



TEMECULA QUALITY PLATING, INC.

AS9100D with ISO 9001:2015

QUALITY MANAGEMENT SYSTEMS

MAY 7, 2023

42147 ROICK DR TEMECULA CA 92590

(P) 951-296-9875



TEMECULA QUALITY PLATING, INC.

QM01 Rev. F

Quality Manual

Date Released:
05/7/2023

Scope

This Quality Manual is written to meet the standards of the AS9100, statutory and regulatory requirements of aerospace products.

Temecula Quality Plating, Inc. is a plating company performing plating to customer specifications.

Is Located at 42147 Roick Dr. Temecula, California.92590. p:951-296-9875
email:duc@temeculaplating.com

The following internal and external issues are determined through-out the organization:

External Issues Include:

- Reports of New Technology, Customer expectations, Supplier intelligence
- Feedback of the product and service performed, and lessons learned.

Internal Issues Include:

- Identification of the organizational roles and responsibilities
- Reports of performance of the organization
- Mission and Vision Statements
- Business ethics and codes of conduct

This Manual was designed to understand the needs and expectations for interested parties such as employees to guide them through various requirements and to provide the necessary instructions that create an empowered work force. The flow down of and capture of requirements through contracts and purchase orders, Records of meetings where interested customers and their requirements are routinely discussed.

This manual is divided into sections that correlate to the Quality Management System sections of AS 9100. It describes the Quality Management System, delineates authorities, inter relationships and responsibilities of the personnel responsible for performing within the system. It provides the documented information with procedures or references for all activities comprising the Quality Management System that ensures the compliance to the necessary requirements of the AS9100 standard.

Design and Development- TEMECULA QUALITY PLATING, INC. does not perform design and development of its own product. This requirement is not applicable to the business. All products and services performed are based on the customer's specification and/or requirements.



TEMECULA QUALITY PLATING, INC.

Quality Manual

Date Released:
05/7/2023

Table of Contents

1.0 Company General Informaion	4
2.0 Quality Policy and Objectives	4
3.0 Responsibilities and Authorites	4
4.0 Context of the Organizational	4
5.0 Leadership	5
5.1 Leadership and Commiment	5
5.1.2 Customer Focus.....	6
6.0 Planning.....	7
6.1 Actions, Risks and Opportunies	7
6.1.1 Action.....	7
6.1.2 Planned Action.....	7
6.2 Quality Objectives	7
6.2.1 General	7
6.2.2 Determined	7
6.3 Planning of Changes.....	8
7.0 Resources	8
7.1.1 General	8
7.1.2 People.....	8
7.1.3 Infrastruture	9
7.1.4 Enviorement for the operaiton of process	9
7.1.5 Monitoring and measuring resources.....	9
7.1.5.1 General	9
7.1.5.2 Measurment Traceability.....	9
7.1.6 Organizational knowledge.....	9
7.2 Competence	10
7.3 Awareness	10
7.4 Communication.....	10
7.5 Documented information.....	11
7.5.1 General	11
8.1 Operation	11
8.1.1 Operational Planning and Control.....	11
8.1.2 Configuration Management.....	11
8.1.3 Product Safety	11
8.1.4 Prevention of Counterfit Parts.....	11
8.2 Requirements for Products and Services.....	12
8.2.1 Customer Communication	12
8.2.2 Determining the Requirements for Product.....	12
8.2.3 Review if the Requirements for Products.....	12
8.2.4 Changes to the Requirement for Product.....	12



TEMECULA QUALITY PLATING, INC.

QM01 Rev. F

Quality Manual

Date Released:
05/7/2023

8.3 Design and Development.....	12
8.4 Control of External provided processes, Products and or Service	13
8.5 Production.....	13
8.5.1 Control of Production Provision.....	13
8.5.1.1 Control of Equipment, tools and software	13
8.5.1.2 Vailation and Control of Special Processes	13
8.5.1.3 Production Process Verification	13
8.5.2 Identification and Traceability	13
8.5.3 Property Belonging to Customer or External Party	13
8.5.4 Preservation.....	13
8.5.5 Post-Delivery Activities	13
8.5.6 Control of Changes	14
8.6 Release of Products and or Services.....	14
8.7 Control of Nonconforming Outputs	14
9.0 Performance Evaluation	14
9.1 Monitoring, Measurement, Analysis, and Evaluation	14
9.1.1 General	15
9.1.2 Customer Satisfation.....	15
9.1.3 Analysis and Evaluation.....	15
9.2 Internal Audit.....	15
9.3 Management Review	15
10.0 Improvement.....	15
10.1 General	15
10.2 Corrective Action.....	16
11.0 Revisions	16

UNCONTROLLED



TEMECULA QUALITY PLATING, INC.

QM01 Rev. F

Quality Manual

Date Released:
05/7/2023

1.0 General Information

TEMECULA QUALITY PLATING, INC. Is Located at 42147 Roick Dr. Temecula, California.92590. p:951-296-9875; email:duc@temeculaplating.com

TEMECULA QUALITY PLATING, INC. uses a Quality Management System in order to document the company's best business practices, better satisfy the requirements and expectations of its customers and improve the overall management of the company.

2.0 Quality Policy and Objectives

2.1 Quality Policy

TEMECULA QUALITY PLATING, INC. is committed to produce products to meet customer's requirements. The Quality Policy is signed by the President of the company and displayed throughout the building.

See A-520-001 for Quality Policy

2.2 Quality Objectives

The following objectives are measurable and consistent with quality policy. The objectives are posted in the shop at the beginning of each month next to the time clock for employees to notice.

- Customer On-Time Delivery
- Customer Returns

3.0 Responsibilities and Authorities

3.1 Responsibilities

QF53-01 is an organization Chart showing TEMECULA QUALITY PLATING, INC. Top Managers and responsibility Titles.

3.2 Authorities

QF53-01 is an Authorities of TEMECULA QUALITY PLATING, INC. Managers.

4.0 Context of the Organizational

4.1 General Requirements



TEMECULA QUALITY PLATING, INC.

QM01 Rev. F

Quality Manual

Date Released:
05/7/2023

TEMECULA QUALITY PLATING, INC. established, documented, implemented, and maintains a Quality Management System (QMS) and is continually improving the effectiveness within the requirements of the AS9100 Standard. Regulatory and statutory requirements are imposed when required.

The following is used through-out TEMECULA QUALITY PLATING, INC.

- a) Processes are identified through the Work Orders using Procedures.
- b) Processes and interactions of these processes are noted on the required procedures and are noted in Form QF44-01 and QF44-01A.
- c) Criteria and methods needed are determined through the use of work instructions to ensure operations and controls of the processes are effective.
- d) Management determines and provides required resources and criteria information for processes needed.
- e) QMS processes are monitored, measured and analyzed through flowcharts for ensuring the performance of the required processes; based on the task, complexity, and applicable requirements.
- f) Internal audits and management meetings are used to review and achieve plan results and continual to improve these processes.
- g) Interested parties may be customers, owners, and people in the organization, supplies, unions, bankers, partners or society that may include competitors or opposing pressure groups. This is more in detailed in the Management Review.

Processes are managed by the managers and supervisors within the requirements of the AS9100 international standard requirements. Outsourced special processes are controlled through external outsourcing procedure. TEMECULA QUALITY PLATING, INC. is responsible of the conformity of the product that is outsourced.

5.0 Leadership

5.1 Leadership and Commitment:

5.1.1 General

TEMECULA QUALITY PLATING, INC top Management demonstrates leadership and commitment with respect to the (QMS) quality management system by the following:



TEMECULA QUALITY PLATING, INC.

QM01 Rev. F

Quality Manual

Date Released:
05/7/2023

- Taking full accountability of the effectiveness of the quality management system of established system processes, management review, and actions taken when process performance is not meeting their intended results established.
- The quality policy and quality objectives are established and are compatible with the strategic direction of the organization along with the internal and external issues established in the Scope
- Ensuring that the integration of the QMS requirements into the organization's business processes
- Promotes the use of the process approach and risk-based thinking through established input and output process activities
- Ensuring that all needed resources for the QMS are available including people
- Communicate the importance of the effective quality management and conforming to all QMS requirements through employee meetings and emails
- Ensures that the QMS achieves their intended results
- Engaging, directing, and supporting persons to contribute to the effectiveness of the QMS
- Promotes improvement
- Supports other relevant management roles to demonstrate leadership as it applies to their areas of responsibilities

5.1.2 Customer Focus:

TEMECULA QUALITY PLATING, INC top Management demonstrates leadership and commitment with respect to customer focus by ensuring the following:

- Customer and applicable statutory requirements are determined, understood, and consistently met
- Risks and opportunities that can affect conformity of the products and or services and the ability to ensure customer satisfaction are determined and addressed
- The focus on enhancing customer satisfaction is maintained by the use of customer feedback surveys.
- Product conformity and on-time delivery performance are measured. Appropriate actions are taken if planned results are not achieved



TEMECULA QUALITY PLATING, INC.

QM01 Rev. F

Quality Manual

Date Released:
05/7/2023

6.0 Planning

6.1 Actions, Risks, Opportunities:

6.1.1 TEMECULA QUALITY PLATING, INC. has included the issues for internal and external issues, and interested parties that will help determine the risks and opportunities that need to be addressed for the following:

- Assure that the QMS can achieve their intended results.
- Enhance desirable effects, like creating new possibilities, expanding the customer base.
- Preventing or reducing undesired effects by taking preventive measures
- Achieve improvement by removing non-value-added activities

6.1.2 Planned actions are addressed to the above risks and opportunities, the following is how they are resolved:

- Integrate and implement actions into the QMS processes like captured lessons learned, process reviews, process updates, and communication
- Evaluate the effectiveness of these actions.
- Actions taken to address risks and opportunities are proportionate to the potential impact on the conformity of products.
- Options to address risks can include avoiding risk, taking risk in order to pursue an opportunity, eliminate the risk source, change the likelihood or consequences, sharing the risk, or retaining risk by informed decision
- Risks can include the adoption of new product, opening new markets, new customers, building partnerships, using new technology.

6.2 Quality Objectives

6.2.1 Quality objectives are established at relevant functions, levels, and processes needed for the QMS. The quality objectives are created with the following points to be considered:

- Consistent with the quality policy
- Measurable with the expected outcome
- Take into account applicable requirements per customer or regulatory and relevant to the conformity of the product
- Monitored by charts or reports.
- Communicated within the company to ensure that teams and individuals are aware of their importance and contributions.
- Updated, as appropriate to demonstrate progress

6.1.2 Quality Objectives are determined by the following.

- What will be done, establish objectives across the organization of various levels that are measurable?



TEMECULA QUALITY PLATING, INC.

QM01 Rev. F

Quality Manual

Date Released:
05/7/2023

- What resources will be required, number of competency of people, adequate infrastructure, suitable working environment, company knowledge, and external provisions
- Who will be completed, Responsibility for achieving objectives at the various levels within the company?
- Timescales of achieving objectives, Weekly, Monthly, or Quarterly
- How the results will be evaluated, functional reviews, department reviews, personal development, team meetings

6.2 Planning of changes

TEMECULA QUALITY PLATING, INC. determines the need for change to the QMS. The changes are carried out in a planned manner considering the following:

- Purpose of the change and potential consequences, needs of interested parties, customer feedback, complaints, and performance trends.
- Integrity of the QMS, focused on priorities, avoid disruptions, maintain product reliability, protect the customer, continue to meet internal and external requirements
- Availability of resources such as people, knowledge, and infrastructure
- Allocation or reallocation of responsibilities and authorities on training,

7.0 Support

7.1 Resources

7.1.1 General

TEMECULA QUALITY PLATING, INC. has determined and provided all needed resources to establish, implement, maintain, and continually improve the QMS to the following:

- Resource planning
- Utilization of existing internal resources
- Utilization of resources provided by external providers

7.1.2 People



TEMECULA QUALITY PLATING, INC.

QM01 Rev. F

Quality Manual

Date Released:
05/7/2023

- TEMECULA QUALITY PLATING, INC. has determined and provided the persons necessary for the effective implementation of the QMS and the operation and control of the processes.

7.1.3 Infrastructure

- TEMECULA QUALITY PLATING, INC. has determined, provided and maintained an infrastructure necessary for the operation of processes to achieve conformity of products. This includes the building, hardware and software, work truck, and computers

7.1.4 Environment for the operation of processes

- TEMECULA QUALITY PLATING, INC. has provided and maintained the environment for the operation of processes and has achieved conformity of the product.
- This is done by not allowing non-discriminatory and a non-confrontational work area
- Stress free work environment
- And a temperature controlled with proper airflow facility
- Physical environment is controlled through FOD Foreign Object Debris/Damage QOP 71-03-01

7.1.5 Monitoring and measuring resources

7.1.5.1 General

TEMECULA QUALITY PLATING, INC. has determined and provided needed resources to ensure valid and reliable results while monitoring and measuring product to ensure conformance and service requirements.

- See Procedure QOP 84-01-01 and QOP 85-01-03

7.1.5.2 Measurement Traceability

Measurement traceability is used per procedure See QOP 71-05-02

7.1.6 Organizational knowledge

TEMECULA QUALITY PLATING, INC. acknowledged necessary operations of processes, to achieve conformity of the product.

This knowledge is maintained and made available to all personal in the organization



TEMECULA QUALITY PLATING, INC.

QM01 Rev. F

Quality Manual

Date Released:
05/7/2023

When addressing change needs and trends, the organization considers their current knowledge and determines how to access any necessary additional knowledge and required updates.

This knowledge is based on the following

- Internal sources such as experience, lessons learned from failures and successful projects, capturing and sharing undocumented knowledge, results of improvements in processes, and products and services.
- External sources such as Drawing standards, conferences, and gathering knowledge from customers or external providers

7.2 Competence

TEMECULA QUALITY PLATING, INC. has determined the following

- Competence of the person doing work under control that affects the performance and effectiveness of the QMS
- Employees are competent on appropriate education, training, or experience
- Will take action to acquire the necessary competence, and evaluate the effectiveness of the actions taken
- Document and retain information as evidence Employee Training Form

7.3 Awareness

TEMECULA QUALITY PLATING, INC. has ensured that employees doing their work are aware of the following

- The Quality Policy
- Quality Objectives
- Their contribution to the effectiveness of the QMS which includes the benefits of improved performance
- That consequence of not conforming with the QMS requirements
- QMS documented information relevant to their job and changes
- Contribution to the product and or service conformity
- Product safety contribution
- Ethical behavior
- Group Training are documented on form
- Employee Job Descriptions are documented of form

7.4 Communication



TEMECULA QUALITY PLATING, INC.

QM01 Rev. F

Quality Manual

Date Released:
05/7/2023

TEMECULA QUALITY PLATING, INC. has determined internal and external communication relevant to the QMS per the following

- Email
- Memos
- Meetings
- Phone
- Customer concerns are noted through sales order documentation and above description
- IAQG OASIS Database

7.5 Documented information

7.5.1 General

The control of documentation is listed in QOP 75-01-01

8.0 Operation

8.1 Operational Planning and Control

TEMECULA QUALITY PLATING, INC. has planned, implemented and control the process per procedure QOP 80-01-01

8.1.1 Operational Risk Management

TEMECULA QUALITY PLATING, INC. has planned and controlled processes for managing operational risks per QOP 81-01-01

8.1.2 Configuration Management

TEMECULA QUALITY PLATING, INC. has planned, implemented, and controlled process for configuration of the product per QOP 81-02-01

8.1.3 Product Safety

TEMECULA QUALITY PLATING, INC. has planned, implemented, and controlled process for product safety per QOP 81-03-01

8.1.4 Prevention of Counterfeit Parts

TEMECULA QUALITY PLATING, INC. has planned, implemented, and controlled process for counterfeit prevention per QOP 81-04-01



TEMECULA QUALITY PLATING, INC.

QM01 Rev. F

Quality Manual

Date Released:
05/7/2023

8.2 Requirements for Products and services

8.2.1. Customer Communication

Customer communication includes the following:

- Providing information related to the product
- Handling, contract or order enquires
- Feedback relating to the products and service, which includes customer complaints
- Handling and or controlling customer property if applicable
- Specific requirements for contingent actions

8.2.2 Determining the Requirements for Products and Services

TEMECULA QUALITY PLATING, INC. has determined the requirements of the products and services that are offered to the customers by ensuring the following:

- Product and service requirements, such as statutory and regulatory requirements, and those considered necessary by the organization
- Claims for the product and services offered by the organization can meet
- Special requirements of the product and services are determined
- Operational risks have been identified (New Technology, ability and capacity, short time delivery)

8.2.3 Review if the Requirements for Products and Services

Procedure QOP 82-03 Contract review is used to review product and customer requirements

8.2.4 Changes to the Requirement for Product

All changes are documented in a Document Change Request (DCR) if changes are made to the product.

8.3 Design and Development

The organization does not design or development product, this is non-applicable to the company



TEMECULA QUALITY PLATING, INC.

QM01 Rev. F

Quality Manual

Date Released:
05/7/2023

8.4 Control of External provided processes, Products

The organization controls external processes per QOP 84-01-01

8.5 Production and or Service Provision

8.5.1 Control of Production and or Service Provision

TEMECULA QUALITY PLATING, INC. controls production and or services provision per QOP 85-01-01

8.5.1.1 Control of Equipment, tools and Software

TEMECULA QUALITY PLATING, INC. controls equipment, tools and software per QOP 85-01-02

8.5.1.2 Validation and control of special processes

See QOP 84-01-01

8.5.1.3 Production Process Verification

See In-Process procedure QOP 85-01-03

8.5.2 Identification and Traceability

Identification and Traceability is performed per QOP 85-02-01

8.5.3 Property Belonging to Customer or External Party

This is applicable.

8.5.4 Preservation

Preservation is controlled through procedure QOP 85-04-01

8.5.5 Post-Delivery Activities

TEMECULA QUALITY PLATING, INC. meets the requirements for post-delivery activities for the products and services from the following:

- Statutory and regulatory requirements
- Undesired consequence associated with the product and or services provided



TEMECULA QUALITY PLATING, INC.

QM01 Rev. F

Quality Manual

Date Released:
05/7/2023

- The nature, use, and intended lifetime of the product and or services
- Customer requirements and feedback
- Collection and analysis of in-service data such as product performance, lessons learned
- Control, update, and the provision of technical documentation related to the product use.
- Controls required for work performed off-site
- Product and Customer Support

If problems are detected after delivery, then the organization contacts the customer either by email or by phone.

8.5.6 Control of Changes

Persons required for approving changes to Production processes shall be the Quality Manager, Production Manager, or his designee. All Customer controlled design data cannot be changed without customer acceptance in accordance with contractual requirements prior to making any change. Changes affecting processes, Production equipment, tools and programs shall be documented on the work order, part number quality history and or in the part number file. The results of changes to Production processes shall be inspected and documented on an inspection report to confirm that the desired effect has been achieved without adverse effects to product quality.

Documentation of these changes is retained describing the results of the changes, the person(s) authorizing the changes, and any necessary actions arising from the review.

8.6 Release of Products and or Services

The release of products and or services is controlled through procedure QOP 86-01-01

8.7 Control of Nonconforming Outputs

TEMECULA QUALITY PLATING, INC. controls nonconforming outputs are controlled through QOP 87-01-01

9.0 Performance Evaluation

9.1 Monitoring, Measurement, Analysis, and Evaluation



TEMECULA QUALITY PLATING, INC.

QM01 Rev. F

Quality Manual

Date Released:
05/7/2023

9.1.1 General

TEMECULA QUALITY PLATING, INC. monitors and measures product through-out the shop with verified methods listed in the QMS and verified times with will be recorded for future analyze.

9.1.2 Customer Satisfaction

Customer perception is monitored to the degree that expectations have been fulfilled. The following methods are used

- Measuring the product and/or service conformity
- Measure the on-time delivery
- Measure the customer complaints
- Corrective Action Requests
- Discuss and review customer satisfaction improvement that addresses deficiencies identified by above evaluations.

9.1.3 Analysis and Evaluation

TEMECULA QUALITY PLATING, INC. analyzes and evaluates data and information that has arises from monitoring and measuring. Information can be provided by the organizational customers and suppliers. The following is used to evaluate:

- Conformity of the products and or services
- Customer satisfaction
- Performance and effectiveness of the QMS
- Planning has been implemented effectively
- Effectiveness of actions taken to address risks and opportunities
- Performance of external suppliers
- Need for improvements to the QMS
- Statistical techniques

9.2 Internal Audit

Internal audits are performed per QOP 92-01-01

9.3 Management Review

Management review is performed per QOP 93-01-01



TEMECULA QUALITY PLATING, INC.

QM01 Rev. F

Quality Manual

Date Released:
05/7/2023

10.0 Improvement

10.1 General

TEMECULA QUALITY PLATING, INC. determines and selects opportunities for improvement and implements any necessary action to meet the customers' requirements and enhance customer satisfaction. These include:

- Improving product and or services to meet requirements as well to address future needs
- Correcting, preventing, or reducing undesired effects
- Improving the performance and effectiveness of the QMS
- Corrective Action review

10.2 Corrective Action

See Corrective Action procedure QOP 10-02-01

11.0 Revisions

Revision	Details	Date
D	Written to AS9100D and ISO9001:2015	07/17/2017
E	Editorial changes of address	6/2/2021
F	Minor corrections. No changes that affect content.	05/7/2023