

Force Technologies Quality System

- Quality Registration: **AS9100 RevB/ISO9001:2008**
 - **AS9100RevC/ISO9001:2008 planned for May 2011**
 - Registrar: BSI Management Systems
 - Certificate : RS21690
 - Initial ISO Registration: October 1992
 - SC21 Signatory
- Quality Manual
- Structured to address all sections of the **AS9100RevB & ISO9001:2008** standards
 - Addresses:
 - Customer Satisfaction,
 - Continuous Improvement
 - Preventative Actions
 - Corrective Actions
 - Provides for Internal Audits of Quality System
- Documentation Structure
- Top Level: Quality Manual
 - Level 2a: Processes
 - Level 2b: Infrastructure Maps
 - Level 3a: Procedures
 - Level 3a: Work Instructions
 - Level 3b: Forms



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Internal Audits

- Defined Schedule of Internal Audits
- All functional departments Audited
- 2 Fully trained Internal auditors from various departments
- Audits based on ASI/ISO Standard, Industry Standards and internal procedures
- Review effectiveness of previous corrective actions
- Continuing ASI/ISO assessments by 3rd party every 6 months

Monitoring and Improvement

- Weekly QA meetings with key Managers
 - Review open CARs and any Internal issues
 - Review Operational requirements
 - Identify new equipment requirements
 - Discuss opportunities for improvements
 - Conduct risk analysis

Corrective Action System

- Sources.
 - Internal Audits
 - Customer Audits
 - 3rd party Audits
 - Customer Satisfaction Surveys
 - Customer complaints
- Quality Assurance reviews all CAR action Plans
- Responses with planned actions time sensitive
- All CAR's reviewed by management

