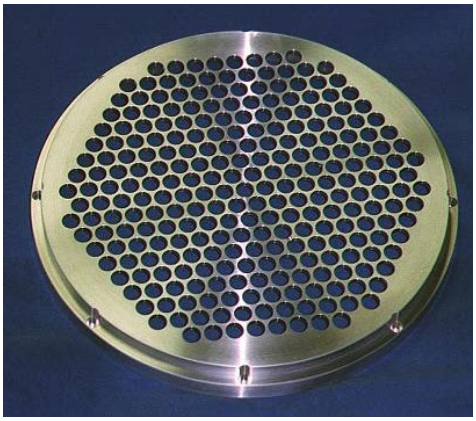
SPARTON
TECHNOLOGY CORP.
Excellence in machining & precision sheet metal fabrication

Quality Manual
ISO 9001:2008







Management Approvals	
President:	Victor Breton
VP/ISO Representative:	Scott Breton
VP of Machining Operations:	Steve Breton
VP Human Resources/Finance:	Mike Breton
Quality Manager:	Jeff Newell

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Introduction

Sparton Technology developed and implemented 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.

The Quality Management System of Sparton Technology meets the requirements of the international standard ISO 9001:2008. This system addresses the machining, fabrication and assembly of the company products.

The manual is divided into eight sections that correlate to the Quality Management System sections of ISO 9001:2008. Each section, where appropriate, begins with a policy statement expressing Sparton Technology's obligation to implement the basic requirements of the referenced Quality Management System section. Each policy statement is followed by specific information pertaining to the procedures that describe the methods used to implement the necessary requirements.

This manual describes the Quality Management System, delineates authorities, inter-relationships and responsibilities of the personnel responsible for performing within the system. The manual also provides procedures or references for all activities comprising the Quality Management System to ensure compliance to the necessary requirements of the standard.

Sparton Technology uses the manual internally to guide the company's employees through the various requirements of the ISO standard that must be met and maintained in order to ensure customer satisfaction, continuous improvement and provide the necessary instructions that create an empowered work force.

This manual, when used externally, introduces our Quality Management System to our Customers and other external organizations or individuals.

The manual familiarizes them with the controls that Sparton Technology has implemented and assures them that the integrity of the Quality Management System is maintained and focused on customer satisfaction and continuous improvement.

Sparton Technology Quality Policy:

Sparton Technology employees are fully committed to meeting or exceeding customer expectations by delivering defect free products and services on time, every time. We will measure our performance and strive for continuous improvement.

We, at Sparton Technology, affirm this commitment, and have established a comprehensive quality assurance system, which will allow our company to meet all of the requirements of the ISO 9001:2008 quality assurance standard. Our quality assurance system concentrates on providing:

- defect-free products and services to our customers,
- on-time and in-full delivery of our products and services,
- continual improvement to all aspects of our quality assurance system.

The entire Sparton Technology team will adhere to the spirit and intent of this firm's quality policy, as well as the directives of this quality assurance manual and its supporting quality system documentation. We will continue to aggressively strive to ensure that customer satisfaction is achieved at all times, and in all things.

Quality Objectives:

The Sparton Technology management team will establish quality objectives which support the firm's quality policy. These objectives will be measurable. Results will be tracked and reviewed periodically as part of the ongoing management review process. Objectives will be revised and/or new ones established as appropriate to support the quality policy. Current objectives and their status can be found in the minutes of the most recent Management Review Meeting.

Quality Manual Distribution

The Quality Manual is located on the Server with only the latest revision available for viewing by all employees. The Quality Manual is a controlled internal document, but is available for distribution outside Sparton Technology as an uncontrolled document. One Master Copy of QMS documents is maintained by the MR for reference purposes.

Management is responsible for approving changes to the Quality and Procedures Manuals, although immediate corrections may initially be authorized by the MR. Level three documents are controlled and approved by the appropriate Process Owner. The MR is responsible for approving Level four documents.

Non-impact changes, those which do not alter content, but which are made purely for aesthetic purposes, i.e. spelling corrections, do not require revision change, nor do they require entry in the Revision Summary. These changes may be identified as "Red-line" changes within the document, to be revised at some later time.

Amendment Record

The management representative will process all authorized changes and keep the server document current.

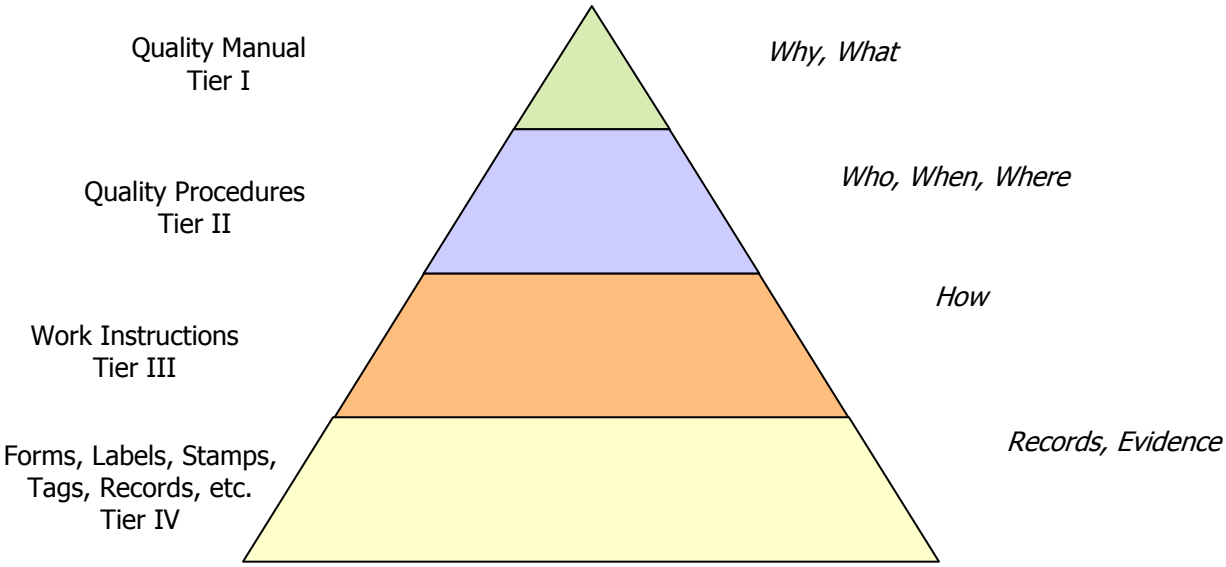
Date	Rev	Section/ Page	Details	Initials
2/18/10	**A**	**All**	**Initial release of ISO 9001:2008 Quality Manual**	S. Breton
3/2/10	**B**	**All**	**Reviewed with Management Team for ISO 9001:2008 implementation**	S. Breton
11/29/11	**C**	**Pages 10,21**	**Removed exclusion 7.5.2 Special Process to acknowledge welding**	S. Breton

Section 1: Scope

1.1 General

The quality manual outlines the policies, procedures and requirements of the Quality Management System. The system is structured (See Below) to comply with the conditions set forth in the International Standard ISO 9001:2008.

The structure of **Sparton Technology's** QMS document hierarchy is as follows:

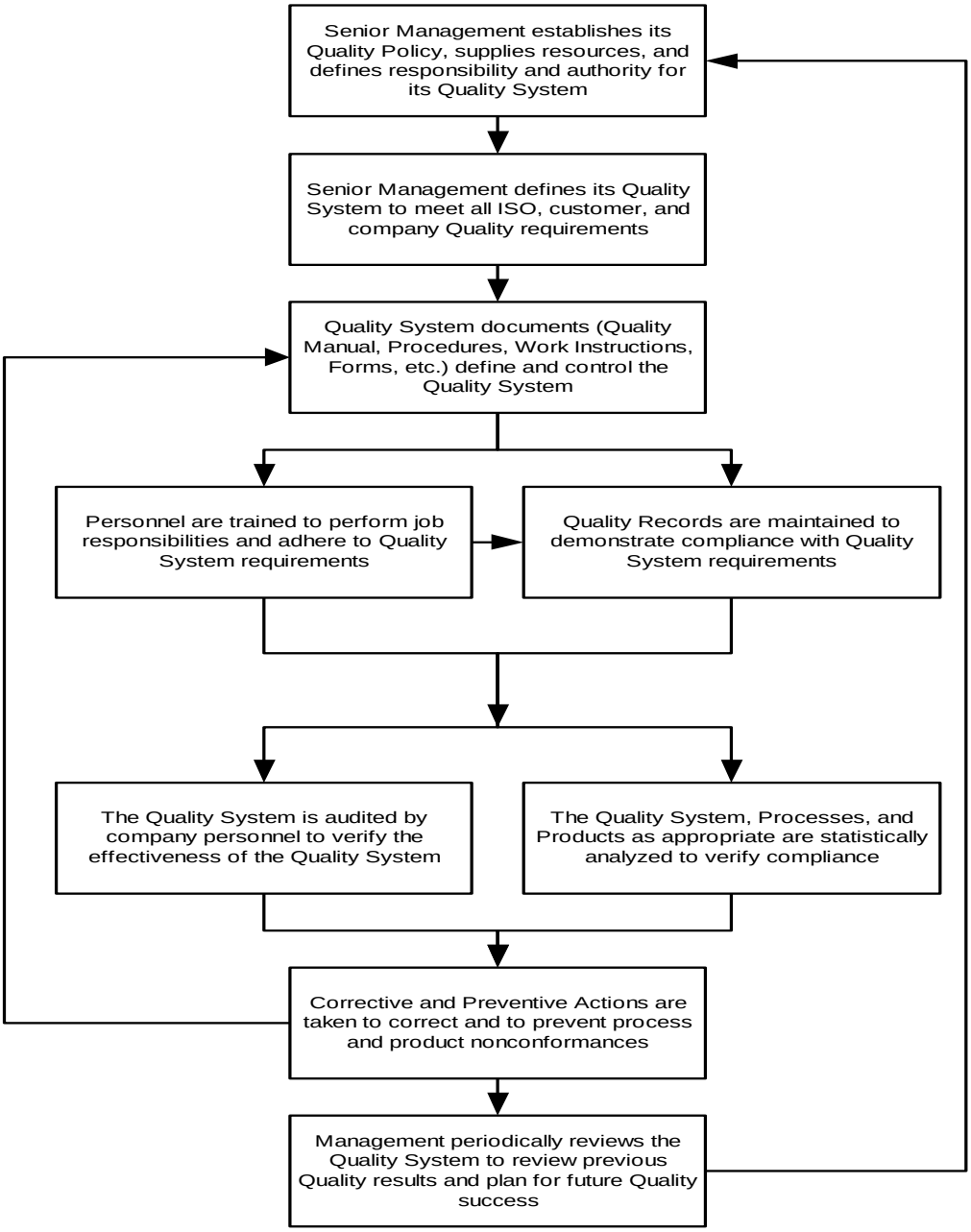


Scope of Registration

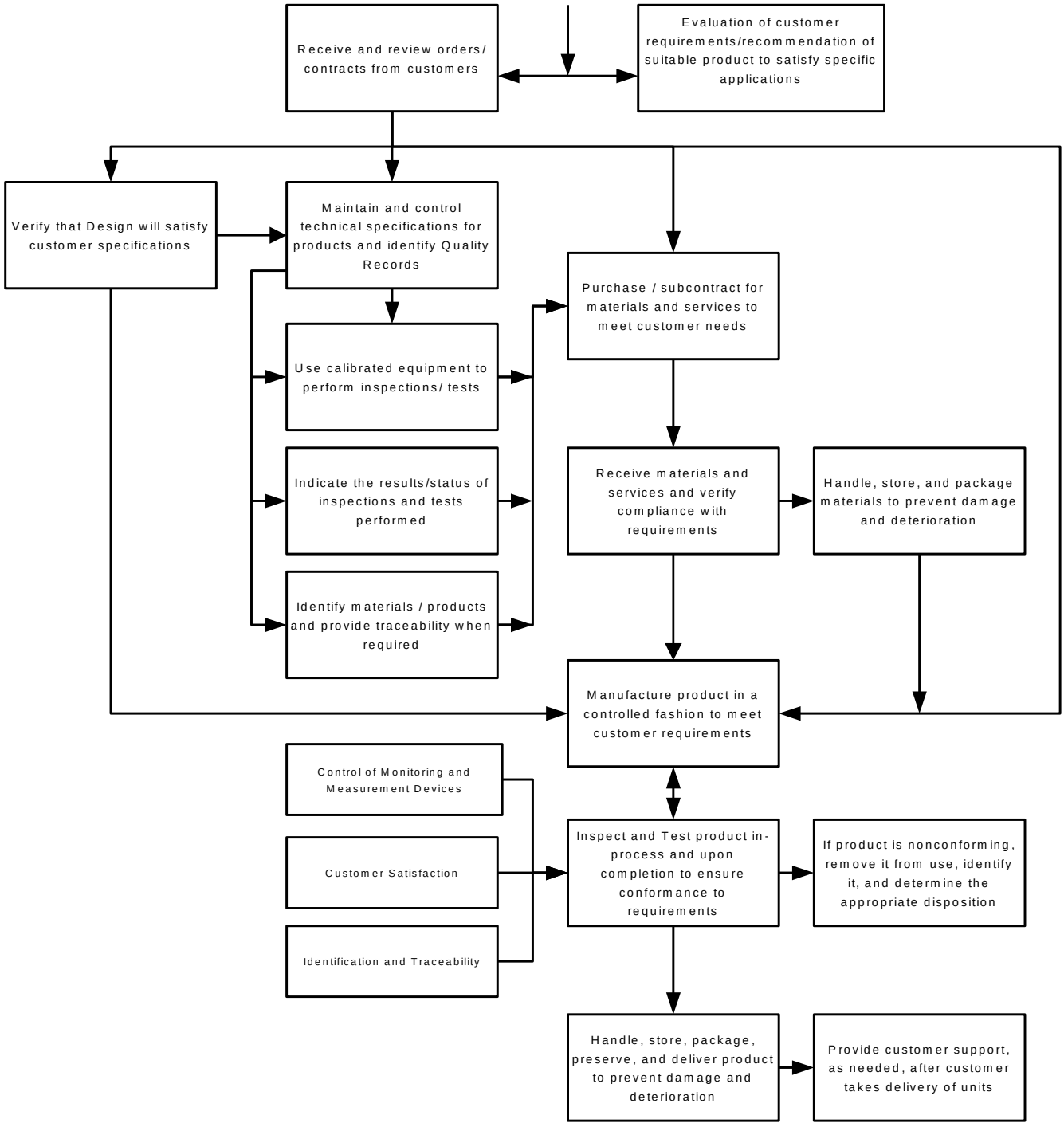
Machining Components, Fabrication of Sheet Metal Parts and Related Assemblies, for the Commercial, Industrial, Military Defense and other Industries.

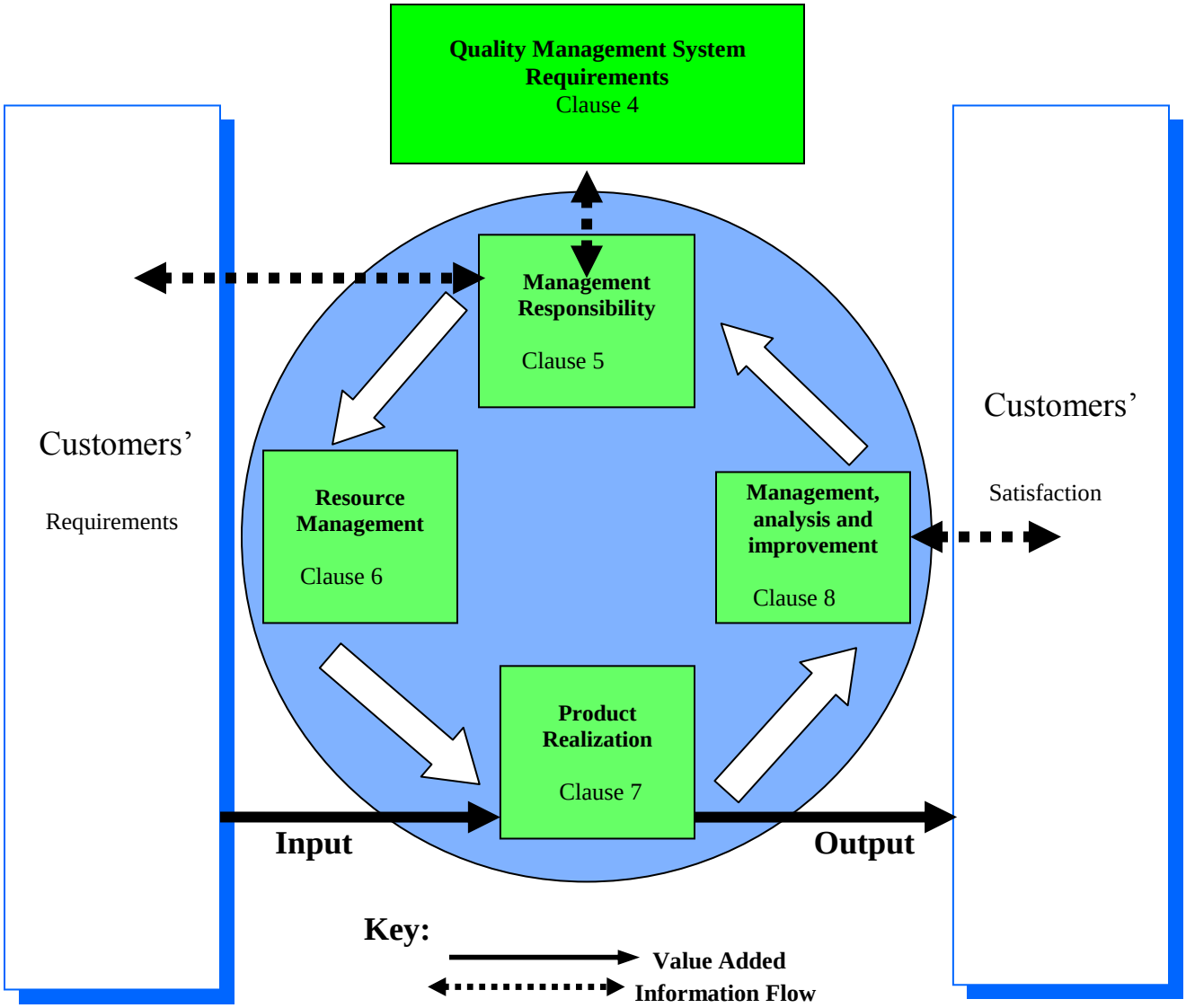
SIC Code(s): 3599, 3444

Interaction of Processes



Product Realization





Sparton Technology has determined that the following requirements are not applicable and documented them as exclusions:

- Sub-section 7.5.1f – Sparton Technology does not engage in post delivery activities.

Section 2: Normative Reference

2.1 Quality Management System References

The following document was used as reference during the preparation of the Quality Management System:

- American National Standard ANSI/ISO/ASQ Q9001-2008, Quality Management Systems – Requirements

Section 3: Definitions

3.1 Quality Management System Definitions

This section is for definitions unique to Sparton Technology.

- Customer owned property - Any type of instrumentation, accessories, manuals, or shipping containers that belong to a customer.
- Customer supplied product - Any type of service or material supplied to Sparton Technology for use in the manufacture, modification or repair of product.
- Product – A commercial item provided to a customer by Sparton Technology with the intention to meet contract terms and conditions. (e.g.: manufactured goods, merchandise, services etc.)
- Quality Records – Documentation of those activities wherein records of said activities are required as specified in the procedure or work instruction level documents, as applicable.

Section 4: General Requirements

4.1 General Requirements

Sparton Technology has established, documented and implemented a Quality Management System (QMS) in accordance with the requirements of ISO 9001:2008 . Sparton Technology' Management Representative is responsible for the Quality Management System (QMS) meeting the requirements of ISO 9001:2008 . Sparton Technology maintains and continually improves the system using the quality policy, quality objectives, audit results, analysis of data, corrective and preventive action and management review.

To design and implement the QMS, Sparton Technology has:

- identified the processes needed for the QMS and their application throughout the organization,
- determined the sequence and interaction of these,
- determined criteria and methods needed to ensure the operation and control of the processes are effective and documented them in quality plans, procedures and work instructions,
- ensured the continuing availability of resources and information necessary to achieve planned results and continual improvement of these processes,
- established systems to monitor, measure and analyze these processes, and
- established processes to identify and implement actions necessary to achieve planned results and continual improvement of these processes.

Sparton Technology manages the processes that affect product conformity (management activities, provision of resources, product realization and measurement) keeping them in accordance with the ISO 9001:2008 standard and control of these processes extend to outsourced supply controlled by the Purchasing and Monitoring & Measurement Procedures.

4.2 Documentation Requirements

4.2.1 General

The QMS documentation, both electronic and hard copy, includes:

- a documented quality policy and quality objectives,
- this quality manual,
- documented procedures,
- documents identified as needed for the effective planning, operation and control of our processes, and
- quality records.

4.2.2 Quality Manual

This Quality Manual has been prepared to describe Sparton Technology's QMS.

- the scope and permissible exclusions of the QMS are described in section one of this manual,
- the responsibility and authority section of the manual references documented QMS procedures relating to the requirements outlined in that section, and
- the Process Flow Diagrams (Section 1: Scope) provides a description of the interaction between the processes of the QMS system.

4.2.3 Control of Documents

All required QMS documents are controlled. The Document Control procedure defines the process for:

- approving documents for adequacy prior to issue,
- reviewing and updating as necessary and re-approving documents,
- ensuring that changes and current revision status of documents are identified,
- ensuring that relevant versions of applicable documents are available at points of use,
- ensuring that documents remain legible and readily identifiable,
- ensuring that documents of external origin determined to be necessary for the planning and operation of the quality management system are identified and their distribution controlled, and,
- preventing the unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose.

4.2.4 Control of Quality Records

Quality records are established and maintained to provide evidence of conformity to requirements and of the effective operation of the QMS. The Control of Quality Record procedure defines the process for controlling quality records. This procedure requires that quality records remain legible, readily identifiable and retrievable. The procedure defines the controls needed for identification, storage, protection, retrieval, retention time and disposition of quality records shall be controlled.

RELATED AND REFERENCE DOCUMENTS

Control of Documents Procedure ST 2-4.2.3
Control of Records Procedure ST 2-4.2.4

Section 5: Management Responsibility

5.1 Management Commitment

Top management is actively involved in implementing the quality management system (QMS). Top management provides the vision and strategic direction for the growth of the QMS and established quality objectives and the quality policy.

To continue to provide leadership and show commitment to the improvement of the QMS, top management has and will continue to:

- communicate to the organization the importance of meeting customer, statutory and regulatory requirements,
- establish and maintain the quality policy,
- ensure the quality objectives are established and maintained,

- conduct management reviews, and
- ensure the availability of resources.

5.2 Customer Focus

Sparton Technology strives to identify current and future customer needs, meet customer requirements and exceed customer expectations and enhanced satisfaction.

Top management ensures customer requirements are understood and met. Sparton Technology accomplishes this by requiring compliance with documented customer communication procedures. Customer requirements are determined, converted into internal requirements and communicated to the appropriate people in our organization.

5.3 Quality Policy

Top management ensures that the quality policy is:

- appropriate to the purpose of Sparton Technology,
- includes a commitment to comply with requirements and continually improve the QMS effectiveness,
- provides a framework for establishing and reviewing quality objectives,
- communicated and understood within Sparton Technology, and
- reviewed for continuing suitability.

The quality policy is included in new employee training and training on the QMS. It is posted in prominent places throughout the facility to maintain high standards within our organization. The Quality Policy is documented within the **Introduction** of this manual.

5.4 Planning

5.4.1 Quality Objectives

Top management ensures that Quality objectives are established and maintained to support Sparton Technology' efforts in achieving its quality policy and reviewed for suitability.

The Goal Statements for each department and the company as a whole are designed to meet product requirements, customer satisfaction and system compliance. They are written and updated a minimum of once each year.

5.4.2 Quality Management System Planning

Top management ensures that

- the quality system has been planned and implemented to meet our quality objectives and the requirements of 4.1 of the ISO 9001 standard, and
- the integrity of the quality system is maintained as changes that affect the quality system are planned and implemented.

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority

The Human Resources Department maintains an organizational chart showing the interrelation of personnel in the organization. Top Management has implemented and made available job descriptions defining the functional responsibilities. QMS responsibilities are defined in this section.

5.5.2 Management Representative

Top management has appointed a management representative having the responsibility and authority to:

- ensure processes needed for the quality management system are established, implemented and maintained,
- report to top management on the performance of the quality management system and note needed improvements,
- promote awareness of customer requirements throughout the organization, and
- act as a liaison with external parties such as customers or auditors on matters relating to the QMS.

5.5.3 Internal Communication

Methods of communicating the effectiveness of the QMS include, Management, Management Review and company wide meetings, statistical techniques and other routine business communication. Top Management has overall responsibility for maintaining these systems of communication.

5.6 Management Review

5.6.1 General

Management reviews the QMS, at minimum, once a year at management review meetings (MRM). This review assesses the continuing QMS suitability, adequacy and effectiveness, identifying opportunities for improvement and needed changes, including the quality policy and quality objectives. The ISO Representative or assigned maintains records for each management review meeting.

5.6.2 Review Input

Sparton Technology bases the assessment of the QMS on a review of information inputs to management review. These inputs include the following:

- quality policy and objectives,
- results of audits,
- customer feedback,
- process performance and product conformity,
- status of preventive and corrective actions,
- follow-up actions from previous management reviews,
- planned changes that could affect the quality management system, and
- recommendations for improvement.

5.6.3 Review Output

Top management assigns responsibility for required actions to members of the management review team. Any decisions made during the meeting, assigned actions and their due dates are recorded in the minutes of management review. During these review meetings, top management identifies the appropriate actions Sparton Technology will take regarding the following issues:

- improvement of the effectiveness of the quality management system and its processes,
- improvement of product related to customer requirements, and
- resource needs.

RELATED AND REFERENCE DOCUMENTS

Management Review Procedure ST 2-5.6

Section 6: Resource Management

6.1 Provision of Resources

Sparton Technology has determined and provided the resources needed to:

- implement and maintain the quality management system and continually improve its effectiveness, and
- enhance customer satisfaction by meeting customer requirements.

6.2 Human Resources

6.2.1 General

To ensure competence of our personnel, job descriptions have been prepared identifying the qualifications required for each position that affects product quality. Qualifications include requirements for education, skills and experience. Appropriate qualifications, along with required training, provide the competence required for each position.

6.2.2 Competence, Awareness and Training

- Sparton Technology reviews qualifications of Personnel performing work affecting conformity to product requirements are competent on the basis of appropriate education, training, skills and experience. This is at the time of hiring, and when an employee changes positions or the requirements for a position change.
- The Human Resources Department maintains records of employee qualifications. If any differences between the employee's qualifications and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence for the job.
- The results are evaluated to determine if they were effective.
- All employees are trained on the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.
- The Human Resources Department maintains appropriate records of education, training, skills and experience.

6.3 Infrastructure

The Vice President of Operations ensures the infrastructure has been determined, provided and maintained to ensure product conformity. Infrastructure includes, as applicable:

- buildings, workspace and associated utilities,
- process equipment (both hardware and software), and
- supporting services (such as transport or communication).

6.4 Work Environment

Sparton Technology maintains a work environment suitable for achieving product conformance. The Quality Manager is responsible for evaluating data from the quality system to determine if the work environment is sufficient for achieving product conformance, or if preventive or corrective action related to the work environment is required.

Work Environment relates to conditions under which work is performed including physical,

environmental, and other factors such as noise, temperature, humidity, lighting and/or weather.

RELATED AND REFERENCE DOCUMENTS

Training Procedure ST 2-6.2.2

Section 7: Product Realization

7.1 Planning of Product Realization

Quality planning is required before the implementation of new products or processes as follows:

- the quality objectives and requirements for the product,
- the processes, documentation and resources required,
- verification, validation, monitoring, inspection and test requirements, and the criteria for product acceptance, and
- records needed to provide evidence that the realization processes and resulting product meet requirements.

The output of quality planning includes documented quality plans, processes, and procedures.

7.2 Customer-related Processes

7.2.1 Determination of Requirements Related to the Product

Sparton Technology determines customer requirements before acceptance of an order. Customer requirements include those:

- requested by the customer, including requirements for delivery and post-delivery activities,
- not stated by the customer but necessary for specified, known and intended use,
- statutory and regulatory requirements related to the product, and
- additional requirements determined by Sparton Technology.

7.2.2 Review of Requirements Related to the Product

Sparton Technology has a process in place for the review of requirements related to the product. Sparton Technology ensures the review is conducted before the order is accepted. The process ensures that:

- product requirements are defined,
- contract or order requirements differing from those previously expressed are resolved, and
- Sparton Technology has the ability to meet the defined requirements.

Records are maintained showing the results of the review and any actions arising from the review. Where a customer does not provide a documented statement of requirement, the

customer requirements are confirmed before acceptance. When product requirements are changed, Sparton Technology communicates changes to relevant personnel and amends relevant documents.

7.2.3 Customer Communication

Sparton Technology has determined and implemented effective communication with customers in relation to:

- product Information,
- inquiries, contracts and order handling, including amendments, and
- customer feedback, including customer complaints.

Sparton Technology ensures that they provide for effective communication with their customers.

7.3 Design and Development

7.3.1 Design and development planning

Sparton Technology plans and controls design activities and determines the following during design planning process:

a) Design stages

b) Design review, verification, and validation appropriate to each stage

c) Responsibility and authority for design activities

Engineering completes a Development Plan that defines design activities including design reviews and the person or vendor (if appropriate) assigned to the activity. We utilize e-mail and staff meetings to manage interfaces between different groups and to ensure effective communication of project responsibilities. The output of our design planning activity is the Development Plan which is updated as the project evolves.

The Product Development procedure describes how this policy is implemented.

7.3.2 Design and development inputs

Inputs to design projects are determined and defined and we have controls in place that assure design inputs include the following:

a) Functional and performance requirements

b) Applicable statutory and regulatory requirements

c) Information derived from previous similar designs

d) Other requirements essential for design and development, including customer specific

The input to Design is a concept from a customer or Engineering or Marketing that is reviewed by Sales and Engineering for feasibility. If the proposal is accepted, the concept is documented on a Development Plan.

7.3.3 Design and development outputs

Outputs of our design process include as appropriate a bill of material, product drawing(s), Assembly Instruction(s), and product specification(s). The design outputs are in a form that enables them to be verified against design input requirements. Released drawings and specifications are approved through an ECO process, the ECO number is referenced on the document prior to release as evidence of review and approval. Our design review process ensures the outputs meet the following criteria:

a) Meet input requirements for design and development

b) Provide appropriate information for Purchasing and Manufacturing

c) Contain or reference product acceptance criteria

d) Specify characteristics of the product that are essential for safe and proper use.

7.3.4 Design and development review

At a suitable stage, systematic design reviews are performed in accordance with planned arrangements on the Development Plan to identify problems and to propose solutions. We perform a Preliminary Design Review (PDR) and a Critical Design Review for each development project, evidence of the review is noted on a Project Sheet along with any action items. Representatives of functions concerned with the aspect being reviewed are present for design reviews.

7.3.5 Design and development verification

Verification is performed in accordance with the Development Plan to ensure design outputs are carefully and thoroughly reviewed for compliance with input requirements. New products are qualified through a first piece inspection process; the Engineering Manager maintains evidence of the inspection as evidence of design verification. Design verification is also performed through our Critical Design Review process with evidence noted on the Project Sheet.

7.3.6 Design and development validation

Design validation is performed in accordance with the planned arrangements of the Development and Review plan to ensure that a product meets the Sparton Technology specifications. Sparton Technology provides support for customer application validation of customer specific products and general market products through technical support and data. Customer application approval is recorded for customer specific products. Application feedback for general market products are documented in the customer satisfaction survey, through the RMA process, and customer comments.

7.3.7 Design and development changes

Design changes are documented on an Engineering Change Order (ECO) that is reviewed as appropriate by Engineering, Quality Control, and Purchasing to determine if the change is feasible and to plan the implementation of the change. The ECO is signed as evidence that the change was reviewed and approved. The ECO process ensures that the effect of the change on constituent parts of the finished product are considered and evaluated. Approved design changes are planned, reviewed, verified, and validated.

7.4 Purchasing

7.4.1 Purchasing Process

Sparton Technology follows a documented Purchasing procedure, to ensure purchased products conform to the specified purchase requirements. This procedure describes the criteria for the selection, evaluation, and re-evaluation of suppliers and outlines the type and extent of control required.

Records of the evaluation and any necessary actions are maintained as quality records.

7.4.2 Purchasing Information

Purchasing information describes the product to be purchased, including where appropriate:

- requirements for approval of product, procedures, processes and equipment,
- requirements for qualification of personnel, and
- quality management system requirements.

The Purchaser reviews the purchasing documents to ensure the adequacy of requirements before placing orders with the supplier.

7.4.3 Verification of Purchased Product

Purchased product meets specified purchase requirements. If Sparton Technology or the customer will perform verification at the supplier's premises, the verification arrangements and method of product release are documented in the purchasing information.

7.5 Production and Service Provision

7.5.1 Control of Production and Service Provision

Sparton Technology plans and carries out production and service provision under controlled conditions. Controlled conditions include, as applicable:

- the availability of information that describes the characteristics of the product,

- the availability of work instructions, as necessary,
- the use of suitable equipment,
- the availability and use of monitoring and measuring devices,
- the implementation of monitoring and measurement, and
- the implementation of release, delivery and post-delivery activities.

7.5.2 Validation of Processes for Production and Service Provision

Sparton Technology does employ welding as a Special Process, i.e. those which cannot be verified to determine if product specifications have been satisfied, prior to delivery of product to the customer.

7.5.3 Identification and Traceability

Sparton Technology identifies the product throughout product realization. Product status is identified with respect to monitoring and measurement requirements.

Sparton Technology controls and records the unique identification of the product where traceability is a specified requirement.

7.5.4 Customer Property

Sparton Technology exercises care with customer property while it is under the organization's control or being used. Including Identification, verification, protection and safeguarding of customer property provided for use. If any customer property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer and records maintained.

7.5.5 Preservation of Product

Sparton Technology preserves the conformity of product during internal processing and delivery to the intended destination. This preservation includes identification, handling, packaging, storage and protection. Preservation also applies to the constituent parts of a product.

7.6 Control of Monitoring and Measuring Devices

Sparton Technology has determined the monitoring and measurement to be undertaken and the monitoring and measuring devices needed to provide evidence of conformity of product to determined requirements.

Where necessary to ensure valid results, measuring equipment is:

- calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards,
- adjusted or re-adjusted as necessary,
- identified to enable the calibration status to be determined,
- safeguarded from adjustments that would invalidate the measurement result, and
- protected from damage and deterioration during handling, maintenance and storage.

In addition, Sparton Technology assesses and records the validity of the previous measuring results when the equipment is found not to conform to requirements.

Sparton Technology takes appropriate action on the equipment and any product affected and maintains records of the results of calibration and verification.

Sparton Technology does not employ any computer software for the monitoring and measurement of specified requirements to satisfy the intended application.

RELATED AND REFERENCE DOCUMENTS

Purchasing Procedure ST 2-7.4
Process Control Procedure ST 2-7.5.1
Identification and Traceability Procedure ST 2-7.5.3
Preservation of Product Procedure ST 2-7.5.5
Control of Monitoring and Measuring Devices Procedure ST 2-7.6

Section 8: Measurement, Analysis and Improvement

8.1 General

Sparton Technology plans and implements the monitoring, measurement, analysis and improvement processes as needed:

- to demonstrate conformity of the product,
- to ensure conformity of the quality management system, and
- to continually improve the effectiveness of the quality management system.

Sparton Technology identifies these processes in documented procedures which include determination of applicable methods, including statistical techniques and the extent of their use.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

As one of the measurements of the performance of the quality management system, Sparton Technology monitors information relating to customer perception as to whether the organization has fulfilled customer requirements. The method for obtaining and using this information is through customer telephone/email surveys and management review of these surveys.

8.2.2 Internal Audit

Trained auditors conduct internal audits at planned intervals to determine whether the quality management system:

- conforms to the planned arrangements (see 7.1), to the requirements of this International Standard and to the quality management system requirements established by the organization, and
- is effectively implemented and maintained.

An audit program has been designed and implemented per the Internal Audit procedure and identifies an audit schedule based on the importance of the areas to be audited, as well as the results of previous audits.

The audit criteria, scope, frequency, methods, responsibilities and requirements for planning and conducting audits and for reporting and maintaining results, are defined and documented. Selection of auditors and conduct at audits ensures objectivity and impartiality of the audit process. Auditors do not audit their own work.

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

8.2.3 Monitoring and Measurement of Processes

Sparton Technology applies suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These methods demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action is taken, as appropriate, to ensure conformity of the product.

8.2.4 Monitoring and Measurement of Product

Sparton Technology monitors and measures the characteristics of the product to verify that product requirements are fulfilled. This is carried out at appropriate stages of the product realization process.

Evidence of conformity with the acceptance criteria is maintained. Records indicate the person authorizing release of product. The QA Coordinator or assigned ensures product release and service delivery does not proceed until all the planned arrangements are completed satisfactorily, unless otherwise approved by a relevant authority and where applicable by the customer.

8.3 Control of Non-Conforming Product

Sparton Technology ensures that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery per Control of Nonconforming Product procedure.

Sparton Technology will deal with nonconforming product in one or more of the following ways:

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

Sparton Technology maintains records of the nonconformities. These document any subsequent actions taken, including concessions obtained. Corrected nonconforming product is re-verified to demonstrate its conformity to the requirements.

If at any point in the manufacturing processes and/or after delivery, nonconforming product is detected, Sparton Technology takes appropriate action to the effects, or potential effects, of the nonconformity.

8.4 Analysis of Data

Sparton Technology determines, collects and analyzes appropriate data to demonstrate the suitability and effectiveness of the quality management system and evaluates where continual improvement of the quality management system can be made.

Appropriate data includes data generated because of monitoring and measurement and from other relevant sources.

The analysis of data provides information relating to:

- customer satisfaction,
- conformance to product requirements,
- characteristics and trends of processes and products including opportunities for preventive action, and
- suppliers.

8.5 Improvement

8.5.1 Continual Improvement

Sparton Technology continually improves the effectiveness of the quality management system through use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management reviews.

8.5.2 Corrective Action

Sparton Technology takes action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered.

The Corrective and Preventive Action procedure defines requirements for:

- reviewing nonconformities (including customer complaints),
- determining the causes of nonconformities,
- evaluating the need for action to ensure that nonconformities do not recur,
- determining and implementing action needed,
- records of the results of action taken, and
- reviewing corrective action taken.

8.5.3 Preventive Action

Sparton Technology determines action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential problems.

The Corrective and Preventive Action procedure defines requirements for:

- determining potential nonconformities and their causes,
- evaluating the need for action to prevent occurrence of nonconformities,
- determining and implementing action needed,
- records of results of action taken, and
- reviewing preventive action taken.

RELATED AND REFERENCE DOCUMENTS

Internal Quality Audits Procedure ST 2-8.2.2
Monitoring and Measurement Procedure ST 2-8.2
Control of Nonconforming Product Procedure ST 2-8.3
Corrective and Preventive Action Procedure ST 2-8.5