

<b>S&amp;L AEROSPACE</b>	Title: <b>QUALITY RECORD MAINTENANCE</b>	
<b>AS 9100 &amp; ISO 9001 Procedures</b>	<b>QSP 4.2.4</b>	Revision: <b>D</b>

Issued By: Management Representative	Signature: <i>Ian R. Cutkbert</i>	Date: <b>04/16/12</b>
Approved By: President	Signature: <i>Jerry Wang</i>	Date: <b>04/16/12</b>

## 1 PURPOSE

- 1.1 The purpose of this procedure is to define the steps that S&L follows to ensure that quality records are identified, collected, indexed, filed, protected and stored to allow for ready access and retrieval, and that these records are disposed of properly, including pertinent quality records from suppliers.
- 1.2 To ensure that records are retained as per WI-4.2.4.2 and made available for review by customers and regulatory authorities in accordance with contract or regulatory requirements.

NOTE 1: Quality records demonstrate S&L's conformance to its quality system, customer, regulatory, and other requirements. Quality system records are retained to provide evidence of quality and to assist in corrective action or preventive action for quality problems that reveal themselves over time.

## 2 SCOPE

- 2.1 This procedure applies to identified quality records.
- 2.2 This procedure addresses clause 4.2.4 in AS 9100 & ISO 9001 and Section 4.2.4 the Quality Manual.
- 2.3 *AS 9100 requirements above ISO 9001 requirements are indicated in italics.*

## 3 RELATED DOCUMENTS AND FORMS

- 3.1 Document Master List Form, F-4.2.1.1
- 3.2 Document Issue/Update Form, F-4.2.1.2
- 3.3 Document Change Form, F-4.2.1.3
- 3.4 Corrective Action Response (CAR) Log, F-8.5.2.1
- 3.5 All QSP's (Procedures)
- 3.6 Control of Drawings, WI-4.2.3.1
- 3.7 Data Back Up & Retrieval, WI-4.2.4.1
- 3.8 Customer Record Retention, WI-4.2.4.2

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#### 4 PROCEDURE

- 4.1 Quality Records are maintained by S&L to provide evidence of conformity requirements and of the effective operation of the quality Management system.
- 4.2 It is the responsibility of appropriate Department Managers and/or the Management Representative to identify Quality Records to be maintained. See Table below.
- 4.3 Department Managers are responsible for ensuring that Quality Records are legible.
- 4.4 Quality Records are filed, indexed and stored in a manner that facilitates access and provides for protection against damage and deterioration.
  - 4.4.1 Nonconforming Material Reports are filed numerically per the NCMR Log.
  - 4.4.2 Customer Complaints are filed numerically per the Corrective Action Log.
  - 4.4.3 Internal Audits are filed numerically by Internal Audit Log number.
  - 4.4.4 Management Review Meeting Minutes are filed by date.
  - 4.4.5 Training Records are filed by Employee name.
  - 4.4.6 The Supplier Corrective Action Requests are filed numerically by CAR Action Log number.
  - 4.4.7 Quotes are filed by the Sales Coordinator by customer and date.
  - 4.4.8 Contract Acceptance is filed with the appropriate sales order.
  - 4.4.9 Sales Orders are filed by customer name and sales order number.
  - 4.4.10 Customer supplied drawings and change notices are filed alphabetically.
  - 4.4.11 Inspection Records are filed by Part Number by date.
  - 4.4.12 Calibration Records will be scanned & the files archived. The original hard copies will be filed by equipment calibrated.
  - 4.4.13 Maintenance Records are filed by equipment.
  - 4.4.14 Purchase Orders are filed by supplier and purchase order number.
- 4.5 Protection of Quality Records:
  - 4.5.1 Quality Records are protected by keeping them in containers such as file cabinets or storage boxes to minimize deterioration, damage or loss.
  - 4.5.2 Electronic Records are archived and maintained in a fireproof container or a copy kept off site.
  - 4.5.3 Electronically held data is backed up per the Data Back Up & Retrieval work instruction.
- 4.6 Where required by customer contracts Quality Records relating to sub-contractor conformance are maintained and retained as specified by the customer (WI-4.2.4.2).
- 4.7 *When agreed to, or contractually required, S&L makes quality records available to the*

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*customer for an agreed period.*

4.8 Method of Disposal for Quality Records:

4.8.1 Shredding or placing them in the trash.

4.8.2 When retention time requirements have been satisfied, it is the responsibility of the President or designee to determine whether the records should be archived for future reference or disposed of.

4.9 Method of controlling records that are created by supplier:

4.9.1 *S&L's purchase order indicates what records are required to be supplied by suppliers.*

4.9.2 *The Table below indicates supplier records that S&L maintains.*

4.9.3 *Should S&L require the supplier to maintain records applicable to product supplied, these requirements will be documented in the Company's Purchase Order.*

4.9.4 *All certifications for hardware or services rendered, received from suppliers, will be reviewed, stamped off & dated by Quality Assurance personnel prior to filing, indexing and storing.*

4.10 The following Quality Records are maintained as outlined in the Table below:

<b>RECORD</b>	<b>RESPONSIBLE PERSON</b>	<b>LOCATION</b>	<b>MINIMUM RETENTION</b>	<b>TYPE OF RECORD</b>
Action Plan (Preventive Maintenance)	Management Representative	Quality	7 Years	Hardcopy
Approved Supplier List	Purchasing	Purchasing	7 Years	Hardcopy & Electronic
Acceptance Test Plans	Laboratory Manager	Hydraulics Laboratory	7 Years	Hardcopy & Electronic
Authority Matrix	Management Representative	Quality	7 Years	Hardcopy
Calibration Test Record	Quality Manager	Quality	7 Years	Hardcopy & Electronic
Calibration Service Test Reports	Quality Manager	Quality	7 Years	Hardcopy & Electronic
Certificate of Conformance (Ours)	Quality Manager	Administration	7 Years	Hardcopy & Electronic
Certificate of Origin (Vendor) Certificate of Analysis (Vendor)	Quality Manager	Quality	7 Years	Hardcopy
Changes to Approved Supplier List	Purchasing	Purchasing	7 Years	Hardcopy &

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				Electronic
Component Stock Record	Production Manager	Stock Room	7 Years	Hardcopy
Confirmation of Sales Order	Sales Coordinator	Administration	7 Years	Hardcopy
Contract Review/Shipping Instructions	Sales Coordinator	Administration	7 Years	Hardcopy
Corrective Action Status Report	Quality Manager	Quality	7 Years	Hardcopy & Electronic
Customer Contracts/Purchase Orders and amendments.	Sales Coordinator	Administration	7 Years	Hardcopy & Electronic
Customer Change Request	Sales Coordinator	Administration	7 Years	Hardcopy
Customer Complaints	Quality Manager	Quality	7 Years	Hardcopy & Electronic
Customer Complaint Log	Quality Manager	Quality	7 Years	Hardcopy
Customer Survey Questionnaire	Management Representative	Administration	7 Years	Hardcopy
Customer Satisfaction Assessment Report	Management Representative	Administration	7 Years	Hardcopy
Document Master List	Quality Manager	Quality	7 Years	Hardcopy & Electronic
Document Change Request	Quality Manager	Administration	7 Years	Hardcopy
Equipment Maintenance List	Manufacturing Manager	Manufacturing	7 Years	Hardcopy
First Article Inspection Records	Quality Manager	Quality/Assembly	7 Years	Hardcopy & Electronic
Inspection Record	Quality Manager	Quality	7 Years	Hardcopy & Electronic
Internal & External Audit Records <ul style="list-style-type: none"> <li>▪ Internal Audit Schedule</li> <li>▪ Internal Audit Log</li> <li>▪ Internal Audit Form</li> <li>▪ Internal Audit Check List</li> <li>▪ External Audit Records</li> </ul>	Management Representative	Quality	7 Years	Hardcopy
Management Review Meeting Minutes including supporting data relating to the Management Review Agenda, Quality Objectives, Targets & Objectives and Continuous Improvement	Management Representative	Quality	7 Years	Hardcopy & Electronic
Material Certification	Quality Manager	Quality	7 Years	Hardcopy & Electronic
Measuring & Test Equipment List	Management Representative	Quality	7 Years	Hardcopy & Electronic
MSDS Sheets (Supplier)	Plant Manager	Shop Floor	7 Years	Hardcopy
New Product/Services Quality Plan	President	Administration	7 Years	Hardcopy

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New Product Proposal Review	Sales Coordinator	Administration	7 Years	Hardcopy
Nonconforming Material Report	Quality Manager	Quality	7 Years	Hardcopy & Electronic
Nonconforming Material Report Log	Quality Manager	Quality	7 Years	Hardcopy & Electronic
O-Ring Receiving Log	Production Manager	Stock Room	7 Years	Hardcopy & Electronic
Preventive Maintenance Program Sign Off Sheet	Manufacturing Manager	Manufacturing	3 Years	Hardcopy
Preventive Maintenance Schedule	Manufacturing Manager	Manufacturing	3 Years	Hardcopy
Preventive Maintenance Service Reports	Manufacturing Manager	Manufacturing	3 Years	Hardcopy
Preventive Maintenance Work Requests	Manufacturing Manager	Manufacturing	3 Years	Hardcopy
Purchase Orders	Purchasing	Accounting	7 Years	Hardcopy & Electronic
Purchase Orders (revised)	Purchasing	Accounting	7 Years	Hardcopy & Electronic
Quotations (Successful)	Sales Coordinator	Administration	7 Years	Hardcopy
Management Review Meeting Minutes including supporting data relating to the Management Review Agenda, Quality Objectives, Targets & Objectives and Continuous Improvement	Management Representative/ President	Quality	7 Years	Hardcopy & Electronic
Sales Orders & Invoices	Sales Coordinator	Administration	7 Years	Hardcopy
Sales Order Log	Sales Coordinator	Administration	7 Years	Hardcopy
Stock Record	Production Manager	Stock Room	7 Years	Hardcopy & Electronic
Supplier Questionnaires	Purchasing	Purchasing	7 Years	Hardcopy
Supplier Corrective Action Requests	Quality Manager	Quality	7 Years	Hardcopy & Electronic
Supplier Corrective Action Request Log	Quality Manager	Quality	7 Years	Hardcopy & Electronic
Supplier Performance Reports	Purchasing	Purchasing	7 Years	Hardcopy
Supplier Problem Report	Purchasing	Purchasing	7 Years	Hardcopy
Test Reports (Vendor)	Quality Manager	Quality	7 Years	Hardcopy

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Training Records <ul style="list-style-type: none"> <li>▪ Training/Certification Record</li> <li>▪ ISO Induction Training</li> <li>▪ New Hire Check List</li> <li>▪ Training Matrix</li> <li>▪ External Training/Attendance Certificates.</li> <li>▪ Development Analysis Sheet</li> <li>▪ Task Analysis Record</li> <li>▪ Role Definition</li> </ul>	Human Resources	Human Resources	Term of Employment plus 1 year.	Hardcopy
Work Order Traveler	Manufacturing/ Assembly	Administration	7 Years	Hardcopy & Electronic

**Procedure Amendment Record:**

<b>Revision</b>	<b>Date</b>	<b>Description</b>
A	10/26/05	Procedure issued.
B	12/15/08	Par. 4.4.1.2 revised, par. 4.9.4 added.
C	01/15/10	Updated references from ISO9001:2000 to ISO9001:2009 Rev.C
D	04/16/12	Updated documentation references from WI's and for Form Logs