Certificate of Registration

This certifies that the Quality Management System of

Raytech Industries, Inc

4902 Shed Rd
Bossier City, Louisiana, 71111, United States

has been assessed by NSF-ISR and found to be in conformance to the following standard(s):

ISO 9001:2008

Scope of Registration:
Injection Molded Parts

Certificate Number:	C0233066-IS2
Certificate Issue Date:	20-JAN-2015
Registration Date:	19-JAN-2015
Expiration Date *:	18-JAN-2018

Carl Blazik,
Director, Technical
Operations & Business Units,
NSF-ISR, Ltd.

NSF International Strategic Registrations
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QUALITY MANUAL

This manual is the property of

Raytech Industries, Inc.

It is under a controlled distribution system.

This Quality Manual sets forth the quality system policies and defines compliance with the ISO 9001:2008 requirements.

Table of Contents

PURPOSE

Raytech Industries, Inc.'s quality management system complies with the ISO 9001:2008 Quality Management System Requirements.

The purpose of this manual is to:

- Describe Raytech Industries, Inc.'s quality management system
- Define responsibilities, authorities, and the interrelationships of the key operating management segments
- Provide the direction for each of the functional activities
- Provide controls that ensure the requirements for quality will be met.

The manual is divided into sections that relate directly to the applicable elements of the ISO 9001:2008 standard.

This manual is also used for external purposes such as third party audits and to provide customers with information concerning the quality system in place at Raytech Industries, Inc.

COMPANY OVERVIEW

Raytech Industries, Inc. was founded on the principles of quality, service and value, which we remain dedicated to today. Raytech Industries, Inc. is a provider of plastic injecting molded parts.

As a supplier with a customer base that extends across the country, we understand the importance of supplying quality products, on-time, and to exacting customer specifications. By working with our customers from project inception to full production, we can offer our expertise in materials selection and advanced molding techniques. This assures that our customers will receive superior product and the best possible price. In addition, we continue to work with our customers for the life of the project to improve system performance and reduce costs.

Raytech Industries, Inc. is dedicated to serving our customers' needs and to developing "strategic partnerships" as a turn-key supplier who can integrate into an existing system. We are poised to continue to innovate and adapt to changes in technology as we move forward into the 21st Century.

1. SCOPE

The quality system defined in this manual applies to all services, purchased or produced by Raytech Industries, Inc., which affect the quality of the final product.

Raytech Industries, Inc.'s scope of certification is the "manufacture of plastic injection molded parts."

The facilities included in the scope of this quality management system are located at:

4902 Shed Road, Bossier City, LA 71111

Raytech Industries, Inc. is claiming exclusion to the standard requirement:

- 7.3 Design and Development - Raytech Industries does not design any products

2. REFERENCES

ISO 9001:2008

3. TERMS AND DEFINITIONS

- Appropriate Management: CEO, CFO, Quality Manager
- Contract: An accepted order from the customer.
- Continual improvement: Process of enhancing the quality management system to achieve improvements in overall quality and environmental performance in line with Raytech Industries, Inc.'s quality policy.
- Controlled Document: Any document that affects the quality of the product and is reviewed and approved prior to release for use or reference.
- Customer: The recipient of a service provided by Raytech Industries, Inc.
- Organization: Company that provides a product or service, that is, Raytech Industries, Inc.
- Policy: Statement by Raytech Industries, Inc. of its intentions and principles in relation to its overall quality performance which provides a framework for action and for the setting Raytech Industries, Inc.'s quality objectives and targets.
- Process: A set of interrelated resources and activities that transform inputs into outputs.
- Process Leader: Person with primary process responsibility to document and maintain its procedures, work instructions, and forms; to control quality records; and to train process users. Selected by management based upon primary job responsibilities.
- Product: The result of activities or processes.
- Proposal: Offer or quote made by an organization in response to a request for quote to satisfy a contract to provide product.
- Supplier: Company that provides a product to an organization; also referred to as a vendor.

4. QUALITY MANAGEMENT SYSTEM

4.1 GENERAL REQUIREMENTS

A company-wide quality system has been established, documented, implemented and maintained by the management of Raytech Industries, Inc. as a means to ensure product conformance to specified requirements and continued compliance to ISO-9001:2008. Raytech Industries, Inc. documents its quality system utilizing the following hierarchy:

Quality Manual: First-level document that provides a general overview of the Quality System and defines the quality policy. The Quality Manual is divided into sections corresponding to each of the elements of ISO-9001 Quality System Requirement.

Quality Procedures: Second-level documents that provide more detailed explanation of the Quality System elements and detail the structure of the quality system.

Work Instructions: Third-level documents that provide step-by-step instructions on how activities are to be carried out.

Quality Forms and Records: Fourth-level documents or data that contain the information, charts, checklists, or other form of records as evidence to demonstrate conformance to specified requirements and the effective operation of the Quality System.

In the course of developing this documented quality management system Raytech Industries, Inc.:

- Determined the necessary processes and their application (see attachment 9.2)
- Determined the sequence and interaction of these processes (see attachments 9.2 & 9.3)
- Defined methods for evaluating the effectiveness of these processes through quality policy, quality objectives, management review and analysis of data.
- Ensured availability of resources (see attachment 9.1)
- Monitored, measured where applicable, and analyzed these processes
- Established corrective and preventive action and continual improvement processes

The Document Map and Process Sequence & Interaction attachments, sections 9.2 and 9.3 of this manual, identify the processes used to implement Raytech Industries, Inc.'s quality management system and their sequence and interaction.

4.2 DOCUMENTATION REQUIREMENTS

4.2.1 General

The responsibility to develop and effectively implement quality system procedures is held by the Process Leader of each Level II procedure. Procedure details depend upon the complexity of the work, methods used, and the skills and training needed by personnel to carry out the activity.

At a minimum, the quality management system includes:

- Documented quality policy and objectives
- Quality manual

- Documented procedures and records required by ISO 9001:2008
- Documents, including records, determined by Raytech Industries, Inc. to be necessary to ensure the effective planning, operation and control of its processes

All Level 1 and Level 2 controlled documents receive final approval from the CEO and the Document Controller

All management affected by the controlled documents are responsible to ensure that their personnel are adequately informed and trained, as necessary, to ensure the proper implementation of the procedure. Procedures and quality records may be created and/or maintained in the form of paper copy, electronic copy, or in other media as deemed appropriate.

4.2.2 Quality Manual

Raytech Industries, Inc. has established and maintains a quality manual that includes:

- The scope of the quality management system including exclusions, defined in section 1. Raytech Industries, Inc. is claiming exclusions for elements 7.3 and 7.5.2 at this time.
- Documented procedures established for the quality management system are referenced in the Quality System Map (section 9.2).
- Description of the quality management system processes is defined, in general, in the Quality System Map (section 9.2) and Process Sequence & Interaction (section 9.3) and in detail in the level II documents.

4.2.3 Control of Documents

Raytech Industries, Inc. has established and maintains procedures to control all documents and data that relate to the requirements of ISO-9001:2008, including documents of external origin, such as standards and electronic media.

The Level 1 and 2 Quality System Map (Section 9.2) outlines the procedures and documents within the Quality System and serves as the master list for Level I and Level II documents.

The Quality Manual defines the policies and structure of the Quality System.

Quality Procedures describe work processes and how specific ISO 9001:2008 requirements are met. Quality procedures are:

QSP-04- Document and Records Control
QSP-05- Management Responsibility
QSP-06- Resource Management
QSP-07- Product Realization
QSP-08- Measurement, Analysis and Improvement

Work Instructions define how a particular work process or part of a process is performed when the absence of such instructions would adversely affect quality. These work instructions are in the form of flowcharts and detailed descriptions of responsibilities.

Quality Records, (including forms, reports, and computer-stored data) provide evidence of the effectiveness of the Quality System.

Quality System documents may be initiated by anyone, and are issued after review and approval by authorized personnel. All documents are reviewed for adequacy prior to issue.

- Level 1 (Quality Manual) - Approved by the CEO and Document Controller
- Level 2 (Quality System Procedures) – Approved by the CEO and Document Controller
- Level 3 (Work Instructions) - Approved by the Process Leader and Document Controller
- Level 4 (Forms) - Approved by the Process Leader and Document Controller

Master lists of controlled documents are maintained. They identify the current revision, and are readily available to preclude the use of invalid and/or obsolete documents.

Documents are distributed to personnel and locations where they are used. Invalid or obsolete documents are removed from points of use to prevent unintentional use. Any obsolete documents retained for legal or knowledge preservation purposes are suitably identified.

Document changes are reviewed and authorized by the same function or department that issued the original document, unless specifically designated otherwise. Designated functions have access to pertinent background information upon which to base their review and approval.

4.2.4 Control of Records

There are documented procedures for identification, collection, indexing, filing, storage, retention and disposition of quality records.

Quality records are maintained to demonstrate conformance to specified requirements and the effective operation of the Quality System. Pertinent supplier quality records are an element of these data.

All quality records are legible and are stored and retained in such a way that they are readily retrievable in facilities that provide a suitable environment to prevent damage or deterioration and to prevent loss.

Retention time of quality records is established and recorded.

Quality records are identified on a records table (QSP-04) and may be in the form of any type of media, such as hard copy or electronic.

5. MANAGEMENT RESPONSIBILITY

5.1 MANAGEMENT COMMITMENT

Raytech Industries, Inc.'s management demonstrates its commitment to the development and implementation of the quality management system, and its continual improvement, by:

- Communicating to employees the importance of complying with customer, regulatory and statutory requirements
- Establishing and communicating the quality policy
- Establishing, communicating and enforcing quality objectives
- Conducting management reviews
- Providing for necessary resources

5.2 CUSTOMER FOCUS

Raytech Industries, Inc. is intent on meeting all customer expectations and requirements, and maintains a documented procedure for determining the level of customer satisfaction.

5.3 QUALITY POLICY

Raytech Industries, Inc. has created a Quality Policy. Raytech Industries, Inc.'s top management ensures that the quality policy:

a) is appropriate to the purpose of the organization,
b) includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system,
c) provides a framework for establishing and reviewing quality objectives,
d) is communicated and understood within the organization, and
e) is reviewed for continuing suitability.

Quality Policy:

Raytech Industries, Inc. is committed to meeting or exceeding all customer requirements, continually improving the effectiveness of the quality management system.

5.4 QUALITY PLANNING

5.4.1 Quality Objective

Raytech Industries, Inc.'s top management has established quality objectives, including those necessary to meet product requirements, at all relevant functions and levels within Raytech Industries, Inc. The quality objectives are measurable and consistent with the quality policy. The above stated Quality Policy will be accomplished by meeting our **Quality Objectives** of:

1. Ensure a quality operation and service by meeting or exceeding customer requirements.
2. Have the ability to service customers in an efficient and timely manner.
3. Ensure continuous improvement of products, processes and services.

Raytech Industries, Inc.'s quality objectives are defined and reviewed periodically in Management Review meetings. Performance against these objectives is evaluated during management review meetings and documented in meeting minutes.

5.4.2 Quality Management System Planning

Raytech Industries, Inc.'s top management ensures that:

- The planning of the quality management system is implemented by Management and carried out by Process Leaders and other Raytech Industries, Inc. employees in order to meet the requirements given in section 4.1 as well as the quality objectives.
- The integrity of the quality management system is maintained when changes to the quality management system are planned and implemented. Raytech Industries, Inc. manages changes to its QMS through Document Control (QSP-04) and Training (QSP-06) processes. Raytech Industries monitors its change performance through Internal Audit (QSP-08) and Management Review (QSP-05) processes.

5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION

5.5.1 Responsibility and Authority

The President has delegated to each department manager the freedom and authority to manage, perform and verify work affecting quality in his or her own department. Specific authorities for the President and his delegates include:

CEO

- Assure the overall quality of Raytech Industries, Inc.'s products and services
- Assign organization authorities required to ensure compliance with the quality system defined in this manual

Quality Manager (Management Representative)

- Perform the function of the ISO Management Representative as appointed by the President
- Ensure the quality system is established and maintained throughout Raytech Industries, Inc.
- Develop and maintain relevant Quality System procedures intended to ensure products meet all customer specifications

Process Managers

- Lead and initiate actions to prevent the occurrence of any nonconformities relating to product/service, process, and Quality System
- Ensure the Quality System is maintained through appropriate audits, tests, inspections, and surveys
- Review organizational requirements and provide recommendations for changes
- Report quality and nonconformance data and trends
- Maintain methods for appropriately identifying and tracing product
- Identify resources to maintain the Quality System

All Employees

- Understand and support the Quality Policy and the appropriate elements of the Quality System for their areas of work
- Dedicate efforts to the reduction, elimination and prevention of quality deficiencies

- Initiate action to prevent the occurrence of nonconformities related to product, process, and Quality System

Responsibility for each element specific process of ISO 9001:2008 is defined on the Quality System Map (see Attachment 9.2).

5.5.2 Management Representative

Raytech Industries, Inc. has assigned the position of Management Representative to the Director of Quality. In the capacity of Management Representative this position reports directly to the President.

All Raytech Industries, Inc. employees are required to know to whom the responsibility of Management Representative has been assigned.

The position of management representative is always assigned to a member of the organization's management staff.

5.5.3 Internal Communication

Raytech Industries, Inc. has processes in place that ensure effective management of activities from sales order entry through service delivery. Raytech Industries, Inc. uses a multi-disciplinary approach for decision making and has the ability to communicate necessary information and data regarding the effectiveness of the quality system.

Methods for internal communication include:

- Meetings
- Memos
- Emails

5.6 MANAGEMENT REVIEW

5.6.1 General

Raytech Industries, Inc.'s top management reviews the quality system at planned interval to ensure its continuing suitability and effectiveness in relation to ISO 9001:2008 and this quality manual. Management representing each functional area performs this review that includes assessing opportunities for improvement and the need to change the quality management system, including the quality policy and objectives.

Records of management reviews are maintained.

5.6.2 Review Input

The activities reviewed during management review meetings include, but are not limited to the following:

- Internal audit status
- Corrective & preventive action summary

- Delivery performance
- Customer feedback, complaints
- Operations performance metrics
- Recommendations for improvement
- Previous management review activities
- Changes that could affect the quality management system

5.6.3 Review Output

The output from management review meetings include decisions and actions relating to:

- Improvement of the effectiveness of the quality management system and its processes
- Improvement of the product related to customer requirements
- Resource needs

6. RESOURCE MANAGEMENT

6.1 PROVISION OR RESOURCES

Top Management has the responsibility and authority to ensure there are adequate resources to support the Quality System throughout their functional area of responsibility. Each member of management is to provide adequate resources to:

- Implement and maintain the quality management system and continually improve its effectiveness
- Enhance customer satisfaction by meeting customer requirements
- Place trained personnel in the right place at the right time to ensure Raytech Industries, Inc. meets its company goals and objectives

6.2 HUMAN RESOURCES

6.2.1 General

Personnel performing work affecting conformity to product requirements are competent on the basis of appropriate education, training, skills and experience.

6.2.2 Competence, Training, and Awareness

Raytech Industries, Inc. has established and maintains a documented procedure (QSP-06) for identifying training needs and providing for the training of all personnel performing activities affecting quality. These procedures include:

- Determining the necessary competence of personnel performing work affecting conformity to product requirements
- Where applicable, providing training or take other actions to achieve the necessary competence
- Evaluation of the effectiveness of the training and other actions taken
- Ensuring that personnel are aware of the importance of their activities and how they contribute to the achievement of quality objectives

Appropriate records of training are maintained.

6.3 INFRASTRUCTURE

Raytech Industries, Inc.'s management utilizes a systematic approach to facilities, equipment, and process planning, incorporating cross-functional teams to optimize performance. Resources and systems are maintained to effectively develop and manage all tooling. Capability requirements are reviewed during the quotation process to ensure an accurate quoting process.

6.4 WORK ENVIRONMENT

Raytech Industries, Inc. has determined and manages the work environment to assure its suitability for achieving conformity to product requirements.

7. PRODUCT REALIZATION

7.1 PLANNING OF PRODUCT REALIZATION

The quality planning requirements for individual development projects, related processes and supporting documentation are described in the Level II procedures for each process (see Quality System Map, section 9.2), for example, this quality manual, the quotation review procedure, purchasing procedure and other process procedures.

If a particular development project or customer request cannot be fulfilled by the existing procedures, quality plans are created to ensure that the specific requirements are met. Quality plans are consistent with all other requirements of the Quality System. Consideration shall be given to the resources or skills required to meet specified requirements whenever there is a significant change to an existing product, process, test, inspection, verification, measurement.

The quality planning process, when initiated, shall provide for the following:

- Identification and acquisition of necessary controls, equipment, fixtures, resources and skills needed to achieve business goals and objectives.
- The need to establish processes and documents, and to provide resources specific to the product
- Required verification, validation, monitoring, measurement, inspection, and test activities specific to the product and the criteria for product acceptance.
- Clarification of all acceptable standards of features and requirements of finished product.
- Identification and preparation of quality records.

7.2 CUSTOMER-RELATED PROCESSES

7.2.1 Determination of Requirement Related to the Product

The determination of the requirements relating to the product includes:

- Requirements specified by the customer, including delivery and post-delivery
- Requirements not specified by the customer but necessary for intended use, where known
- Statutory and regulatory requirements applicable to the product
- Any additional requirements considered necessary by Raytech Industries, Inc.

7.2.2 Review of Requirements Related to the Product/Service

There are procedures for contract review and for the coordination of contract review activities to ensure customer requirements and amendments to these requirements are communicated in a controlled manner.

The contract review procedure requires the appropriate review of each proposal, contract, or order to ensure that:

- Customer requirements and contract scope are adequately defined and documented.
- All terms and conditions of sale are clearly defined and documented.
- Any contract or accepted order requirements differing from those in the quotation tender are resolved, documented, and acknowledged by the customer.
- Both Raytech Industries, Inc. and the customer have the capability to meet the contract or accepted order requirements.
- Proprietary information is adequately protected.
- Adequate definition of the responsibilities of both Raytech Industries, Inc. and the purchaser including specification, acceptance, and related support activities

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Amendments to a contract or customer's specification are handled and correctly transferred to the concerned functions within the company utilizing documented procedures and confirmed with the customer.

Where the customer provides no documented statement of requirements, the customer requirements are confirmed by Raytech Industries, Inc. prior to acceptance.

Records of contracts, contract reviews, proposals and contract amendments are maintained in the customer file.

7.2.3 Customer Communication

Raytech Industries, Inc. has determined and implemented effective arrangements for communicating with customers in relation to:

- Product/service information
- Inquiries, contracts or order handling, including amendments
- Customer feedback, including customer complaints

7.3 DESIGN AND DEVELOPMENT

Raytech Industries, Inc. is claiming an exclusion to standard requirement 7.3 Design and Development. Raytech Industries, Inc. can assist with the design of a product but design responsibility stays with the customer in all cases. Raytech Industries, Inc. does not design any products.

7.4 PURCHASING

7.4.1 Purchasing Process

Procedures are established and maintained to ensure that services and products in the production of Raytech Industries, Inc. products, which contribute to the quality of the product, conform to specified requirements.

Raytech Industries, Inc.'s procedures ensure suppliers and contracted services, which impact product quality (directly or indirectly), are assessed and selected based on their ability to meet company specified requirements. The assessments are documented. The procedure for evaluation of suppliers, QSP-07, includes monitoring of delivery, quality, and any other items required on the purchase order.

Raytech Industries, Inc. maintains a list of suppliers approved to supply materials and services that directly affect product quality. The list of approved suppliers is maintained and updated as described in documented procedures.

Suppliers are approved based on one or more of the following:

- Product evaluation or functional test
- Documented experience of technical and quality performance
- Past performance meeting Raytech Industries, Inc. requirements for quality, cost, and delivery

7.4.2 Purchasing Information

Purchasing documents clearly and completely describe ordered products. Purchasing documents clearly define, where appropriate:

- Material and service requirements and may include reference to applicable drawings, schematics, inspection instructions, relevant technical data and quality system standards.
- Requirements for qualification of personnel
- Quality management system requirements

Purchasing reviews and approves all purchasing data for adequacy and completeness prior to release to suppliers.

7.4.3 Verification of Purchased Product

Where Raytech Industries, Inc. or the customer requires verification of purchased product or service at the supplier's premises (source inspection), purchasing documents will define the verification arrangements and the method of quality release.

Purchased and customer supplied products and services are prevented from use until the required verifications are conducted and the product or service is verified as conforming to specified requirements.

Verification of the specified requirements is in accordance with the quality plan or documented procedures.

The amount and nature of the verification activities is dependent on the level of control exercised at the supplier's site and the recorded evidence of conformance provided.

Raytech Industries, Inc. does not permit the early release of materials or services for urgent operations purposes prior to verification.

If specified in the contract, Raytech Industries, Inc. customers have the right to verify at the supplier facilities that the product conforms to specified requirements.

- Customer verification does not preclude subsequent rejection by the customer
- Customer verification is not sole evidence of effective control of quality.

7.5 PRODUCTION AND SERVICE PROVISION

7.5.1 Control of Production and Service Provision

Raytech Industries, Inc. plans and carries out services under controlled conditions, which include, as applicable:

- Availability of product and service characteristic description information such as contracts and requirements
- Availability of work instructions, where the absence would adversely affect quality
- Use of suitable equipment
- Availability and use of monitoring and measuring equipment
- Implementation of measuring processes where required to assure product quality
- Implementation of product release, delivery and post-delivery activities.

7.5.2 Validation of Processes for Production and Service Provision

Raytech Industries, Inc. validates all processes for service provision where the resulting output cannot be verified by subsequent monitoring or measurement and, as a consequence, deficiencies become apparent only after the service has been delivered.

Validation demonstrates the ability of these processes to achieve planned results.

Raytech Industries, Inc. has established arrangements for these processes including, as applicable,

a) defined criteria for review and approval of the processes,
b) approval of equipment and qualification of personnel,
c) use of specific methods and procedures,
d) requirements for records, and
e) revalidation.

7.5.3 Identification and Traceability

Documented procedure describes how services and in-process orders are uniquely identified, QSP-07.

When traceability is a requirement, Raytech Industries, Inc. has systems in place to trace services back to original order and employees.

Raytech Industries, Inc. identifies the order status with respect to monitoring and measurement requirements throughout service realization.

7.5.4 Customer Property

Raytech Industries, Inc. handles customer property and is identified as such.

7.5.5 Preservation of Product

Raytech Industries, Inc. handles no products that can deteriorate.

7.6 CONTROL OF MONITORING AND MEASURING EQUIPMENT

There is a documented procedure, QSP-07, to control, verify, and maintain inspection, measuring, and test equipment used to demonstrate the conformance of product to the specified requirements.

Inspection, measurement and test equipment is used in a manner that ensures that measurement uncertainty is known and consistent with required measurement capability.

Test software, and software used in automated processes during production, is included in the scope of these procedures.

When the technical data pertaining to the measurement equipment is a customer-specified requirement, such data is made available for verification that the measuring equipment is functionally adequate.

For all test equipment used for product verification Raytech Industries, Inc.:

a) Selects the device based upon the measurements to be made and the accuracy and precision required
b) Documents the basis used for calibration in situations where no standard exists for calibration
c) Identifies, verifies, and labels the device prior to use and re-verifies the device at prescribed intervals
d) Provides instructions for calibration method and frequency
e) Assesses the validity of previous test results when test equipment is found to be unacceptable during testing or re-verification activities
f) Safeguards all test equipment against misuse, environmental changes that could affect calibration accuracy, unintended access or changes that would invalidate the verification status of the systems.
g) Equipment is calibrated using standards having a known valid relationship to internationally or nationally recognized standards (NIST).
h) Equipment is handled, stored and preserved in a manner such that the accuracy and fitness for use are maintained

Records of all calibration and verification activities for inspection, measurement and test equipment are maintained.

8. MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 GENERAL

Raytech Industries, Inc. plans and implements the monitoring, measurement, analysis and improvement processes needed to:

- Demonstrate conformity to product requirements
- Ensure conformity of the quality management system
- Continually improve the effectiveness of the quality management system

This includes determination of applicable methods, including statistical techniques, and the extent of their use.

8.2 MONITORING AND MEASURING

8.2.1 Customer Satisfaction

Raytech Industries, Inc. is intent on meeting all customer expectations and requirements, and maintains a documented procedure, QSP-08, for determining the level of customer satisfaction.

8.2.2 Internal Audit

A documented procedure, QSP-08, has been established to define the responsibilities and requirements for planning and conducting audits, establishing records and reporting results

Internal quality audits are scheduled on the basis of the status and importance of the activity to be audited and are carried out by personnel independent of those having direct responsibility for the activity being audited. Housekeeping and work environment conditions are included in the audit.

The results of the audits are recorded and brought to the attention of the personnel having responsibility in the area audited. The management personnel responsible for the area takes timely action to correct deficiencies found during audits.

Follow-up audit activities verify and record implementation of corrective action. The results of internal quality audits form an integral part of the input to management review.

Auditors are qualified and maintain qualification based on defined requirements.

8.2.3 Monitoring and Measurement of Processes

Documented procedures define the methods used for controlling processes and make reference to any applicable instructions utilized to define how work is conducted. Where required, these procedures are available at the workstation.

In general, the effectiveness of processes is evaluated by measuring compliance with the quality policy and quality objectives. The quality policy is stated in section 5.3 and the quality objectives are stated in section 5.4.1 of this manual. Raytech Industries, Inc.'s quality objectives are further defined in Management Responsibility (QSP-05) and Analysis of Data (QSP-08) Procedures. Performance against these objectives is evaluated during management review meetings and documented in meeting minutes.

8.2.4 Monitoring and Measurement of Product

Product is inspected and/or tested in order to verify that the specified requirements for the product are met. Required inspection and/or testing, and the records to be established are detailed in the statement of work, and/or documented procedures.

In-process inspection and testing is performed as required by statement of work, documented procedure and work instructions.

Raytech Industries, Inc.'s procedures ensure that in-process inspection and verification is carried out, and defines the criteria for holding of services until these inspection activities have been completed and necessary reports have been verified.

All final verifications are conducted in accordance with the statement of work, contract or documented procedures to complete the evidence of conformance of the completed service to the specified requirements. Evidence of conformity with the acceptance criteria is maintained.

The documented procedures require that:

- The delivery of service to the customer is held until all the required testing has been carried out and the results meet specified requirements
- Final inspection may include accumulation of in-process inspection results, or specific final testing as appropriate
- Final inspection and testing includes the verification that all previous inspection and testing activities, including those specified at receipt of products or in-process, have been carried out with results meeting the specified requirements.

All inspection and testing is recorded and approved by the personnel performing the inspection and/or testing to provide evidence the product has been inspected and/or tested.

- These records show clearly whether the product/service has passed or failed the inspections and/or tests according to defined acceptance criteria.
- Traceability exists between the test records and the product tested.
- Where the product/service fails to pass any inspection and/or test, the procedure for control of nonconforming product/service shall apply.

8.3 CONTROL OF NONCONFORMING PRODUCT

Product/service that does not conform to specified requirements is prevented from continued and unintended use. Controls are provided for identification, documentation, evaluation, segregation, disposition of nonconforming product/service, and for notification of the functions concerned.

The responsibility for review and authority for the disposition of nonconforming product/service is defined. Nonconforming service is reviewed in accordance with documented procedures:

- Use-as-is
- Seek concessions

Where required by the contract, the proposed use or repair of service that does not conform to specified requirements is reported to the customer or customer's representative for concession.

The description of a nonconformity that has been accepted "as is" is recorded to denote the actual condition.

Repaired and/or reworked product is reinspected in accordance with the quality plan and/or documented procedure.

8.4 ANALYSIS OF DATA

Company-level data is used throughout the company to better ensure the ability to meet customer expectations. The Management Review process includes analyzing this data for problem solving and problem prevention purposes.

Trends in company level data are analyzed and compared to overall business goals and objectives. Key product and service features are included in analysis and if deficiencies are noted, action is taken to correct them to ensure customer satisfaction.

8.5 IMPROVEMENT

8.5.1 Continual Improvement

Raytech Industries, Inc. management system and practices promote continuous improvement in quality, service and price that benefit all customers.

- Each activity within the company pursues continuous improvement in all aspects of performance, with emphasis on customer-perceived quality, cost, and delivery factors.
- Executive management monitors selected objective indicators of performance.
- Long-term performance history is periodically evaluated and trends are analyzed.
- Targets are established based on performance. Priority is given to indicators that do not attain satisfactory customer performance levels.
- Performance is monitored against planned targets. Formal corrective action is initiated when planned targets are repeatedly missed.

8.5.2 Corrective Action

Procedures are documented and maintained to implement corrective actions. Employees, customers, and suppliers are encouraged:

- To propose corrective actions to eliminate actual or potential nonconformities
- To continuously improve processes and products

Any corrective action taken to eliminate the causes of actual or potential nonconformities is to a degree appropriate to the magnitude of problems and commensurate with the risks encountered.

Any changes to documented procedures resulting from corrective action are implemented and recorded.

The Corrective Action system procedure includes consideration of the following:

- Effective handling of customer complaints and reports of product nonconformance
- Investigation of the cause of nonconformities relating to product, process, and quality system, and recording the results of the investigation
- Determination of the corrective action needed to eliminate the cause of nonconformities
- Application of controls to ensure that corrective action is taken and that it is effective
- Confirmation that relevant information on actions taken is submitted for management review

The typical corrective action will consider the following disciplined problem solving steps:

- Problem statement and description
- Containment (action required to address the immediate problem)
- Root cause
- Long-term solution
- Preventive action
- Monitoring status

8.5.3 Preventive Action

The Preventive Action system procedure includes consideration of the following:

- Use of appropriate sources of information such as design processes and work operations which affect product quality, concessions, audit results, quality records, service reports, root cause analysis, and customer and employee complaints to detect, analyze and eliminate potential causes of nonconformities
- Determination of the steps needed to deal with any problems requiring preventive action
- Initiation of preventive action and application of controls to ensure that it is effective
- Confirmation that relevant information on actions taken is submitted for management review

9. ATTACHMENTS

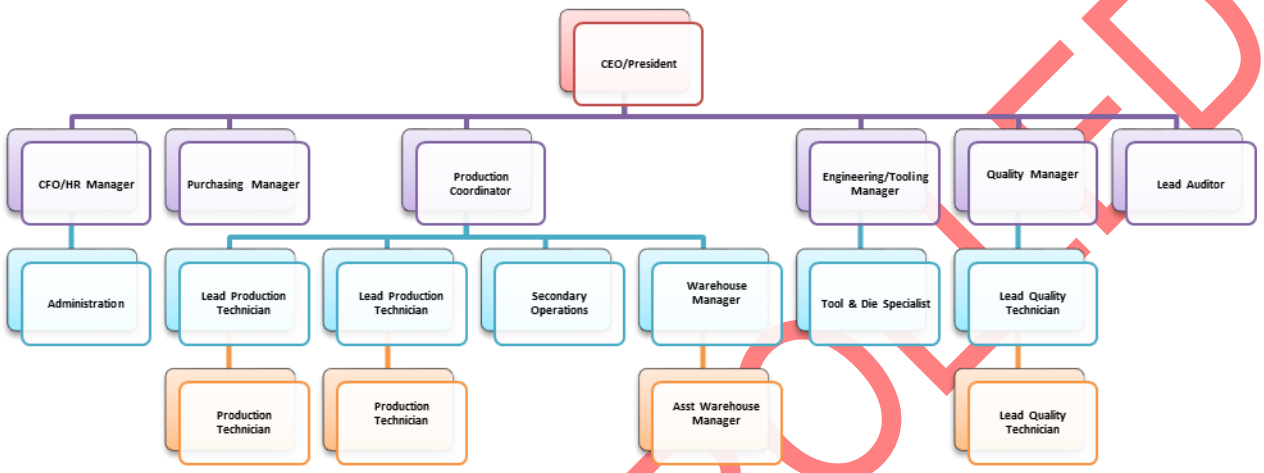
9.1 ORGANIZATION CHART

9.2 QUALITY SYSTEM MAP

9.3 PROCESS SEQUENCE & INTERACTION

9.4 SUMMARY OF CHANGES

9.1 ORGANIZATION CHART

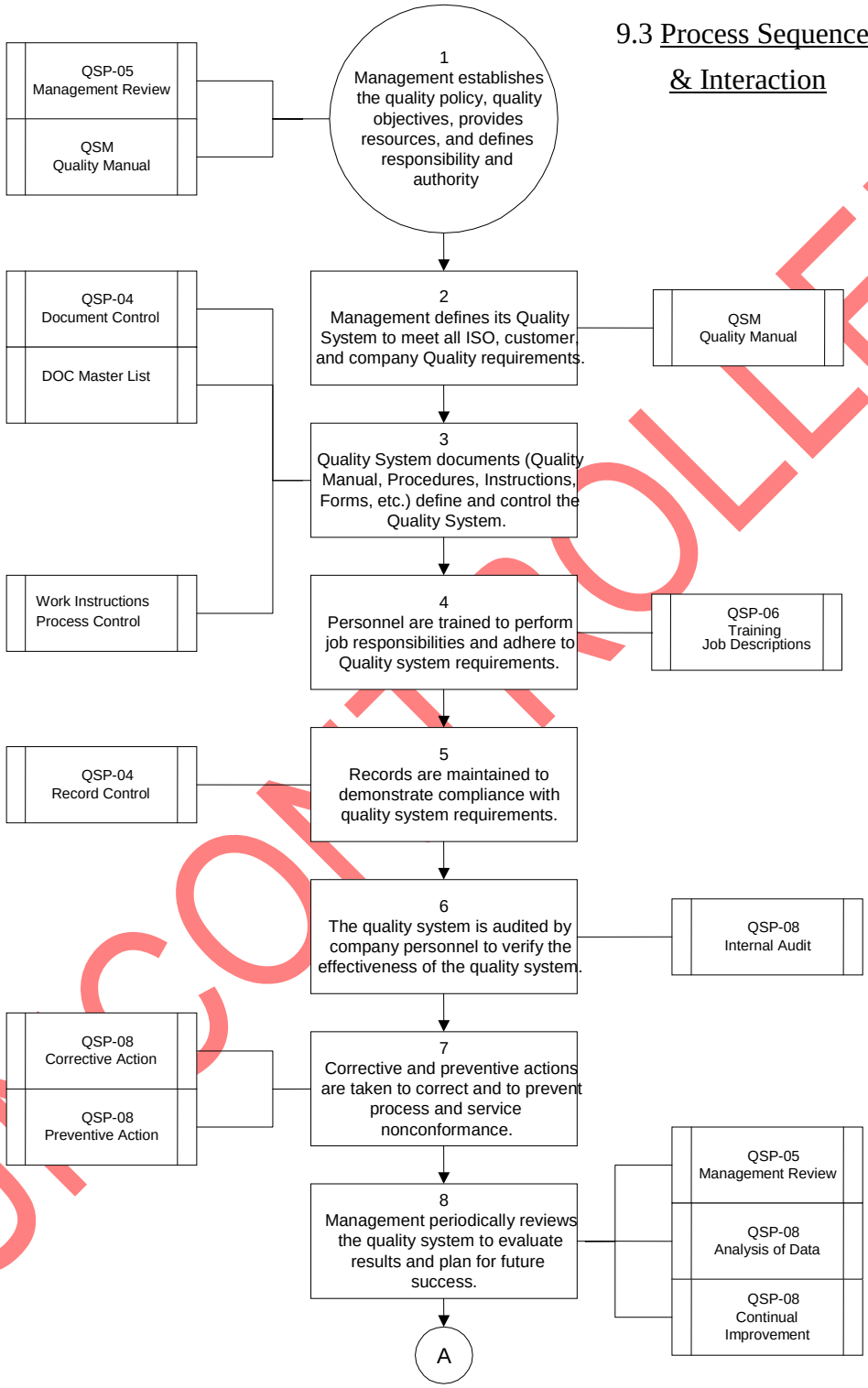


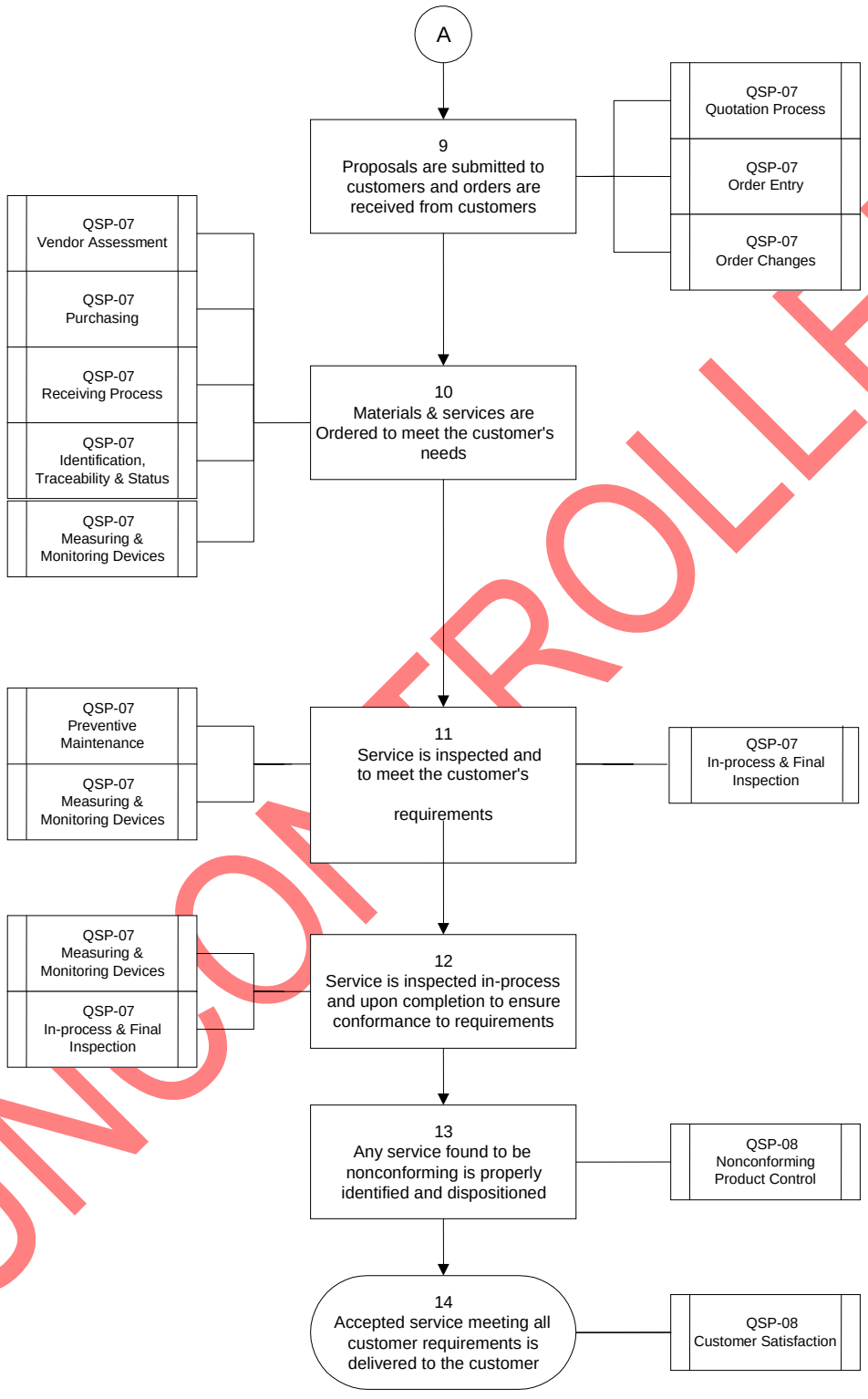
9.2 QUALITY SYSTEM MAP

Document Name	Document Identifier	Process Leader	Element	Evidence
4 Quality Management System				
Quality Manual	QSM	CEO	4.2.2	All Level 2 Procedures
Document Control	QSP-04	Document Control	4.2.3	All Controlled Documents
External Document Control	QSP-04	Quality Manager	4.2.3	Customer Drawings
Record Control	QSP-04	Document Control	4.2.3	All required records
Electronic Data Control	QSP-04	Document Control	4.2.4	All Controlled Documents
5 Management Responsibility				
Management Review	QSP-05	CEO	5.6	Meeting Minutes
6 Resource Management				
Training – New Employees	QSP-06	Quality Manager	6.2.2	Training Records
Qualified Employees	QSP-06	Quality Manager	6.2.2	Job Descriptions
7 Product Realization				
Quotation Process	QSP-07	CEO	7.1	Quotes
Order Entry	QSP-07	CEO	7.2	Orders
Order Changes	QSP-07	CEO	7.2	Spec Revisions
Vendor Assessment	QSP-07	CEO	7.4.1	Approved Vendor List
Purchasing	QSP-07	CEO	7.4.2	Purchase Orders
Receiving Process	QSP-07	Quality Manager	7.4.3	Packing List
Process Control –	QSP-07	Quality Manager	7.5.1	Set-up Instructions
Process Control –	QSP-07	Quality Manager	7.5.1	Red Books
Identification, Traceability & Status	QSP-07	Quality Manager	7.5.3	Inspection Plans
Measuring & Monitoring Devices	QSP-07	Quality Manager	7.6	Calibration Log

Document Name	Document Identifier	Process Leader	Element	Evidence
8 Measurement, Analysis & Improvement				
Customer Satisfaction	QSP-08	Quality Manager	8.2.1	Surveys
Internal Audit	QSP-08	Quality Manager	8.2.2	Audit Records
In-Process & Final Inspection	QSP-08	Quality Manager	8.2.4	Inspection Records
Nonconforming Product Control	QSP-08	Quality Manager	8.3	Corrective Actions
Analysis of Data	QSP-08	Quality Manager	8.4	Management Review
Continual Improvement	QSP-08	Quality Manager	8.5.1	Management Review
Corrective Action	QSP-08	Quality Manager	8.5.2	Corrective Actions
Preventive Action	QSP-08	Quality Manager	8.5.3	Preventive Actions

9.3 Process Sequence & Interaction





9.4 Summary of Changes

REV	DESCRIPTION OF CHANGE	DATE	CHANGED BY

Approved by: Mary Yarbero
Document Controller

Approved by: Barry Reyenga
CEO