



Where Quality is a Way of Life



Quality Assurance Manual

QAM-0001

Revision 4

Quality Assurance Manual

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For the most current update please contact our
Quality Department.

© Penn United Technologies Inc.
799 North Pike Road
Cabot, PA 16023
Phone 724-352-1507 • Fax 724-352-4970
www.pennunited.com

QUALITY MANUAL SIGNATURES

Bill Jones

President

Jerry Purcell

VP of Operations

Jerry Smathers

CFO

Barry Barton

VP of Manufacturing

Dennis Mittica

Quality Manager

Quality Policy

“We are committed to quality in everything we do. We believe that quality is more than just a policy but a way of life.”

Penn United is committed to:

- Providing products and service which consistently meet or exceed the needs of our customers.
- Involving all of Penn United Employees in never-ending improvement in the quality of the products and services we provide.
- Employing the best people and providing each with the training and tools necessary to contribute to this quality effort.

Table of Contents

QUALITY MANUAL SIGNATURES II

QUALITY POLICY II

I. CORPORATE PROFILE 1

II. INTRODUCTION 1

III. SCOPE 2

 A. EXCLUSIONS AND JUSTIFICATIONS.....2

IV. PROCESS INTERACTION AND MEASURES 2

 A. PENN UNITED BUSINESS SYSTEM3

V. RESPONSIBILITY, AUTHORITY AND COMMUNICATION 4

VI. PROCEDURE OVERVIEW..... 4

I. CORPORATE PROFILE

Penn United Technologies Inc. is an industry leading manufacturing facility that provides precision metal manufacturing solutions for customers around the world; from prototype to production. Our complete range of manufacturing services allows customers to simplify their supply chain logistics by using Penn United’s “one-stop shop” manufacturing services.

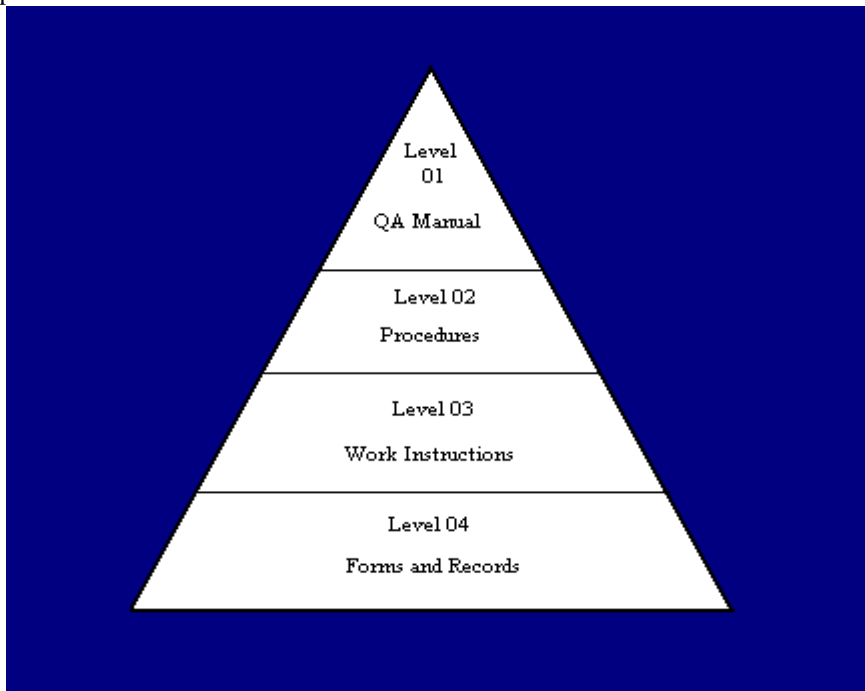
Whether the need is for a single prototyped piece, millions of precision metal components, or a complete turnkey assembly operation, Penn United Technologies offers a highly skilled work force that takes pride in responding to customers’ toughest applications. Above all, Penn United Technologies Inc. is founded on its core values of integrity - and that’s what gets passed on to every customer.

II. INTRODUCTION

This manual describes the policies and procedures implemented by Penn United Technologies Inc., including our Parker Majestic and American Carbide Tooling divisions, to ensure customers receive the highest quality products and that customer requirements are consistently met or exceeded. This manual also defines the requirements and structure for the Penn United Business System (PUBS) which is registered to ISO 9001:2008.

In addition Penn United’s system is designed to apply policies and procedures to be compliant with the following standards; ISO 13485, ISO 17025, AS9100, 10CFR50 Appendix B, 10CFR21, TS16949 and additional customer specific requirements as needed. Penn United is also registered to ITAR, FDA, and as an ATF manufacturer.

This manual defines corporate-level quality system policies. The detail of how these policies are implemented is described in corporate, organizational, and process level procedures. The description of these key processes is further supported by work instructions, flowcharts, and process maps. Evidence that these key processes are operational and effective is provided by Penn United’s QSI System. The figure below is a representation of this structure.



III. SCOPE

This manual applies only to Penn United Technologies campuses in Cabot, Sarver, and Saxonburg, Pennsylvania. This manual defines the requirements of Penn United Technologies in manufacturing and sales per ISO 9001 standard.

A. Exclusions and Justifications

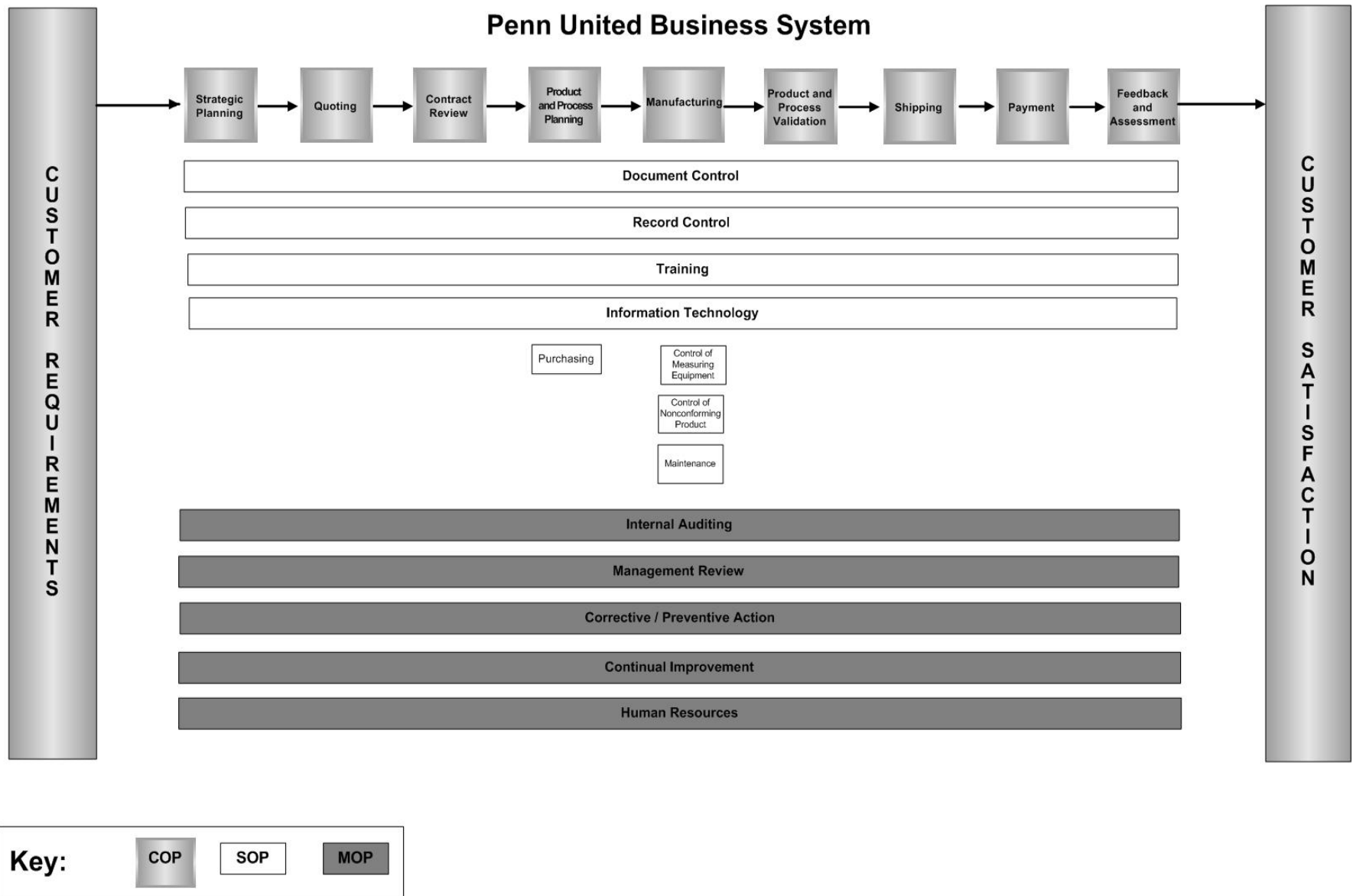
1. For ISO 9001:2008 Parker Majestic
 - a. No Exclusions
2. For ISO 9001:2008 Penn United Technologies
 - a. Exclusion 1: ISO 9001:2008 Section 7.3 “Design and Development” including all requirements where the organization is responsible for product design and development.
 - b. Justification 1: Penn United Technologies does not design or develop products. All principal product characteristics are specified and approved by our customers. Our engineering capabilities are limited to designing and developing manufacturing processes and tools to achieve customer requirements.
 - c. Exclusion 2: ISO 9001:2008 Section 7.5 requirements related to “Service Provision”.
 - d. Justification 2: Penn United Technologies is a fabricator of manufactured components and does not service or warranty its product in any way. All activities with our customers are related to the sale of these components.

IV. PROCESS INTERACTION AND MEASURES

Penn United Technologies Inc. has established, documented, implemented, and is maintaining the following Quality Management System as a means of implementing the processes necessary to ensure that product and services conform to specified requirements. The PUBS encompasses all applicable requirements of ISO 9001. The PUBS diagram defines the interaction of key processes demanded in order to meet the requirements of our customers and this international standard.

Penn United Technologies Inc. has established effectiveness and efficiency measurements for each one of the customer oriented processes referred to on the PUBS diagram to achieve the quality objectives, which were set forth by Executive Management.

A. Penn United Business System



V. RESPONSIBILITY, AUTHORITY AND COMMUNICATION

Penn United Executive Management defines and communicates the responsibility and authority to implement and maintain their Quality Management System through the approved documented procedures describing Penn United Technologies key processes. Executive Management also defines and monitors the key process quality objectives and goal within the Penn United Technologies strategic planning process.

The Management Representative, appointed by the Executive Management, is the person of the Corporate Quality Manager. They have the responsibility and authority to ensure processes needed for the Quality Management System are established, implemented and maintained. They report to Executive Management on the performance of the Quality Management System and any need for improvement and ensure the promotion of awareness of customer requirements throughout the organization. The Management Representative acts as the liaison between Penn United and external parties on matters related to the Quality Management System.

The Customer Representatives, whom are designated by Executive Management, is the persons of Operations Managers. They have the responsibility and authority to ensure that customer requirements are addressed. These include selection of special characteristics, setting quality objectives and related training, corrective and prevent action.

VI. PROCEDURE OVERVIEW

A. Strategic Planning (COP-0001)

This document procedure defines the market analysis process and the process for annual updates to the PUBS. It explains the process for setting targets for top quality objectives.

B. Quoting Process (COP-0002)

This operating procedure defines how Penn United provides pricing and delivery at the customer's request.

C. Contract Review Process (COP-0003)

This document establishes a procedure for following contract review activities such as reviewing changes on existing contracts, customer communications, and solutions for any resolved issues.

D. Product and Process Planning (COP-0004)

Penn United's product and process planning is defined in this procedure. The document pertains to product and process planning performed within Penn United.

E. Manufacturing Process (COP-0005)

This procedure provides a process for manufacturing to be performed in a controlled manner through the implementation of the Quality Plan and Control Plan.

F. Product and Process Validation (COP-0006)

The information in this procedure applies to the steps necessary to produce the Qualification Plan. The steps in the product and process qualifications and approval steps are defined.

G. Shipping Process (COP-0007)

This procedure describes Penn United Technologies Inc. process to ship product. This includes all product including prints, parts, dies, and so forth.

H. Payment Process (COP-0008)

This procedure establishes the steps for the payment process for Penn United customers and suppliers.

I. Feedback and Assessment Process (COP-0009)

Penn United's external customer satisfaction structure is defined in the procedure. It applies to external customer satisfaction activities performed by Penn United.

J. Internal Auditing (MOP-0001)

This procedure has been established to define the processes of scheduling and conducting internal audits of Penn United's Quality Management System. These include system, product, and process audits. Follow-up audit activities are implemented and tracked for effectiveness if a corrective action is issued. Each audit process is defined and their frequency established in this Internal Auditing procedure.

K. Management Review (MOP-0002)

The process of reviewing the business systems of Penn United Technologies Inc. is defined in this procedure. It includes group and executive management review.

L. Corrective and Preventive Action (MOP-0003)

This procedure identifies corrective and preventive action (CAR & PAR) steps. On-time completion and review and the CAR and PAR effectiveness are the objectives.

M. Continual Improvement (MOP-0004)

This procedure pertains to continuous improvement projects within Penn United Technologies Inc. and defines the process objectives.

N. Human Resources (MOP-0005)

The planning performed by Human Resources within Penn United is defined in this document. Responsibilities for hiring, orientations, training programs, job descriptions, employee surveys and performance evaluations, along with health, safety and environmental issues are defined.

O. Document Control (SOP-0001)

Internal and external documents required by the Quality Management System are controlled. This procedure establishes the steps necessary to ensure documents are approved for adequacy prior to release. External documents are identified and their distribution controlled to prevent the unintended use of obsolete documents.

P. Records Control (SOP-0002)

Records required by the international standard have been established, maintained and are controlled. A documented procedure has been established to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records.

Q. Training Competency (SOP-0003)

This procedure pertains to training activities performed at Penn United Technologies Inc. The needs of all employees are identified and training is scheduled, performed and evaluated accordingly.

R. Information Technology (SOP-0004)

Penn United's information technology process is defined in this procedure. It defines the inputs and outputs for Penn United's information technology support.

S. Purchasing (SOP-0005)

The process used for suppliers is explained in this procedure. The purchasing process and the supplier management process are defined.

T. Control of Measuring Equipment and Systems (SOP-0007)

This procedure establishes and maintains a system to control, calibrate, and maintain the Inspection, Measuring and Test equipment (IM & TE) within Penn United Technologies Inc.

U. Control of Nonconforming Product (SOP-0008)

Penn United ensures products that do not conform, are unidentified, or suspect of not conforming to the requirements are identified and controlled to prevent unintended use or delivery. The controls and related responsibilities and authorities in dealing with nonconforming product are defined in this procedure. This procedure defines the methods of disposition and the process to be followed in the event nonconforming product is detected after delivery or manufacturing has started.

V. Maintenance (SOP-0009)

Key equipment, the preventative and predictive maintenance processes within Penn United Technologies are established in this document. Routine maintenance on specified equipment is defined. Equipment receiving maintenance within Penn United is relevant to this procedure.

W. Technology Control Plan (SOP-0010)

This procedure defines for employees and visitors to Penn United Technologies Inc. the controls necessary to ensure information stays controlled. No transfer of controlled information (defined as technical information, data or defense service in ITAR Section 120.9 & 120.10) to foreign persons should occur unless authorized under ITAR.

X. Hazard Communication (SOP-0011)

This procedure establishes a way for all employees, contractors and/or vendors to be made aware of all hazardous material produced or imported. And that the information concerning hazards is transmitted appropriately to the affected individuals/teams.