

# **Denco Aerospace, Inc.**

2605 Central St.

Grand Prairie, Texas 75050

Tel (972) 263-5976 Fax (972) 642-6067

## **QUALITY CONTROL MANUAL**

**Revision 3 (Completely Rewritten)**

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# Revisions

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	September 1989	Manual Origination	Original Document
1	August 1992	Manual Update	Completely Rewritten
2	August 1995	Manual Update	Incorporated Changes
3	January 2005	Manual Update	Rewritten to Comply to AS9120

# Table of Contents

<b>DESCRIPTION</b>	<b>PAGE</b>
<b>1.0 SCOPE</b>	5
1.1 GENERAL	5
1.2 APPLICATION	5
<b>2.0 REFERENCES</b>	6
<b>3.0 TERMS AND DEFINITIONS</b>	7
<b>4.0 QUALITY MANAGEMENT SYSTEM</b>	8
4.1 GENERAL REQUIREMENTS	8
4.2 DOCUMENTATION REQUIREMENTS	8
4.2.1 General	8
4.2.2 Quality Manual	9
4.2.3 Control of Documents	9
4.2.4 Control of Records	9
<b>5.0 MANAGEMENT RESPONSIBILITIES</b>	10
5.1 MANAGEMENT COMMITMENT	10
5.2 CUSTOMER FOCUS	10
5.3 QUALITY POLICY	10
5.4 PLANNING	10
5.4.1 Quality Objectives	10
5.4.2 Quality Management System Planning	10
5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION	10
5.5.1 Responsibility and Authority	10
5.5.2 Management Representative	11
5.5.3 Internal Communication	11
5.6 MANAGEMENT REVIEW	11
5.6.1 General	11
5.6.2 Review Input	11
5.6.3 Review Output	11
<b>6.0 RESOURCE MANAGEMENT</b>	12
6.1 PROVISION OF RESOURCES	12
6.2 HUMAN RESOURCES	12
6.2.1 General	12
6.2.2 Competence, Awareness and Training	12
6.3 INFRASTRUCTURE	12
6.4 WORK ENVIRONMENT	12

# Table of Contents

<b>DESCRIPTION</b>	<b>PAGE</b>
<b>7.0 PRODUCT REALIZATIONS</b>	13
7.1 PLANNING AND PRODUCT REALIZATION	13
7.2 CUSTOMER-RELATED PROCESSES	13
7.2.1 Determination of Requirements Related to Product	13
7.2.2 Review of Requirements Related to the Product	13
7.2.3 Customer Communication	13
7.3 DESIGN AND DEVELOPMENT	13
7.4 PURCHASING	13
7.4.1 Purchasing Process	13
7.4.2 Purchasing Information	14
7.4.3 Verification of Purchased Product	14
7.5 PRODUCT AND SERVICE PROVISION	14
7.5.1 Control of Production and Service Provision	14
7.5.2 Validation of Process for Production and Service Provision	15
7.5.3 Identification and Traceability	15
7.5.4 Customer Property	16
7.5.5 Preservation of Product	16
7.6 CONTROL OF MONITORING AND MEASURING DEVICES	16
<b>8.0 MEASUREMENTS, ANALYSIS AND IMPROVEMENT</b>	17
8.1 GENERAL	17
8.2 MONITORING AND MEASURING	27
8.2.1 Customer Satisfaction	17
8.2.2 Internal Audit	17
8.2.3 Monitoring and Measurement of Process	18
8.2.4 Monitoring and Measurement of Product	18
8.2.5 Evidence of Conformance – Certification of Conformity	18
8.3 CONTROL OF NON-CONFORMING PRODUCT	18
8.4 ANALYSIS OF DATA	19
8.5 IMPROVEMENT	19
8.5.1 Continual Improvement	19
8.5.2 Corrective Action	19
8.5.3 Preventative Action	19

# 1.0 Scope

## 1.1 General

This manual has been prepared to outline and maintain the quality system established as an integral part of Denco Aerospace's operations. This manual is a general guide to the quality program as it applies to purchasing, storage, inspection and distribution. This manual complies with AS9120 and is not to be considered as requirements imposed by any customer's purchase order or contract.

Denco Aerospace will provide and maintain a management system, which will assure that all supplies and services submitted to the customer for acceptance, and conform to contract requirements. The scope of this system does not include quality system requirements for design control. Design control is not a function of Denco Aerospace, Inc.

## 1.2 Application

Denco Aerospace performs or the quality acceptance required to substantiate product conformance to drawings, specifications and contract requirements. In addition, Denco performs all inspection and test required by the contract. Denco Aerospace's Quality Management System is documented and available for review by any interested party prior the implementation of the contract.

The customer, at its option, may furnish written notice of acceptance or refusal of the quality system. Denco Aerospace will notify the accrediting organization of any changes to the current Quality Management System.

The following organization chart illustrates how the Quality Department's relates to the rest of the organization.

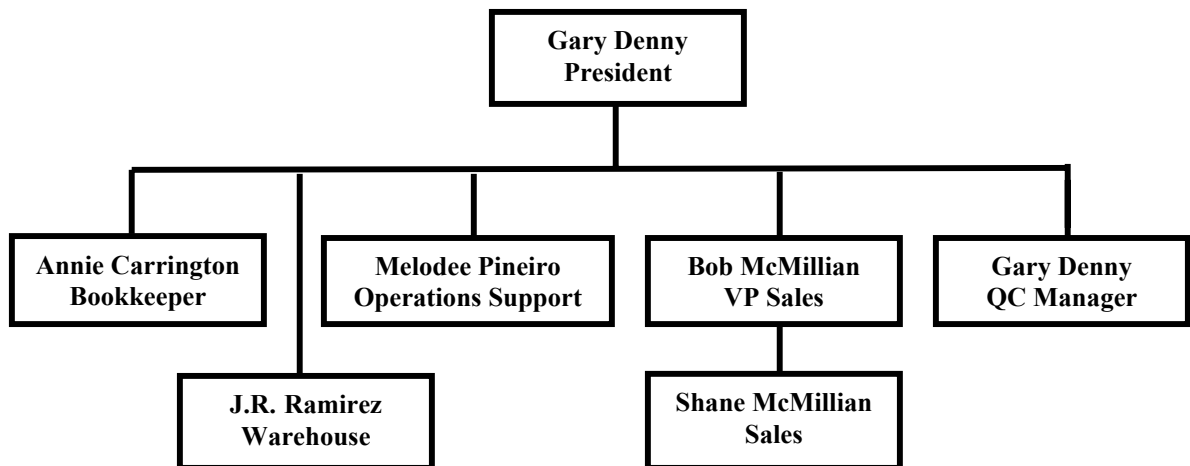


Figure 1.1 Denco Aerospace Organization Chart

## 2.0 References

ISO-9001: 2000

Quality Management System - Requirements

SAE AS9120

Quality Management Systems – Aerospace Requirements for Stocking Distributors

MIL-I-45208

Inspection System Requirements

MIL-STD-1916

Test Method Standards

MIL-C-45662

Calibration System Requirements

## 3.0 Terms and Definitions

- **Calibration:** The set of operations that establish, under specified conditions, the relationship between values indicated by a measuring instrument or measuring system, or values represented by a material measure, and the corresponding known values of a measured.
- **Certificate Of Certification:** A statement attesting to the quality qualification of the product which is provided.
- **Customers:** A person or organization who buy products on a regular bases.
- **Manufacture:** A person or organization produces a product by a group machines or a group of processes.
- **Manufacture's Certificate/Test Reports:** A manufacture documents attesting to the qualification of the product in which is produced and the supporting reports supporting quality reports that testifies to procurement standards.
- **Stocking Distributor:** An organization, which procures larger quantities from several manufactures larger and distributes that product to several customers.
- **Supplier:** An organization which provides a product to a customer.

## 4.0 Quality Management System

### 4.1 General Requirements

This manual has been prepared to document, implement and maintain the quality system in accordance with the requirements specified in AS9120. This quality system was established to be integral part of Denco Aerospace operation. This manual is a general guide to the quality program as it applies to the warehousing and distribution process. This manual complies with AS9120 and is not to be considered as a process specification imposed by any customer purchase order or contract.

### 4.2 Documentation Requirements

#### 4.2.1 General

Denco Aerospace will document, and maintain a Quality Management System, and provide for it's continuous improvement in accordance with the requirements of AS9120. Figure 4.1 describes the processes for the Quality Management System throughout the organization. Figure 4.1 also demonstrates the sequences and interaction of these processes.

Denco Aerospace management is responsible for ensuring the availability of resources and information necessary to support the operation and monitoring of these processes. The methods for monitoring, measuring and analyzing these processes are described in section 8 of this manual. In addition, the actions necessary to achieve the planned results and continuous improvement of these processes are described in this manual.

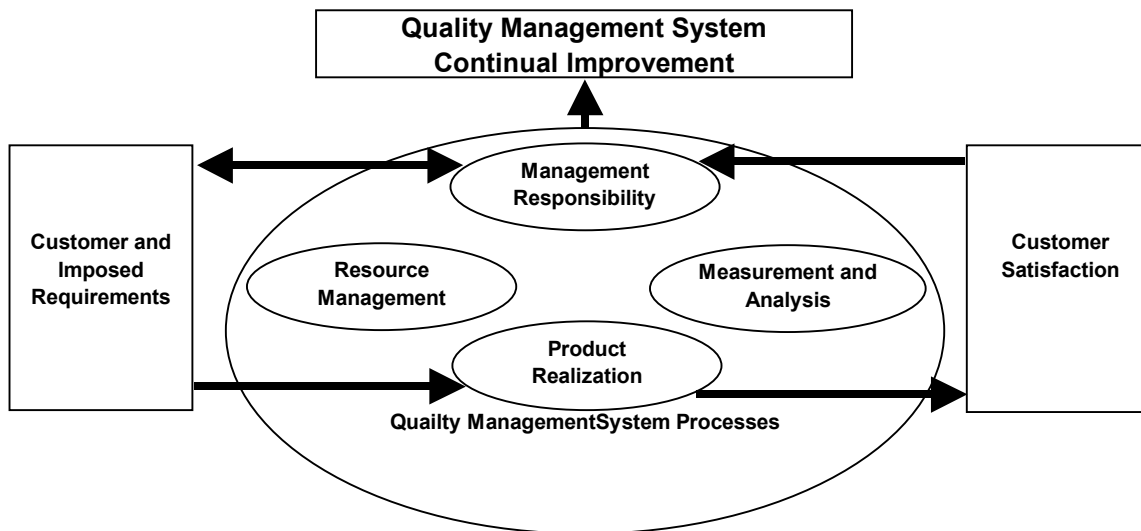


Figure 4.1 Quality Management System Flow Chart

## **4.2.2 Quality Manual**

The Quality Manager is responsible for the contents, all changes, and control of the Quality System Manual. Changes to the Quality System Manual shall be made as required. Changes shall be reviewed and approved by the National Service Managers of Instrumentation Services and Repair Parts. Changes shall be summarized in the revision history of the Quality System Manual. The Quality Manager shall only issue controlled copies of the Quality System Manual, uncontrolled copies may be distributed as needed to requesting parties. Controlled Quality System Manuals will bear the control number on the manual's cover.

## **4.2.3 Control of Documents**

Denco Aerospace's quality system will assure that the latest applicable drawings, specifications and instructions required by the contract, as well as authorized changes thereto, are used for inspection and testing. The Quality Control Manager will assure the correct drawing is available for use by replacing all obsolete documents with new drawings on the day of arrival. Denco Aerospace discards all obsolete drawings and specifications. However, one copy of old prints do remain on site for use by the sales office for old military/aircraft callouts. The obsolete copy of the print which is kept on file will be used and identified as reference only.

## **4.2.4 Control of Records**

Denco Aerospace, Inc. maintains adequate records of all inspections, tests and supplier provides records by Purchase Order. Records will be maintained on file for a minimum for ten years after last use unless otherwise specified by purchase order or contract. Inspection and testing documentation will indicate the nature and number of observations made, the number and type of deficiencies found, the quantities approved and rejected and the nature of corrective action taken as appropriate. Documentation of all inspections will be generated and maintained. These records will consist of completed and signed receiving inspection reports, and completed purchase orders.

## **5.0 Management Responsibilities**

### **5.1 Management Commitment**

Denco Aerospace management is committed to the development, implementation and continual improvement of its Quality Management System. Top management will demonstrate this commitment by communicating to the organization the importance of meeting customer, statutory and regulatory requirements, establishing and implementing the quality policy, ensuring that quality objectives are established, conducting management reviews, and ensuring the availability of resources.

### **5.2 Customer Focus**

Denco Aerospace management will ensure that customer requirements are determined and met with the aim of enhancing customer satisfaction.

### **5.3 Quality Policy**

Denco Aerospace management will ensure that the quality policy commits to the continual improvement and compliance with the quality management system. In addition, management all also ensure the quality policy provides a framework for establishing and reviewing quality objectives and is communicated within the organization.

### **5.4 Planning**

#### **5.4.1 Quality Objectives**

Denco's management ensures quality objectives are established for all functions within the organization. . These quality objectives are consistent with Denco's quality policy in meeting and exceeding our customer objectives.

#### **5.4.2 Quality Management System Planning**

Denco Aerospace management will ensure that the quality management system is planned and executed in such a manner that the requirements of section 4.1 and the quality objectives are met. In addition, Denco Aerospace will ensure, when changes are made to the quality system, the integrity of the quality system remains unchanged.

## **5.5 Responsibility, Authority and Communication**

### **5.5.1 Responsibility and Authority**

Management is responsible for marketing, sales, proposals, contract review, quality planning, and resources. Managerial support and technical personnel have the authority and resources necessary to carry out their duties and identify departures from the quality system or procedures. Personnel will be free from undue internal and external commercial, financial, or other pressures or influences. Procedures provide for protection of customer confidential information.

### **5.5.2 Management Representative**

The Quality Manager will be the Management Representative, with the responsibility and authority to ensure the Quality Management System is established, implemented and maintained. In addition, the Quality Manager is also responsible for reporting to top management performance of the quality system, needed improvements and promote the awareness of customer requirements through out the organization.

### **5.5.3 Internal Communication**

Denco Aerospace's management will ensure the effectiveness of the Quality Management System is communicated through out the organization.

## **5.6 Management Review**

### **5.6.1 General**

Denco Aerospace's management will review the Quality Management System at planned intervals to ensure continuous compliance to the AS9120 and all applicable regulatory requirements. This review also includes assessment of the quality system for improvement. The Quality Manager is responsible for coordination the management review with management and operation annually. Records from management reviews are kept of file for two years.

### **5.6.2 Review Input**

Denco Aerospace will use information from audit results, customer feedback, process performance and product conformity, status of preventive and corrective actions, follow-up actions from previous reviews, changes that could affect the quality management system and recommendations for improvement as input for management reviews.

### **5.6.3 Review Output**

Denco Aerospace management review will be as a quality record that includes any decisions and actions related to; improvement of the Quality Management System and its processes; improvement of product/service related to customer requirements; and resource needed.

## **6.0 Resource Management**

### **6.1 Provision of Resources**

Denco Aerospace management will determine and provide sufficient resources needed to implement and maintain the Quality Management System, continually improve its effectiveness and enhance customer satisfaction by meeting their requirements. Denco Aerospace will provide the necessary supervision of the technical staff with qualified people familiar with methods and procedures to obtain customer satisfactory results.

### **6.2 Human Resources**

#### **6.2.1 General**

Denco Aerospace management will ensure that personnel performing work affecting quality are competent based on appropriate education, training, skills and experience.

#### **6.2.2 Competence, Awareness and Training**

For personnel performing work affecting quality:

- Denco Aerospace management will determine the requirements for competence.
- Denco Aerospace management will provide training based on initial employment reviews, changes in job functions, individual performance reviews and workload type changes.
- Denco Aerospace management will assess the effectiveness of training that affects quality.
- Denco Aerospace will maintain records of education, training, qualifications, current job descriptions and experience in the employee's training and qualification folders.

### **6.3 Infrastructure**

Management will provide the following resources and maintain the infrastructure needed to achieve conformance to product requirements.

- Buildings, workspace and associated utilities
- Process equipment (test and measurement, hardware and software)
- Supporting services (transportation, communications and maintenance).

### **6.4 Work Environment**

Environmental conditions are monitored and controlled as required to achieve conformity to product requirements. Work shall be halted when conditions does not meet set requirements.

## **7.0 Product Realizations**

### **7.1 Planning and Product Realization**

Denco Aerospace management planned and developed the processes needed for product realization. These plans shall be consistent with other processes and requirements of the quality management system. When planning for product realization, Denco Aerospace will determine the quality objectives, requirements for the product; processes and documentation needed and resources specific to the product.

### **7.2 Customer-Related Processes**

#### **7.2.1 Determination of Requirements Related to Product**

Denco Aerospace will determine the requirements specified by the customer, including delivery and post delivery activities. Requirements that are not specifically stated by the customer but are known to be necessary shall be implement.

#### **7.2.2 Review of Requirements Related to the Product**

Prior to committing to a contract or purchase order Denco Aerospace will review the requirements related to the product. Denco Aerospace will also assure the product requirements are defined and contract or purchase order requirements differing from those previously expressed are resolved. Denco Aerospace management will ensure that inspection has the capability, resources, and appropriate test or calibration method to meet the customer's order requirements.

When order requirements are changed Denco Aerospace will ensure that the changes are conveyed to the relevant personnel.

#### **7.2.3 Customer Communication**

Effective customer communication will be assured by providing product information and sales and service information to the customer. Efficient and effective handling of customer inquiries will be handled by participating in regularly customer reviews, as requested, and efficient methods for customer complaint handling and resolution.

## **7.3 DESIGNS AND DEVELOPMENT**

Denco Aerospace does not design or develop any parts that will be provided.

## **7.4 PURCHASING**

### **7.4.1 Purchasing Process**

Suppliers are evaluated and selected on the basis of their ability to meet purchase orders, contract and quality requirements. Denco Aerospace will maintain records of approved suppliers. The type of product being provided will determine the selection of suppliers exercised by Denco Aerospace. Denco Aerospace

management will ensure that Quality System controls of the suppliers are effective. When subcontracting calibration work, the work shall be placed with an accredited subcontractor. These suppliers are identified on Denco Aerospace's approved supplier list.

## **7.4.2 Purchasing Information**

Purchasing data shall be recorded on a purchase order or contract if it deviates from standard quality system. These requirements might include procedures, processes or equipment. Personnel performing purchasing activities are responsible for the review, issuance and placement of accurate orders prior to entering into contract with the supplier.

## **7.4.3 Verification of Purchased Product**

Verification will be in accordance with the quality plan. In determining the amount of receiving inspection, consideration will be given to the amount of control exercised at the subcontractor's premises and the recorded evidence of conformance provided and experience. Where specified by contract, Denco Aerospace's customer representative will be afforded the right to verify that purchased product conforms to specified requirements at the customer premises.

# **7.5 Products and Service Provision**

## **7.5.1 Control of Production and Service Provision**

The Quality Manager will identify and plan the equipment maintenance, repair, testing, calibration, and, where applicable. Controlled conditions shall include:

- Documented procedures defining the specifics of processes, handling, transport, storage, preparation, equipment operation, installation, and servicing, where the absence of such procedures could adversely affect quality. Deviations shall occur only if the deviation has been documented, technically justified, authorized and accepted by the customer;
- Compliance with reference standards/codes, quality plans, or documented procedures;
- Monitoring and controlling working environment, process parameters and product characteristics;
- Calibrations conducted using methods that meet the needs of the customer and are appropriate for the calibrations undertaken. Methods published in international, regional, or national standards are preferred.
- The development of calibration methods are planned and assigned to qualified personnel with adequate resources. Plans are updated as appropriate. Personnel involved in method development ensure effective communication amongst themselves.

## **7.5.2 Validation of Process for Production and Service Provision**

This section is not required for conformance to this standard.

### **7.5.3 Identification and Traceability**

Traceability is the unique identification of individual product or batches and will be documented. Each item will be inspected for completeness with documented traceability trail or manufacturing certification. This traceability will be hold in the Purchase Order file and listed in inventory for use and determination of a customer's Qualified Product List.

### **7.5.4 Customer Property**

Denco Aerospace will exercise care with any customer-supplied item that might be needed. Any such item that is lost, damaged, or is otherwise unsuitable for use shall be recorded and reported to the customer.

### **7.5.5 Preservation of Product**

Denco Aerospace will identify, transport, receipt, handle, protect, and store all received items. Facilities are available and procedures are prepared and implemented for avoiding deterioration, loss, or damage to product during storage, handling, and preparation. When storage or conditioning under specified environmental conditions are required, these conditions will be met. Procedures include provisions for security when required.

## **7.6 Control or Monitoring and Measuring Devices**

The Quality Control Manager provides and maintains gages and other measuring and testing devices necessary to assure that supplies conform to the technical requirements. In order to assure continued accuracy, these devices shall be calibrated at established intervals against certified standards which have known valid relationships to national standards. Calibration of inspection equipment shall be in accordance with MIL-C-45662. When required, measuring and testing equipment will be made available for inspection to determine conformance of product with contract requirements.

All equipment requiring calibration will be subcontracted to an outside Calibration Laboratory at the minimum of once a year. The subcontracted calibrated items will have a certificate, certifying that the Calibration Laboratory is in accordance with Mil-Std-45662 and that its Calibration Standards are traceable to the National Bureau of Standards.

The Quality Control Manager of all controlled inspection equipment will maintain a logbook. At the beginning of each month, the Quality Control Manager will check due dates and will take appropriate action for recalibration.

The Quality Control Manager will assure that all inspection stamps are properly issued and controlled. The Quality Control Manager will be responsible for the issuance of all inspection stamps. Both the individual inspector and the Quality Control Manager will sign each stamp that is issued. The following figure illustrates the form that Denco Aerospace used for documenting and controlling the issuance of all inspection stamps.

Finally the Quality Control Manager can use alternative inspection procedures and inspection equipment when such procedures and equipment are provided. Prior to applying such alternative inspection procedures and inspection equipment, Denco Aerospace will describe them in a written proposal and will demonstrate to the customer representative that their effectiveness is equal to or better than the contractual quality assurance procedure. In cases of disputes as to whether certain procedures of the Denco Aerospace's inspection system provide equal assurance, the item specification and other contractual documents will apply.

When Government/Customer on-location inspection is required, the customer will add to his purchasing document the following statement: "Customer inspection is required prior to shipment from your plant. Upon receipt of this order, promptly notify the customer representative who normally services your plant so that appropriate planning for customer inspection can be accomplished.

Denco Aerospace's inspection system will be subject to evaluation and verification inspection by the customer representative to determine its effectiveness in supporting the quality requirements established in the detail specification, drawings and contract.

## **8.0 Measurements, Analysis and Improvement**

### **8.1 General**

Denco Aerospace will provide and maintain an inspection system which will assure that all supplies and services submitted to the customer for acceptance conform to contract requirements which has been procured from subcontractors or vendors. Denco Aerospace will perform or will have performed the inspections and tests required to substantiate product conformance to drawing, specifications and contract requirements and will also perform or have performed all inspections and tests otherwise required by the contract. Denco Aerospace's inspection system will be documented and will be available for review by the Government or customer representative prior the the initiation of the contract. The customer, at its option, may furnish written notice of the acceptability or nonacceptability of the inspection system. Denco Aerospace will notify all customers in writing of any change to the current inspection system. The inspection system will be subject to disapproval if changes thereto would result in a non-conforming product.

### **8.2 Monitoring and Measuring**

Denco Aerospace, Inc. maintains a positive system for identifying and inspecting of all items supplied to the customer. Inspection will be accomplished by the use of calibrated items, controlled stamps, tags, and documentation.

When an item is received, all paper work, packing slip, certifications and test reports, will be checked for accuracy. The inspection process, as a minimum, will include the following:

- Verification that all material is properly identified,
- Visual inspection for damage, corrosion, and contamination,
- Dimensional measurements, and
- Paper work is complete and satisfies customer requirements.

If the item is rejected, a Supplier Correction Action Request is filled out and a RMA number is obtained by the supplier and parts are packaged and returned to the supplier. Acceptance of the material will be indicated by an inspection stamp on the acceptance tag and forwarded to the shipping department. Rejected parts are tagged with a red rejection tag and placed in a MRB bin. Disposition of rejected parts will be documented and filed on the Supplier Correction Request. All paperwork will be forwarded to be placed in the Purchase Order file.

#### **8.2.1 Customer Satisfaction**

Denco Aerospace management will monitor information to determine if customers perceive that Denco Aerospace has met their requirements. This can be accomplished by monitoring of customer complaints.

#### **8.2.2 Internal Audit**

Denco Aerospace will maintain documented procedures for planning and implementing internal quality audits to verify whether quality activities and related results comply with planned arrangements and to determine the effectiveness of this Quality System. Internal quality audits shall include all elements of the Quality System to ensure compliance to AS9120.

### **8.2.3 Monitoring and Measurement of Process**

Denco Aerospace management will establish a listing of customer, management, and employee suggestions to drive continual improvement of the quality management system. This listing, along with the results of management reviews and internal audits will provide a measure of effectiveness and suitability of the quality management system. Corrective actions shall be taken, as appropriate, when results achieved are not satisfactory to goals.

### **8.2.4 Monitoring and Measurement of Product**

Denco Aerospace management will monitor and measure the characteristics of product to ensure that requirements have been met through inspection, retesting or recalibration of retained items, correlation of results for different characteristics of an item, and review of certified reference materials and/or internal quality control using secondary reference materials. Appropriate records shall be completed and maintained that demonstrate conformance to product requirements. These records shall indicate the person authorizing release of the product. Procedures assure that product or the customer shall not release service until the planned arrangements have been satisfied, unless otherwise approved by quality and, where applicable.

### **8.2.5 Evidence of Conformance – Certification of Conformity**

Upon completion of final inspection a packing slip and a certification of conformity will be generated and included with final shipment of the product. This certification will be signed and stamped by inspection and state the following:

Denco Aerospace, Inc. hereby certifies that all raw materials and/or products on this purchase order have been manufactured in accordance with all requirements of applicable prints and manufacturing specifications and that chemical and physical test reports and other evidence of conformance to such requirements are available upon request. Denco Aerospace, Inc. maintains a quality system in accordance with the latest revision of As9120. All claims and returned goods must be authorized. Claims for shortages or material discrepancy must be made within 10 days after receipt of material. Material must be in original packing and Denco Aerospace, Inc will accept only traceable material for return. Denco Aerospace, Inc. hereby limits, express or implies, warranties to any liability for the cost of replacement or rework on items listed on this document. Buyer in accepting delivery of this material acknowledges awareness of such limitation.

## **8.3 Control of Non-Conforming Product**

Denco Aerospace, Inc. will establish and maintain an effective and positive system for controlling non-conforming material, including identification, segregation, presentation and disposition of material. All non-conforming material will be positively identified to prevent use, shipment and intermingling with conforming parts. Holding areas will be provided by Denco Aerospace.

When an item is rejected, a Supplier Correction Action Request is generated. The supplier is contacted and disposition is agreed upon. If a RMA number is obtained from the supplier, the parts are packaged and returned to the supplier with proper credit or replacement instructions. While the rejected parts are waiting disposition, the parts are tagged with a red rejection tag and placed in a MRB bin. Disposition of rejected parts will be documented and filed on the Supplier Correction Request. All paper work will be forwarded to be placed in the Purchase Order file and the Sales office is notified of action taken and implications.

## **8.4 Analysis of Data**

Denco Aerospace management will collect and analyze data that will demonstrate the suitability and effectiveness of the quality management system and identify opportunities of continual improvement. This includes customer satisfaction and conformity to product requirements.

## **8.5 Improvement**

### **8.5.1 Continual Improvement**

Denco Aerospace management will continually improve the quality management system through the use of the audit results; corrective and preventative actions; and management reviews

### **8.5.2 Corrective Action**

Denco Aerospace will take corrective action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective action taken will be to a degree appropriate to the magnitude of problems and commensurate with the risks encountered. Documented procedures are maintained to define requirements for the effective handling of customer complaints and reports of product nonconformities; investigating the cause of non-conformities relating to product, process, and the Quality System, and recording the results of the investigation; determining the corrective action needed to eliminate the cause of nonconformities; and reviewing corrective actions taken.

### **8.5.3 Preventative Action**

Denco Aerospace management will take preventative action to eliminate the cause of potential nonconformities in order to prevent occurrence. Preventative actions will be appropriate to the potential problems. Documented procedures are maintained to define requirements for the use of appropriate sources of information that affect product quality, concessions, audit results, quality records, service reports, and customer complaints to detect, analyze, and eliminate potential causes of nonconformities; determining the steps needed to deal with any problems requiring preventative action; recording the results of actions taken and; reviewing preventative actions taken.