

**Progressive Alloy Steels Unlimited
Quality Assurance Manual**

**Progressive Alloy Steels Unlimited L.L.C.
AS9100 Certified Company**

**QUALITY
ASSURANCE
MANUAL**

**Manual No. 2 Rev. 2
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**Progressive Alloy Steels Unlimited
Quality Assurance Manual
Progressive Alloy Steels Unlimited L.L.C.**

Quality Policy

Progressive Alloy's commitment is to supply a quality product, on time, at a fair market price.

It is our objective to meet or exceed our customer's needs and expectations today, and concurrently anticipate the requirements of tomorrow. Quality control and quality assurance are vital links in material processing and inventory storage. Quality is planned and built into every process at Progressive Alloy. We are committed to maintaining processes and systems based on the guidelines set forth by ISO 9001:2008 and AS9100.

We continue to strive to improve all facets of Progressive Alloy through internal audits, customer feedback, employee input and quarterly management reviews.

We know that our immediate and long term success is dependent on supplying our customers materials and service that fully meets their needs, on time, every time, at a fair market price. These requirements are shared amongst all employees of Progressive Alloy.

Bruce Olson
President
Progressive Alloy Steels

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Dan Moses – Vice President

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Title: Scope, References, Terms and Definitions		

1.0 SCOPE

This Quality Assurance Manual and the Progressive Alloy Steels Quality Management System is in accordance with ISO 9001:2008 and AS 9100. Progressive Alloy Steels distributes specialty alloys. Progressive Alloy Steels performs no design functions or servicing as defined by this standard.

2.0 REFERENCES

This manual is based on the Technical Specification ISO 9001:2008 and AS 9100

3.0 TERMS and DEFINITIONS

For the purpose of this the terms and definitions of ISO 9001:2008 and AS9100 apply.

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Title: Management System		

4.0 QUALITY MANAGEMENT SYSTEM

4.1 GENERAL

The objective of this quality system is to ensure that the products and services conform to the requirements. These controls will include outsourcing processes if required. The system employed is based on ISO 9001:2008 and AS 9100.

4.2 DOCUMENTATION

4.2.1 GENERAL

The system includes:

Quality Policy and Quality Objectives - These shall be defined by the President and will remain the mission and goals of Progressive Alloy Steels.

Quality Assurance Manual – This manual describes in detail the Quality Management System, Quality Policy and Quality Organization.

Standard Practice Procedures – This manual describes the methods used in all practices performed at Progressive Alloy Steels.

Standard Operating Procedures – This manual describes the standard methods of operations to achieve the desired product.

Work Instructions – Work instructions provide information relating to a specific task carried out at each branch of Progressive Alloy Steels.

Records, Data, and Reference Material – Supporting documents of the quality system.

Regulatory authorities' requirements – All Progressive Alloy employees have access to quality management system and are aware of relevant procedures. Customers and Regulatory authorities have access to all documentation as well as Right of Access into facilities.

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Title: Management System

4.2.2 QUALITY MANUAL

The Quality Assurance Manual establishes the scope of the SPP. Progressive Alloy Steels does not perform design and servicing functions as defined by the ISO and AS standards.

Procedures referred to in this document are contained in the Standard Practice Procedures Manual.

4.2.3 CONTROL OF DOCUMENTS

Procedure SPP 5.0 establishes procedures for control of documents to assure that:

- a. Documents are approved before use by Management
- b. Documents are reviewed, updated and re-approved as necessary.
- c. Changes and the current revision status are identified.
- d. Relevant versions of documents are available at points of use.
- e. Documents remain legible and available
- f. Documents of external origin are approved and controlled.
- g. Obsolete documents are removed and identified as obsolete. Copies are retained if required.
- h. Any document changes that affect existing contracts will be reviewed with the customer and/or regulatory authorities in accordance to the contract terms.

4.2.4 CONTROL OF RECORDS

Procedure SPP 16.0 establishes procedures for control of records to assure that required records are available. Records provide evidence of conformance to requirements and of effective operation of the QMS. Procedure defines:

- a. Retention time
- b. Storage, Protection
- c. Disposition of records
- d. Identification

4.3 CONFIGURATION MANAGEMENT

Procedure SPP 3.0 establishes the procedures for configuration management. Documents generated from this change will be maintained per SPP 3.0.

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Title: Management Responsibility		

5.0 MANAGEMENT RESPONSIBILITY

SPP1.0 documents procedures for Management Responsibilities.

5.1 Management Commitment

The management of Progressive Alloy Steels is committed to an effective QMS. Progressive Alloy Steels establishes procedures to assure effectiveness and continuous improvement by:

- a. Communicating the importance of customer requirements as well as statutory and regulatory requirements to the organization.
- b. Establishment of Quality Policy
- c. Ensuring relevant quality objectives
- d. Conducting Management reviews
- e. Ensuring the availability of resources

5.2 Customer Focus

The management of Progressive Alloy Steels is committed to customer satisfaction. The QAM is reviewed to assure that the customer requirements are met and that our customers are satisfied.

5.3 Quality Policy

The President establishes the Quality Policy and ensures that it:

- a. Is appropriate for Progressive Alloy Steels.
- b. Includes a commitment to comply with requirements and to continually improve the QAM
- c. Provides a framework for establishment and review of quality objectives.
- d. Communicates this policy and confirms it is understood within the organization.
- e. Is reviewed for continuing suitability.

5.4 PLANNING

5.4.1 Quality Objectives

The President establishes quality objectives with the quality policy. These objectives are established at relevant levels within the organization.

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Title: Management Responsibility

5.4.2 QMS PLANNING

The President has established a QMS that includes:

- a. Planning of the QMS to assure that the Quality Objectives and Requirements are met.
- b. Assurance that the integrity of the QMS is maintained when changes are planned and implemented.

5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION

5.5.1 Responsibility and Authority

Responsibility and authority within the Progressive Alloy Steels QMS is documented in the organization chart in SPP 1.0. Job descriptions are communicated within the organization.

5.5.2 Management Representative

Progressive Alloy Steels appoints a management representative who irrespective of other responsibilities shall:

- a. Ensure that the QMS is established, implemented and maintained
- b. Report to top management on the performance of the QMS and any need for improvement.
- c. Promote awareness of customer requirements throughout the organization.
- d. Management Representative is Dan Moses. He has the authority to resolve all matters pertaining to quality.

5.5.3 Internal Communication

Progressive Alloy Steels management has established consistent communication with the employees to ensure the quality policy is followed through. Weekly meetings with management to review all aspects of business are documented and saved. Any process improvement is monitored for success.

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Title: Management Responsibility

5.6 MANAGEMENT REVIEW

5.6.1 General

Procedure for Management review is documented in SPP 1.0. Planning and review occur annually and are monitored semi-annually. The review ensures the continuing effectiveness of the QMS by reviewing data from both customers and PASU internal audits. This data can consist of but not limited to:

- a. on time delivery
- b. Return's or credits issued
- c. Internal, customer or Vendor Corrective actions

5.6.2 Review Inputs

Inputs to Management review shall include:

- a. Results of Audits and follow up actions
- b. Customer Input which includes Performance Results
- c. Internal inspection of process and product upon completion
- d. Status of Preventative and Corrective Actions
- e. Follow ups to these actions.
- f. Recommendations for improvement
- g. Changes put into place from previous reviews and results of these changes.

5.6.3 Review Outputs

Outputs from Management Review shall include:

- a. Improvement of the QMS.
- b. Improvement of product and process relative to customer requirements
- c. Resource needs

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Title: Resource Management		

6.0 RESOURCE MANAGEMENT

6.1 Provisions of Resources

Progressive Alloy Steels provides resources required to:

- a. Maintain the QMS and continually improve its effectiveness.
- b. Enhance customer satisfaction by meeting requirements.

6.2 Human Resources

6.2.1 General

Personnel performing work affecting product quality are qualified as competent on the basis of appropriate education, training, skills and experience. Training procedures are listed in SPP 18.0.

6.2.2 Competence, Awareness and Training

For all personnel performing work affecting product quality Progressive Alloy Steels:

- a. Determines the necessary competence required
- b. Provides training or other actions to satisfy these needs
- c. Evaluates the effectiveness of these actions
- d. Ensures the personnel are aware of the relevance of importance of their activities and how they contribute to the achievement of quality objectives.
- e. Maintains appropriate records of training.

6.3 Infrastructure

Progressive Alloy Steels provides and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes:

- a. Buildings, utilities and workspace
- b. Equipment, including both hardware and software
- c. Supporting services

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Title: Resource Management

6.4 Work Environment

Progressive Alloy Steels determines and manages the work environment needed to assure that product requirements are met and that work is performed safely. Progressive Alloy Steels complies with safety and environmental regulations and guidelines.

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Title: Product Realization		

7.0 PRODUCT REALIZATION

7.1 Planning of Product Realization

Progressive Alloy Steels plans and develops processes for product realization consistent with the requirements of the QMS. At time of inquiry sales in conjunction with the customer determine specification requirements and if our product is acceptable.

Planning Determines:

- a. Quality Objectives and requirements for the product
- b. The need to establish new or different processes and resources.
- c. Required verification, validation, inspection and testing
- d. Records needed to provide evidence that the process and product meet the established requirements.
- e. Identify resources needed to support operation and maintenance of product.

7.2 Customer Related Processes

Customer related products/processes are the responsibility of the Progressive Alloy Sales Department and procedures are documented in SPP 7.0

7.2.1 Determination of requirements related to the product.

Product Requirements are determined by Sales people at the time of inquiry with customer:

- a. Requirements specified by customer
- b. Requirements not specified by customer but required for the specified or intended use where known
- c. Statutory and regulatory requirements applicable to product.
- d. Any additional requirements determined by Progressive Alloy Steels

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Title: Product Realization

7.2.2 Review of Requirements Related to the Product

Progressive Alloy Steels reviews all requirements to the product before committing to supply the product to a customer (via quotation, acceptance of contract, changes to orders) to ensure that:

- a. Product requirements are defined
- b. Contract/order requirements differing from original accepted order are resolved
- c. Progressive Alloy Steels has the ability to meet the defined requirements.
- d. Any possible risks that would possibly interrupt our commitment have been reviewed.

Progressive Alloy Steels sales people maintain records of customer communication on these actions arising from review.

Progressive Alloy Steels provides confirmation of orders, order requirements and order changes to customer by one of these options:

- a. e-mail
- b. System generated confirmation
- c. Verbally

7.2.3 Customer Communication

Progressive Alloy Steels sales department is responsible for communicating with customers in relation to:

- a. Product information
- b. Inquiries, contracts, order handling, amendments
- c. Customer feedback including complaints.

7.3 DESIGN AND DEVELOPMENT

Design and Development is excluded from this Quality Manual. Progressive Alloy does not design or develop any product or parts.

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7.4 PURCHASING

7.4.1 Purchasing Process

Procedure SPP 6.0 establishes procedures to ensure that purchased product conforms to specified requirements. The type and extent of control applied to supplier is based upon the product being supplied.

Progressive Alloy is responsible for the product being purchased from suppliers, including customer-designated suppliers.

Suppliers are evaluated and selected based on their ability to supply products in accordance with required specifications. Records of supplier evaluation and actions arising from evaluation are maintained. Progressive Alloy Steels does:

- a. Maintain an approved supplier listing that includes the scope of approval.
- b. Periodically reviews supplier's performance. These records are used to help establish the level of controls implemented to a supplier.
- c. Decides needed actions when requirements are not met.
- d. When required, confirm that both Progressive Alloy Steels and suppliers use customer-approved sources.
- e. Give the responsibility for approving suppliers as well as disapproving the use of sources

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Title: Product Realization

7.4.2 Purchasing Information

Purchasing information describes the product being purchased where appropriate.

- a. requirements for approval of product, procedures and processes (equipment)
- b. requirements for qualification of personnel
- c. Quality Management Systems in place and approved personnel.
- d. Identification of product(name & Specification) and all other applicable requirements
- e. Requirements for Design, test, inspection and all related requirements for acceptance.
- f. If required, test samples and results per requirements
- g. Requirements applicable to Non-Conformance issues
- h. Supplier notification requirements on changes to submitted purchase order.
- i. Right to access, including suppliers facility
- j. Supplier will include all requirements to any sub-tier suppliers.

Progressive Alloy Steels assures that purchase requirements are adequately specified prior to communication with supplier.

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Title: Product Realization

7.4.3 Verification of Purchased Product

Progressive Alloy Steels verifies purchased product as described in SPP 10.0 to assure that purchased product meets specified purchase requirements. These requirements include but are not limited to:

- a. Evidence of the quality of product
- b. Inspection and audit at suppliers location
- c. Review and approval of supplied documentation
- d. Physical inspection of product
- e. Random outside testing of products conformity.

Incoming product will not be used until it has been confirmed that it meets requirements of purchase order.

Where test reports are used, the data on these test reports will be acceptable per applicable specifications.

Should Progressive Alloy Steels delegate confirmation activities to supplier, the requirements shall be defined and maintained as a quality document.

Should Progressive Alloy Steels or its customer intend to perform verification at the supplier's facility, Progressive Alloy will define the intended verification and method in purchase order.

Where specified in the contract, the customer or an assigned representative will be allowed the right to verify at either the suppliers or Progressive Alloy Steels facility.

Customer verification will not be used by Progressive Alloy Steels as effective evidence of quality control. Progressive Alloy Steels will maintain its standard process of product confirmation.

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7.5 PRODUCTION and SERVICE PROVISION

Progressive Alloy Steels does not provide service.

7.5.1 Control of Production

Planning shall consider:

- a. Establishment of process controls and control plans when key characteristics are defined
- b. Identify in process inspection points
- c. Design, process and tooling used so that all inspections can be taken and confirmed
- d. Any special process

Progressive Alloy Steels carries out production under controlled conditions which include:

- a. Available information which describes the required characteristics of the product
- b. Available work instructions necessary
- c. Use of suitable equipment
- d. Use of quality measuring devices when needed
- e. Implementation of monitoring and measurement.
- f. Release, packaging and delivery of product
- g. Accountability of all product during process
- h. Evidence that all process and inspections have been completed.
- i. Provision for the prevention, detection and removal of foreign objects.
- j. Monitoring and control of all utilities and supplies that could affect product quality.
- k. Criteria for workmanship shall be defined clearly and in easiest form to apply to process.

7.5.1.1 Production Documentation

Production shall be carried out in accordance to approved data. This data shall contain as needed:

- a. Part number, inspection requirements, drawings, work orders and inspection document.
- b. List of specific or no-specific tools and any specific instructions.

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7.5.1.2 Control of Production Process Change

Persons authorized to change production requirements are defined in process SOP.

Any change shall be identified and approved in accordance with the contract. This includes regulatory requirements.

Changes affecting Processes, production equipment, tools will be documented.

Results of production changes will be reviewed and confirmed that change was done without adverse effects to product quality.

7.5.1.3 Control of Production Equipment and Tools

Production equipment and tools will be validated prior to use and inspected periodically.

7.5.1.4 Control of Work Transferred Temporarily Outside

Any work temporarily moved outside of Progressive Alloy Steels facilities will have process controls defined prior to leaving and quality of work shall be inspected upon return.

7.5.1.5 Control of Service Operations is not applicable – No Product is serviced by Progressive Alloy.

7.5.2 Validation of Production Processes

Validation of Production Process is excluded from this Quality Manual. Progressive Alloy does not have processes which would require additional validation.

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7.5.3 Identification and Traceability

SPP 8.0 establishes procedures for identification and traceability of product from receipt to inventory to shipment. Progressive Alloy Steels maintains traceability of all products.

When it pertains, Progressive Alloy Steels will maintain identification of the configuration of the product in order to identify any differences between original and completed product.

Acceptance media has established document controls

Dependent on the requirements by contract, regulatory or other requirements Progressive Alloy Steels will provide:

- a. Identification maintained through the life of the product
- b. Traceability of the products from the same batch.
- c. If required a sequential record of production.

7.5.4 Customer Property

SPP 7.0 establishes procedures for customer supplied product. Progressive Alloy Steels will identify, protect and safeguard customer's property in the same manner as Progressive Alloy Steels property.

Customer Property does include intellectual property as well, including data, drawings, design and more.

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7.5.5 Preservation of Product

SPP 15.0 establishes the procedures for the preservation of product at Progressive Alloy Steels. This preservation includes Identification, Handling, packaging and storage and protection through all processes.

Preservation of product shall include provisions for:

- a. Cleaning
- b. Prevention and detection of foreign objects
- c. Special handling if required
- d. Marking and labeling including safety instructions
- e. Stock rotation or shelf life requirements
- f. Hazardous materials and handling requirements

7.6 Control of Monitoring and Measuring Devices

SPP 11.0 establishes procedures for control of monitoring and measuring devices to assure that product requirements are met. Progressive Alloy Steels determines the devices needed to provide evidence of product conformance.

Progressive Alloy Steels maintains a register of all equipment monitored for and defines the process each is used for. Each item will also list the individual identification for monitoring, location, frequency, method and acceptance criteria.

Progressive Alloy Steels procedures ensure that monitoring and measurement activities are completed in a manner consistent with requirements. Measuring equipment is:

- a. Calibrated at specific intervals against measurement standards traceable to international or national requirements.
- b. Adjusted or replaced as needed
- c. Identified to enable tracking of results of calibration
- d. Safeguarded from adjustments that would invalidate result.
- e. Protected from damage and deterioration
- f. Recalled if required by a defined process.

Records of calibration are recorded and maintained. When equipment is found that does not meet calibration; the validity of previous use is assessed. Action is taken if needed.