertise, engineering expertise. Externally provided resources are limited to enterprise software and the fabrication of custom tooling. Custom tooling is only necessary when the required tooling has dimensions greater than existing machinery can produce.

Measurement Traceability

Balancing machines used to machine customer parts are calibrated with weights checked on a Balance Scale traceable to the National Institute of Standards and Technology. Balancing



machines and measuring equipment are certified annually by an accredited laboratory. See Work Instructions 7.1-01 through 07 on how to calibrate a scale, dial indicator caliper, micrometer, tape measure, horizontal balancer and vertical balancer. Technicians will also record calibration checks on logs.

Each customer job is also traceable to the exact processes performed using the Basic Job Information Sheet, Form 8.5-01. Before every job, the Technician will first verify calibration of the balancing machine used to machine the customer's parts. Calibration results are recorded on section 3 of the Basic Job Information Sheet. If the machine is calibrated, Quality Assurance will record approval on section 3 of the Basic Job Information Sheet and the Technician may proceed. Additional measured values and processes are recorded on the Form 8.5-01 so that Quality Assurance, the President and Internal Audit can trace the sequence of events related to the customer job.

7.2 Competence

To ensure competency of Technicians and Service Manager, Quality Assurance will train and test them. Technician must pass two tests: balancing theory and practical balancing competency. Technicians will be classified as Level 1, 2 or 3. Level 3 represents the highest level of competency. Technicians will be awarded a Certificate of Completion representing their level, and it is to be displayed in the Quality Assurance office. Technicians must be tested every two (2) years. See procedure 7.2-01 "How to Train a Technician & Levels of Competency".

7.3 Awareness

Technicians, staff and management will continuously improve upon the Quality Management System so as to increase awareness of compliance with customer requirements, waste reduction and inefficiencies, to go above-and-beyond OSHA safety regulations and to maintain an orderly work environment. Technicians and employees are aware that they must handle customer parts in an ethical, professional manner showing the utmost care.

7.4 Communication

Quality Assurance reports each Nonconformity and Corrective Action Report (F8.8-01) to the President. The President also participates in continuous review of the Quality Management System. The President uses the results of the reviews along with customer feedback to formulate management actions and strategies within the overall system. At BalanStar Corporation, a continuous chain of command and communications exists from top management to Quality Assurance to Technicians to staff. All of the employees are encouraged to proactively communicate continuous improvement to the quality system and corrective action systems, thus providing inherent linkages between the two sub-systems. Experience has shown that corrective actions often directly imply opportunities for overall improvement, and such opportunities are deliberately sought as part of the system. Quality Assurance will record customer complaints in its monthly performance file called Metrics, form F9-01. Complements will be shared with Top Management, Technicians and staff.

7.5 Documented Information



Changes made to forms, policy or procedures must be approved by Quality Assurance. Each document shall include a title, form number and revision date. Outdated printed forms will be shredded, while electronic copies will be stored in an electronic file folder titled, "Archive." The file verbiage will include in large bold font the word 'Archive' in the title or top of the first page.

Changes made to customer specifications must be traceable to a signature and date. Any handwritten changes must be clearly legible with a signature and date.

8.1 Operations

The quality management system provides strict guidelines to ensure that customer parts are machined within written tolerance specifications. Before any parts are altered, they are visually inspected for foreign objects or conditions not mentioned in the customer documentation. Then parts are measured for imbalance and values recorded prior to machining. After initial machining is performed, balance tolerance is verified for repeatability and valued recorded as necessary. Equipment is also verified for calibration prior to each use, ensuring quality performance.

Besides excellent technical quality, BalanStar places top priority to on-time delivery. Delivery data is collected and analyzed through the 'Metrics' file which is evaluated by Quality Assurance and management.

Flow diagrams illustrating Interaction of Processes are found in Procedure 8.5-05 and 8.5-06.

Risk Management

BalanStar Corporation incorporates risk based thinking into all of its planning and execution of the quality management system. This insures that the customer parts sent to BalanStar for machining return to the customer with balance values that are within the customer's specified tolerance. More so, BalanStar's quality system acts as a preventive tool to mitigate heightened risk inherent to the aerospace and defense industries. It insures that customer parts are able to perform according to their designed and intended use without causing unacceptable risk of harm to persons or damage to other equipment.

Each customer job will be assigned a Risk Classification per the following descriptions:

Low: Customer provides no written specification for balance tolerance and requires no balance certificate. Customer trusts BalanStar to balance as appropriate.

Customer Specified: Customer provides written specification for balance tolerance. Customer may or may not require a balance certificate.

Critical: Customer provides written specification for balance and expresses to

BalanStar the narrow tolerance requirements and the risk to public safety or regulatory statute if tolerance is not met. Or, in absence of written specification due to factors such as part uniqueness, prototypical design, etc., customer relies on BalanStar to balance part as appropriate and insists that the lead engineer or



Quality Assurance oversee the process and provide final approval.

The 'Risk Classification' will be determined by Quality Assurance or an assigned Technician and will be recorded on the Basic Job Information Sheet, form F 8.5-01, section 2.

Risk is practically controlled by strict adherence to the BalanStar Basic Job Information Sheet, form F 8.5-01 and the BalanStar quality system procedures. In the balancing process, by following the form, customer parts are machined only per the customer's written specifications if applicable and with oversight from highly qualified Quality Assurance. The form also records evidence of conformity and approvals by Quality Assurance.

Prevention of Counterfeit Parts

Customers are responsible for sending authentic parts to BalanStar for balance service. However, BalanStar visually inspects each part and measures imbalance prior to machining the parts. Any variation or discrepancy will be immediately communicated to the customer, and all further action is halted until the customer verifies the integrity or condition of the part in question. BalanStar also does not store customer parts indeterminately, and all parts sent to BalanStar are accounted for on form 8.5-01. This prevents inadvertent 'mixing' of parts from one batch into another. In the event of nonconforming parts, customer parts are destroyed, scrapped or returned to the customer with clear and obviously identification as nonconforming, per the customer's written direction.

8.2 Customer Communication

At the customer's request, BalanStar produces a quote for services, form F8.2-01. Upon customer acceptance, BalanStar insists on receiving a purchase order and the customer's mechanical drawings for parts sent for balancing, if available. The purchaser order and prints are attached to each Basic Job Information Sheet 8.5-01 which 'travels with the part' through the machining process. Technicians are instructed to refer to written documents before creating any alterations. For repeat jobs, BalanStar uses the Process Card to record the customer's technical requirements and BalanStar's internal processes unique to an individual customer. The Technician must access and review the Process Card prior to working on a customer job.

Review of Requirements

BalanStar will perform no work unless the customer provides a purchase order detailing the customer requirements. In the rare instance that no purchase order is available at the time of service, i.e, a small local customer needing limited services, the customer must provide written or verbal expectations. Nonetheless, a purchase order must be provided along with other technical documentation or details of the customer requirements. BalanStar will only accept work that they have the capability to perform. If during the balancing process, BalanStar determines it can only partially meet the requirements, BalanStar will immediately notify the customer and negotiate a mutually acceptable requirement. Any changes to the requirements must be recorded in writing with a signature and date.

8.3 Design & Development Input/Output



BalanStar balance parts to the customer's specifications and have no design authority of the customer's parts. Quality Assurance is responsible to authorize progression of the machining processes using the Basic Job Information Sheet, F8.5-1. Technician's must test repeatability and record values on Form 8.5-1 and explained in Procedure 8.5 and Work Instructions for all measuring devices.

8.4 Externally Provided Processes

BalanStar has limited need for externally provided processes. Refer to Procedure Prc 8.4. BalanStar does on occasion rely on vendors for specialty items that affect the customer part. BalanStar also uses external metal fabricators to create custom tooling when the tooling dimensions are larger than the capacity of BalanStar machinery. BalanStar oversees and tests tooling prior to machining the customer part. If the customer requires balance certification, BalanStar will include the tooling as part of the balance verification.

BalanStar purchases specialty items only from suppliers listed on the "Vendor Approval List". The list is valid for one year. Specialty item certifications are stored as BalanStar records.

8.5 Control of Equipment, Tools and Software Programs

Technicians are trained in the use and care of measuring instruments. A log is kept to record calibration which is performed before each customer job. Refer to Procedure 8.5. Technicians using the instruments are responsible for updating the log, and Quality Assurance is responsible for enforcing accurate maintenance of the logs.

Calibration Intervals

Balancing machines and measuring equipment are calibrated annually and verified before each customer job. Refer to procedures 7.1, 8.5 and Work Instructions to verify calibration of dial indicator, micrometer, caliper and balancing machine. Calibration intervals may be shortened based on sustained increases in equipment usage, stability of the instrument and the sensitivity of the work. The instrument's usage log is the basis for tracking use. A calibration record is kept on each gage and instrument. The evidence provided by these records serves as the basis for lengthening or shortening calibration intervals.

Provision for Spot Checks or Recall

Technicians are trained and instructed to perform a spot check against a higher-level standard if a problem is suspected. Gages may also be subjected to spot checks as a result of corrective action investigations. Tracking of gage use will provide sufficient information to allow contact of customers effected, during any period of uncertainty of accuracy, within a maximum of 3 days. Gages and instruments found out of calibration will be recalled from service and re-calibrated or replaced by Quality Assurance.

Control of Changes

Quality Assurance is authorized to direct corrections to customer parts when the customer's written specification leave room for interpretation or are vague. If the Technician does not have enough direction on how to machine the part, the Technician must cease from all machining

and consult with Quality Assurance.

Any hand written notes or changes to the customer's written specification must be recorded with a signature and a date. Handwriting must be legible. Process cards must be signed and dated by the Technician that created them. Any scratch-outs must be made with one cross-out line, with initials and a date.

8.6 Traceability & Release of Products

BalanStar uses weights and measuring devices that are traceable to the National Institute of Standards and Technology. Refer to Procedure 8.5-2 BalanStar also provides traceability of inspection, approval and machining processes on the Basic Job Information Sheet form F 8.5-1. The hardcopy Job packet is retrievable in the Quality Assurance office for each job which records conformity to customer specification.

Preservation

BalanStar takes great care to maintain the original integrity of customer parts in its possession. Prior to the balancing process, parts are inspected and cleaned if necessary. After balancing parts are oiled if necessary. Refer to procedures 8.5, 8.6.

8.7 Control of Nonconforming Outputs

BalanStar's quality management system ensures that outputs which do not conform to customer specifications are identified, controlled and prevented from unintended use. Technicians are to use the Basic Job Information Sheet (F8.5-01) to track every stage of balancing process, which acts as a tool to immediately identify and record the majority of issues that lead to nonconformities. Nonconformities may also be caused by the customer or during shipping. Refer to procedure 8.7.

9.1 Performance Evaluation

BalanStar Corporation records its on-time performance and customer complaints in the form named "Metrics," form 9-01. Monitored data includes customer name, job quantity, process time, whether the job was on-time or late, nonconformities and customer complaints. Quality Assurance will review the Metrics each month but is also continuously aware of on-time or late deliveries. In conjunction with Quality Assurance, the President will continually provide direction for improvements to deficiencies in customer satisfaction. Additionally, the President is notified of each nonconformity at the time of occurrence and works to identify the root cause and evaluate the effectiveness of any corrective action necessary. All performance measures are subject to federal and state law along with conformity to ISO 9001 and Aerospace 9100 standards.

9.2 Internal Audit

BalanStar Corporation will conduct internal audits at a frequency one time per month by custom but at minimum every two months. This is to ensure that Technicians and Quality Assurance are meeting performance requirements of the quality management system. The Internal Auditor will review completed Basic Job Information Sheets, training evaluations, Nonconformity & Corrective Action (NCAR) forms, the results of the Metrics and also Field Calibrations. One of the most important performance requirement is on-time delivery. A second and equally important requirement is the use of NIST traceable weights and calibrated measuring



equipment. BalanStar Corporation commits to servicing customers in the time promised per each customer quote. The auditor will also notify Quality Assurance and the President of any trends or new risks related to on-time delivery and service. Possible risks may include Technician knowledge deficiencies, machine malfunction, over commitment due to sudden increase in work load or customer change orders. Use Form 9.2-01.

9.3 Management Review Inputs

Twice a year, the President and Quality Assurance shall conduct a Management Review. Topics may include but are not limited to the following: on-time delivery, nonconformities, opportunities for continual improvement, results of internal audits, operational/calibration status of machine and measuring equipment, performance of external providers, opportunities for improvement, training needs or Technician development. Use Management Review form at least once per year and Meeting Notes at least once per year or more.

10.1 Improvement

BalanStar is committed to continuous improvement of its Quality System. This is evidenced through Management Review, President's Annual Audit and Risk Assessment.

When a nonconformity occurs, Quality Assurance and/or the President determine the root cause and corrective action. This ensures that BalanStar's processes are continually improving to meet customer specifications. Person's authorized to initiate change management are Quality Assurance and the President.

Root Cause Analysis: Nonconformities have two different sources: either the customer, which includes the customer's shipping vendor if applicable, or BalanStar. Regardless of the source, BalanStar identifies the root cause. If the root cause is the customer, Quality Assurance will fully cooperate with the customer by asking any the following questions as appropriate:

- Did BalanStar miscommunicate or 'under' communicate to the customer?
- Did the customer miscommunicate or 'under' communicate to BalanStar?
- Does the customer need additional technical guidance?
- May BalanStar assist the customer in obtaining vendor referrals?
- Does the customer need to investigate a breach of its own quality assurance?

When BalanStar is the source of the non-conformity, management will make every effort to identify the root cause and in particular, if any human error was at fault. Quality Assurance and the President will ask any of the following questions as appropriate:

- Has the Technician received adequate training?
- Is a machine or tool at fault?
- Did the Technician or Quality Assurance fail to verify calibration?
- Did the Technician make a mistake?
- Did Quality Assurance not approve the original correction?
- Did Quality Assurance not provide final inspection?
- Other?



Corrective Action: Quality Assurance, under the guidance of the President, will dictate appropriate corrective action and record it on Section 3 of the Nonconformity & Corrective Action Report (form 8.7-01). Corrective Action may include but is not limited to the following:

- Focused training for the Technician, which is recorded.
- Change the customer Process Card (8.5-02) to include a new or different procedure.
- Conduct a meeting to educate all Technicians about the nonconformity and future prevention.
- Create new tooling specific to the part or customer.
- Educate the customer.

Effectiveness of Corrective Action: Quality Assurance must show that the corrective action is effective in satisfying customer specifications. This may be evidenced by: (a) reworked parts now showing values within tolerance of the customer's specification (and recorded on a new Basic Job Information Sheet (F 8.5-01); (b) new parts of the same type balanced to the customer's written specifications; (c) customer's written approval of the corrective action and/or the results, which are recorded in paper form and/or electronically. BalanStar must complete and approve the NCAR form within 5 days of the occurrence.



TRACKED CHANGES TO QUALITY MANUAL

Topic	Section & Page Number	Revision
Forms Matrix	Added field calibration F 8.5-05	B
Internal Audit - frequency	9.2 - page 13	C
Supplier Surveys - to be completed annually	8.4 & page 12	D
Internal Audit - new template	Form 9.2-01	D
Form Matrix updated	Added tooling log	D
Interaction of Processes	6.0 - page 8 8.5 - page 10	E
Leadership	5.1 - page 6	E
Internal Audit - frequency, topics, template	9.2 - page 13	F
Interested Parties	4.2 - page 4	F
Change Management	7.5 - page 10 8.5 - page 13	F
Field Calibration 10%	5.2 - page 7	G
Competency	7.2 - page 10	H
Continuous Improvement	10.0 - page 15	I