



## TABLE OF CONTENTS

Introduction	1
Organization	1.1
Scope	1.2
Scope Description	1.2.1
Scope Exclusions	1.2.2
Normative References	2.0
Terms and Definitions	3.0
Quality Management System (QMS)	4.0
General Requirements	4.1
Documentation Requirements	4.2
General Requirements	4.2.1
Quality Manual Requirements	4.2.2
Control of Documents	4.2.3
Control of Records	4.2.4
Management Responsibility	5.0
Management Commitment	5.1



Customer Focus	5.2
Quality Policy	5.3
Quality Planning	5.4
Quality Objectives	5.4.1
Quality management system planning	5.4.2
Responsibility, Authority, and Communication	5.5
Management Review	5.6
Resource Management	6.0
Provision of Resources	6.1
Human Resources, Competence, Training, and Awareness	6.2
Infrastructure	6.3
Work Environment	6.4
Product Realization	7.0
Planning of Product Realization	7.1
Customer Related Processes	7.2
Design and Development	7.3
Purchasing Process, Information, and Verification	7.4
Production and Service Provision	7.5
Control of Production and service provision	7.5.1
Validation of processes for production and service provision	7.5.2



Identification and Traceability	7.5.3
Customer Property	7.5.4
Preservation of Product	7.5.5
Control of monitoring and measuring equipment	7.6
Measurement, Analysis and Improvement	8.0
General	8.1
Monitoring and Measurement	8.2
Customer Satisfaction	8.2.1
Internal Audit	8.2.2
Monitoring & Measurement of Processes and Products	8.2.3
Control of Nonconforming Product	8.3
Analysis of Data	8.4
Improvement	8.5
Continual Improvement	8.5.1
Corrective Action	8.5.2
Preventative Action	8.5.3

**APPENDIX**

JOB PROCEDURE SHEET	PAGE 1-2
PREVENTATIVE ACTION FORM A-2	PAGE 3
CORRECTIVE ACTION FORM A-3	PAGE 4



INSPECTION CRITERIA FOR CLASS "A"	PAGE 5
INSPECTION CRITERIA FOR CLASS "B"	PAGE 6
INSPECTION CRITERIA FOR CLASS "C"	PAGE 7
MAINTENANCE SCHEDULE	PAGE 8
AUDIT SCHEDULE	PAGE 9-10
NEW EMPLOYEE TRAINING CHECKLIST	PAGE 11-12
DESICCANT BEADS PROCEDURE	PAGE 13
PH CALIBRATION PROCEDURE	PAGE 14
TITRATION TEST ALODINE 5200	PAGE 15
TITRATION TEST ALTREX	PAGE 16
TITRATION TEST DEOXIDINE	PAGE 17
DISPOSAL OF HAZARDOUS WASTE	PAGE 18
TITRATION TEST SURCOAT 906	PAGE 19
OVEN OPERATION PROCEDURE	PAGE 20
STRIPPING/RECONVERSION PROCEDURE	PAGE 21
STARTUP/SHUTDOWN PROCEDURE FOR DIPLINE	PAGE 22
NORDSON ECONO-COAT CLEANING PROCEDURES	PAGE 23-24



<b>Revision History</b>				
<b>Change</b>	<b>Revision</b>	<b>Date</b>	<b>Section</b>	<b>Approved by</b>
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Updated Job Procedure Sheet	8	7/28/15	4.1	Michelle Stockwell
Updated Titration Sheet	8	7/28/15	4.1	Michelle Stockwell



Added standards statement for automotive industry only	8	7/28/15	4.2.2	Michelle Stockwell
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Updated Organizational Chart	8	7/28/15	1.1	Lacey Traynor
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Changed Verbiage in Processes	10	9/20/15	1.2.1	Michelle Stockwell
Changed Mgmt Review to quarterly	10	9/20/15	5.6	Michelle Stockwell
Changed Business Process Interaction- Shipping/Receiving	11	8/5/16	1.2.1	Michelle Stockwell
Added procedures to appendix	11	8/5/16	Appendix	Michelle Stockwell
Added Nordson Cleaning Procedures	11	8/12/16	Appendix	Michelle Stockwell

**INTRODUCTION TO SKYCOAT, LLC**

SKYCOAT, LLC was established in 2012 in response to a market based need for high quality and consistent product delivery of conversion coatings, surface preparation, powder coating, and spray coatings. SKYCOAT receives unfinished customer provided components and performs customer specified surface finishing and shipping of finished products. A secondary market driven service offered by SKYCOAT is Express Service processing, which allows SKYCOAT to deliver finished product on an expedited schedule much more quickly than competitors.

SKYCOAT, LLC specializes in pretreatments and finishes on: aluminum, magnesium, and steel parts. The scope of services includes private and government sector customers in the following areas:

**Conversion Coating** – SKYCOAT, LLC performs application of Alodine 5200, Alodine 5900, or Metalast coatings to customer supplied components.

**Surface preparation** – SKYCOAT, LLC performs Media Blasting, Deburring, Masking and Polishing of customer supplied components.

**Powder Coating** – SKYCOAT, LLC performs application of powder coating on Aluminum, Brass, Bronze, Copper, Steel, Titanium, and Plastic of customer supplied components

**Spray Coating** – SKYCOAT, LLC performs application of spray coatings to metal and plastic customer supplied components.

**1.1 SKYCOAT ORGANIZATION**



## **VISION STATEMENT**

Our vision is to consistently deliver high quality coating services. We will continue to achieve this goal by utilizing organizational agility and expedited service, which distinguishes us from the competition as we continually strive for improvement.

## **MISSION STATEMENT**

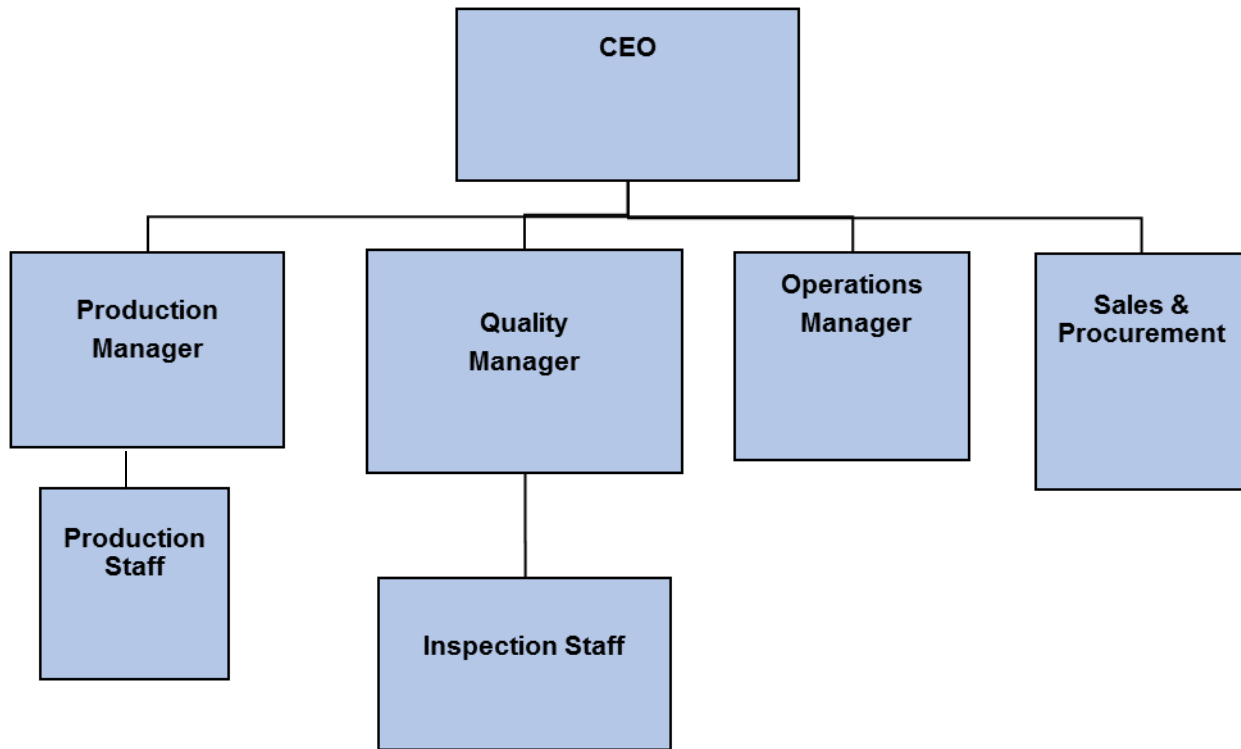
The SKYCOAT mission is to deliver the latest manufacturing technology in powder and conversion coatings at the quality and delivery levels that our customers demand.

Our goal is to provide our customers with a trusted source of quality and service that will help them become the leaders in their industries.

The SKYCOAT organizational structure is designed to efficiently address all business process needs by having the right management and staff positions. The structure determined to best meet our present need is shown. Operations Management and Sales Management are performed under the President role.



SKYCOAT LLC ORGANIZATIONAL STRUCTURE



**1.2 SCOPE**

SKYCOAT is committed to customer satisfaction and continuous improvement. The organization demonstrates this commitment by operating under the internally developed and implemented Quality Management System that complies with the requirements set forth by ISO 9001:2008.

The purpose of this manual is to define the Quality Management System under which SKYCOAT operates:

- a) consistently provide products that meet customer and applicable statutory and regulatory requirements.
- b) enhance customer satisfaction through effective application of the QMS, including processes for continual improvement of the QMS and the assurance of conformity to customer and applicable statutory and regulatory requirements.

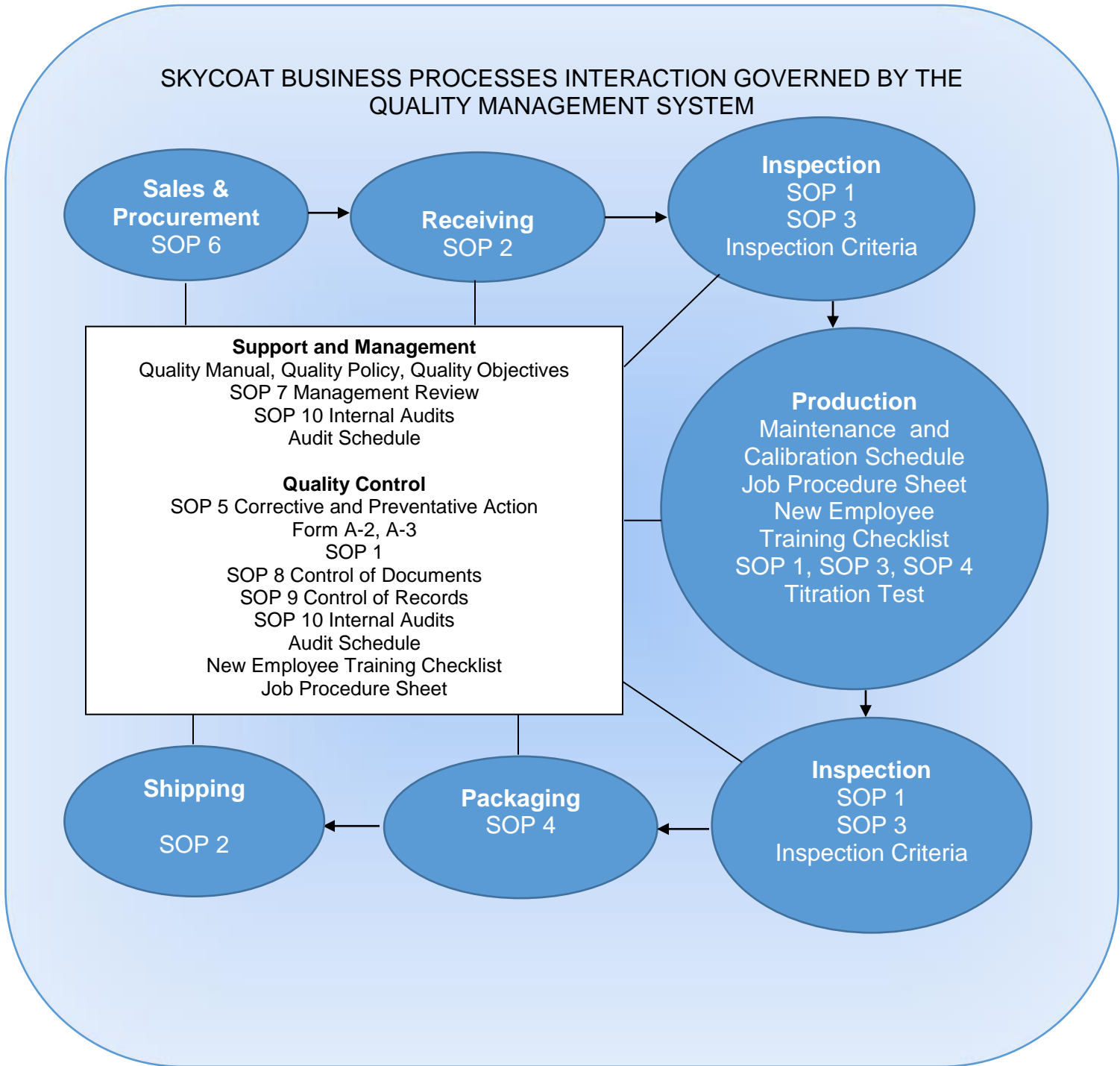
This manual is intended for use by customers, Management, employees, and authorized external organizations as the primary reference for understanding SKYCOAT’s Quality Management System and the methodology implemented to ensure compliance with customer, statutory, and regulatory requirements. This manual along with contents of the appendices shall be used by all employees as the primary reference governing execution of work activities described within the scope of this manual.





### **1.2.1 Scope Description**

SKYCOAT performs numerous business processes. The business processes wholly or partially governed by the Quality Management System are: Sales and Procurement, Shipping and Receiving, Inspection, Production, and Packaging. All other business processes are excluded from and executed outside the Quality Management System.





## Quality Manual River Falls, WI

Rev 11

The scope of this manual includes the following in accordance with ISO 9001:2008:

- A description of the SKYCOAT Quality Management System (QMS)
- Management Responsibility
- Resource Management
- Product Realization
- Measurement, Analysis, and Improvement
- Standard Operating Procedures(SOPs)
- Inspection Criteria
- Job Procedure Sheets
- Test Procedures
- Employee Training Forms
- Preventative and Corrective Action Form
- Maintenance Schedules

### 1.2.2 Scope Exclusions

The SKYCOAT Quality Management System and the scope of this Manual excludes the following requirements of ISO 9001:2008:

- ISO 9001:2008 Section 7.3 Design and Development

SKYCOAT services are performed to customer specifications on customer provided components. This exclusion does not relieve any responsibility to provide product compliant with customer requirements and applicable statutory and regulatory requirements.

## 2.0 Normative Reference

The following referenced documents were indispensable in preparation of this manual:

ISO 9001:2008(E) American National Standard Quality Management Systems – Requirements

## 3.0 Terms and Definitions

For the purposes of this document, the terms and definitions given in ISO 9000 apply.

## 4.0 Quality Management System(QMS)



#### **4.1 General Requirements**

SKYCOAT has established, documented, implemented, and maintains a QMS and continually improves its effectiveness in accordance with the requirements of ISO 9001:2008. This Manual defines and documents the SKYCOAT QMS. Procedures describe the processes and methods through which the QMS is implemented and maintained. The QMS also includes procedures which facilitate self-assessment, corrective action, and document management in order to continually improve overall effectiveness in accordance with the requirements of ISO 9000.

Several processes have been determined necessary to consistently provide product that meets customer and applicable statutory and regulatory requirements. A list of procedures governed under the QMS is shown in Table 1 below, which represents the processes, sequencing, and interactions of the processes.



**Table 1**

<b>Procedures</b>	<b>Management Responsibility</b>
SOP 1 Non-Conforming Product or Process-Internal	Production, Inspection, Quality
SOP 2 Receiving Control	Shipping & Receiving
SOP 3 Control of Manufacturing & Packaging	Shipping & Receiving, Production
SOP 4 Handling, Packaging, Storage, Delivery	Shipping & Receiving, Production
SOP 5 Preventative and Corrective Action	All
SOP 6 Supplier Control	Sales and Procurement
SOP 7 Management Review	Management, Quality
SOP 8 Control of Documents	Quality
SOP 9 Control of Records	Quality
SOP 10 Internal Audits	Management, Quality
<b>Forms/Logs/Checklists</b>	
A-1 Employee Training Completion	Quality/Production
A-2 Titration Test Checklist	Production
A-3 Inspection Criteria Class A, B, C	Production/Inspection
A-4 Maintenance & Calibration Schedule	Production
A-5 Internal Audit Schedule	Quality
A-6 Supplier Performance Evaluation	Quality
A-7 Supplier Deviation Acceptance Form	Quality
A-8 Approval for Distributors Form	Quality
F-1-1 Preventative Action Form	Quality/Production
F-1-2 Nonconformance Corrective Action Form	Quality/Production
F-1-3 NCR Log	Quality/Production
F-8-1 Document Change Request Form	All
F-10-1 Internal Audit Checklist	Quality
Job Procedure Sheet	Quality/Production

To ensure effective operation and control of the processes governed under the QMS, criteria and methodology have been established for each of the four areas described within the SKYCOAT scope of services: Conversion Coating, Surface Preparation, Powder Coating, and Spray Coating. The criteria are measured upon completion of the applicable procedures through inspection methods defined by inspection procedures listed in Table 1 above.

The management team holds overall accountability for operational compliance with the QMS. It is the responsibility of management to ensure the availability of resources and information necessary to support the operation and monitoring of the processes within the scope of the QMS. The resource plan is discussed in Section 6.0 Resource Management. Information availability to support operation and monitoring of the QMS is addressed through workforce training and document management controls. Section 6.2 Human Resources further discusses competence, training, and awareness for human resources. All outsourced processes are monitored and controlled administratively to ensure vendor conformance with either the SKYCOAT QMS as



set forth by this manual or the vendor's ISO 9000 compliant Quality Management System.

## **4.2 Documentation Requirements**

### **4.2.1 General Requirements**

The Quality Management System documentation consists of five tiers. The first tier has the documented statements of the Quality Policy and Quality Objectives. The second tier consists of this Quality Manual and Appendices. The third tier documents are the standard operating procedures that identify purpose, functional responsibility, and applicable documents for each determined process. They also outline the flow of information and interaction among processes. The fourth tier documents consist of forms that are revision-controlled that detail tasks and responsibilities to be performed in a manner consistent with our quality policy and objectives. The fifth tier is the evidence and records that show the performance of the quality management system, management review, and audit results. Specifically, the quality management system documentation includes:

- Documented statements of a quality policy and quality objectives
- Quality Manual
- Standard Operating Procedures
- Job Procedure Sheet
- Forms
- Records of internal audits
- Records of nonconforming product
- Records of Preventive and Corrective Action

### **4.2.2 Quality Manual Requirements**

This Quality Manual was developed to comply with the requirements set forth by ISO 9001:2008. Specifically the scope and exclusions of the QMS are defined by Section 1.2 Scope of this Manual. A list of documented procedures established for the QMS is provided in Section 4.1 Table 1. The sequencing and interaction among procedures is documented in the flow chart in section 1.2.1 of this Manual.

To demonstrate compliance with ISO 9001:2008 Section 4.2 Documentation Requirements, a reference document mapping requirements back to the applicable section of this Manual has been included in Appendix C Quality Management System Index.



Skycoat is required to provide an FMEA, process flow, control plan, and safe launch plan to members of the automotive industry only.

#### **4.2.3 Control of Documents**

SOP 8 has been implemented to ensure control of documents within the scope of the QMS. Records are a special type of document and shall be controlled in accordance with Section 4.2.4 of this Manual. SKYCOAT will review and approve documents before they are printed in the SKYCOAT Quality Manual. Documents from outside the organization will be reviewed for relevancy and controlled. Quality Control will ensure that current documents are available in the master copy.

#### **4.2.4 Control of Records**

SOP 9 has been implemented to ensure control of records established to provide evidence of conformity to the requirements and of effective operation of the QMS. These records are controlled, clearly identified, and readily available.

### **5.0 Management Responsibility**

#### **5.1 Management Commitment**

SKYCOAT management is committed to customer satisfaction and will fulfill that commitment through implementation and maintenance of an effective Quality Management System. This Manual serves as the guide by which SKYCOAT will attain the goals of the Quality Policy and achieve its stated Quality Objectives. The QMS will support continual improvement through application of self assessment, corrective action, and preventative action methods. Periodic management reviews and internal audits will be conducted through self assessment to ensure the actions of the organizations are in compliance with the QMS requirements and that quality objectives are being met. The staffing plan discussed in Section 6.2 Human Resources, of this Manual, demonstrates our understanding, planning, and resource commitment for achieving effective execution of the QMS.

#### **5.2 Customer Focus**

SKYCOAT is committed to customer satisfaction. The approach chosen to ensure customer satisfaction involves effective collection of requirements, requirements management, and customer fulfillment. The strategy for accurate requirements determination and delivery are discussed in Section 7.2 Customer Related Processes and Section 8.2 Monitoring and Measurement, of this Manual.

#### **5.3 Quality Policy**

“SKYCOAT and its employees are dedicated to meeting customer expectations through the utilization of an effective Quality Management System. SKYCOAT will collaborate with clients and vendors to meet all specifications and promote continual improvement.”

The Quality Policy has been specifically developed by management for the scope of services offered by SKYCOAT, LLC and will review the Quality Policy for ongoing suitability. The quality policy reflects a commitment to identify and comply with customer requirements and continually improve the effectiveness of the QMS through utilization of the corrective action process.



The quality policy serves as the foundation upon which quality objectives are based and provides the framework for reviewing the quality objectives. The Quality Policy and Quality Objectives are reviewed in accordance with the audit schedule set forth within the Quality Policy.

SKYCOAT is committed to initial and continued communication of the Quality Policy through training. Training will be conducted for all updates and changes to the QMS yearly and with all new employees having responsibilities within the scope of the QMS as defined by this Manual.

## **5.4 Quality Planning**

### **5.4.1 Quality Objectives**

The quality objectives are consistent with the quality policy and are the fundamental measures of QMS effectiveness. Quality planning activities consist of determining and providing all resources necessary to ensure progress toward meeting these objectives:

- Maintain part yield at 95% or above on covers (P.N. 219189)
- Sustain and improve customer satisfaction

All quality objectives are measurable and used as key performance indicators to promote continual improvement. The parts yield and delivery status for each job is recorded and tracked in the client inventory, which directly correlates to process performance. The customer satisfaction survey is used as a method of measuring our customer approval or need for improvement.

### **5.4.2 Quality management system planning**

The quality planning and objectives of the QMS are executed in accordance with section 4.1. of ISO 9001:2008 (E). Any changes to the QMS are identified, reviewed, and approved in the document change process on Form A-4 if identified outside of the auditing process. Once changes are approved they are implemented into the master copy by quality personnel to preserve the integrity of the QMS.

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

We believe each employee throughout the organization has a key role in accomplishing the goals of the QMS. The responsibilities and authority of each employee are defined by the Standard Operating Procedure. To ensure the responsibilities and authority are understood, each employee will be trained on the procedures determined pertinent to their position. A training review is performed yearly to meet our quality objectives.

Management determines and communicates the level of authority and responsibility concerning the quality policy to each employee as well as the interrelationship of the different roles. Although authority is defined in the SKYCOAT Organization Chart, emphasis is placed on communicating to employees their individual responsibility and authority to ensure customer satisfaction, statutory and regulatory requirements and adherence to quality management system guidelines. Internal communication for the quality management system processes consists of but is not limited to, reviews, meetings (management and employees), memos, and emails.





## 5.6 Management Review

A management review will be performed quarterly to ensure the effectiveness and continued adequacy of the quality management system and the status of the quality objectives. Inputs to the review process include:

- Internal and External Audit results
- Documented complaints
- Process Performance Information
- Product conformity information
- Status of preventive and corrective actions
- Follow-up actions from previous management reviews
- Information on any changes that could affect the QMS
- Recommendations for improvement

The management review process shall produce the following outputs:

- Record of findings
- Actions and decisions to improve the QMS
- Actions and decisions to improve product per customer requirements
- Resource Needs
- Non-Conformities within the QMS

## 6.0 Resource Management

SKYCOAT Management continuously assesses the organizational resource needs to satisfy present staffing requirements and projected staffing requirements. Several factors are considered: current staffing, QMS staffing requirements, current work commitments, projected work commitments, present and future production capability, training needs, customer satisfaction as a function of meeting customer requirements.

### 6.1 Provision of Resources

Resource adequacy is continuously under consideration in conjunction with client requirements while striving to achieve the overall goal of increased customer satisfaction in addition to maintaining and continually improving the effectiveness of the QMS.

### 6.2 Human Resources, Competence, Training, and Awareness

SKYCOAT will have trained associates who perform work affecting conformity to product requirements with the necessary training and expertise to undertake self-checking and checking of others as may be specified in the operating procedures and job procedure sheet.

To ensure the ability of all employees to fulfill their responsibility, SKYCOAT will provide each individual worker with the job procedure sheet, procedures required, and on the job training to achieve the required competence. Each employee must have completed the Training Completion Form A-1 as evidence of worker qualification. We will ensure employees are aware of the importance of their activities and how



they contribute to the achievement of the quality objectives. Appropriate records of education, training, skills and experience will be maintained in accordance with paragraph 4.2.4 of this manual.

### **6.3 Infrastructure**

SKYCOAT determines, provides, and maintains the facilities, utilities, and all associated hardware, software and support services, including information systems, needed to achieve product quality.

### **6.4 Work Environment**

SKYCOAT shall establish and maintain the appropriate work environment needed to achieve product quality requirements. The work environment includes production areas, office areas, and storage areas are relates to conditions under which work is performed.

## **7.0 Product Realization**

### **7.1 Planning of Product Realization**

SKYCOAT ensures that all customer product requirements are satisfied through planning and adherence to the quality management system sequence and process overview. In addition, planning includes providing for the required verification, validation, monitoring, measurement, inspection, and test activities specific to the product and the criteria for product acceptance, where required. Records are maintained in accordance with Section 4.2.4 to provide evidence that the realization processes and resulting product meet requirements.

### **7.2 Customer Related Processes**

SKYCOAT provides services to customer supplied components. The customer specifies the coating and requirements. It is SKYCOAT's responsibility to ensure a clear understanding of customer requirements and any statutory or regulatory requirements applicable to the product. We will determine our ability to meet those requirements, including delivery, product verification, and validation. Adequate understanding of customer requirements is achieved through meetings, drawings, test product, specifications, and any other means necessary.

Management will also ensure that changes to the product or customer requirements are reviewed, accepted, communicated to the relevant personnel, and documented.

The company shall determine and implement effective arrangements for communicating with customers regarding product information. Communication is reviewed and evidenced by email, written correspondence, contract documents, fax, shipping and inventory reports, and liaison visits.

SKYCOAT ensures that customer supplied product is controlled and any product unsuitable for use is reported to the customer in a timely manner.



### **7.3 Design and Development**

The requirements set forth under ISO 9001:2008 Section 7.3 Design and Development are excluded.

### **7.4 Purchasing Process, Information, and Verification**

SKYCOAT, LLC only purchases products from approved manufacturing distributors. SKYCOAT is responsible for product conformance to customer specifications, except in the case of customer supplied products or components. Where product application is critical, test product may be requested and approved by the customer. All incoming shipments from customers are visually inspected for damage before releasing to production.

### **7.5 Production and Service Provision**

#### **7.5.1 Control of Production and service provision**

All production procedures are controlled. Product specifications are stored in the customer's folder. Production personnel follow the job procedure sheet and use suitable monitoring and measuring equipment for each job to ensure consistency in product quality. Measurements are taken as specified by procedures, and all product information is recorded on the Job Procedure sheet. Product is inspected before delivery and is returned to the client with clear identification information on the packing slip. SOP 1 describes the responsibilities and procedures for reporting non-conforming product, processes, and non-compliances.

#### **7.5.2 Validation of processes for production and service provision**

All processes for production will be reviewed and approved before implementation. Test material will be used to test and establish the effectiveness of a new procedure. If processes need to be changed due to undesirable outputs or performance of final product after delivery, the process will be reviewed by management and reapproved only once it meets the desired expectations. A preventative/corrective action form will be used to document any needed changes to currently established procedures. Only appropriate equipment and personnel who have completed training on the respective procedure will be permitted to complete the processes documented on the job procedure sheets. Employee training records are kept on file as well as job procedure sheets in order to facilitate continued process validation.

#### **7.5.3 Identification and Traceability**

All parts are traced and identified by the job procedure sheet. This document accompanies each job from receiving to delivery. Upon completion, job procedure sheets are stored in hard copy and electronically. The electronic copy serves as the official copy.

#### **7.5.4 Customer Property**

Customer property is not used at SKYCOAT, LLC.

#### **7.5.5 Preservation of Product**



Product is preserved during internal processes and delivery in order to ensure requirements conformance. An identifying job procedure sheet provides details on handling, packaging, storage, and protection where applicable; and accompanies each job.

## **7.6 Control of monitoring and measuring equipment**

Measurement and calibration records are established and recorded on the maintenance schedule. Maintenance schedules are stored in hard copy and electronically. Measurements are completed in accordance with national measurement standards. Each piece of equipment is clearly identified in the maintenance schedule and adjusted when necessary. Measurement equipment is safeguarded from improper adjustments, damage, and deterioration during handling, maintenance and storage. If equipment is found to not conform to measurements or calibration standards, any jobs processed using this equipment completed during this time will be reviewed and corrective action will be taken if products were affected.

## **8.0 Measurement, Analysis and Improvement**

### **8.1 General**

SKYCOAT, LLC has established processes that conform to product requirements, the QMS, and continually strives to improve the QMS.

### **8.2 Monitoring and Measurement**

#### **8.2.1 Customer Satisfaction**

SKYCOAT, LLC monitors customer perception as a measurement of the QMS. Customer satisfaction surveys are sent out yearly to clients to receive feedback.

#### **8.2.2 Internal Audit**

Internal audits are planned annually and outlined in the audit schedule.

SOP 10 has been established to identify responsibilities and requirements for planning and conducting audits, maintaining records, and recording results to promote continuous improvement. The audit is conducted per SKYCOAT Standard Operating Procedure 10. The scope of the internal audit is to verify that the QMS complies with ISO 9001:2008, which includes a review of the entire SKYCOAT Quality Management System as defined in Section 1.2 of the SKYCOAT Quality Control Manual. The Quality Manual, Standard Operating Procedures, Inspection Criteria Documents, Job Procedure Sheets, Employee Training Records, Preventative and Corrective Action Documents, Customer Satisfaction Surveys, and Maintenance Schedules are reviewed in the audit process.

All auditors are adequately trained and are familiar with both ISO 9001:2008 and the SKYCOAT QMS. Internal audits may be performed by SKYCOAT personnel or outsourced. Auditors cannot audit their own work. Auditors performing internal audits will be qualified based on having one of the following:



1. Training in the ISO 9001 standard
2. External training or recognized certification in auditing techniques

Records and results from internal audits are stored. Management in charge of the area being audited shall verify the implementation of corrective actions as soon as possible to eliminate nonconformities and their causes.

### **8.2.3 Monitoring & Measurement of Processes and Products**

SKYCOAT employs appropriate techniques for monitoring and measuring the QMS processes where applicable. These methods monitor, document, and validate that the established processes are followed. Product is not released for shipping until the job procedure sheet is complete, validating that the requirements of the established process were followed and parts were inspected to meet these specifications.

### **8.3 Control of Nonconforming Product**

Materials/supplies are inspected for nonconformities and defects. Accepted materials/supplies are moved into the production area once acceptance is granted through incoming Inspection. Parts identified as non-conforming are segregated and sent for rework. If parts are unable to be reworked to meet acceptable requirements, they are placed in the designated discrepant part area for disposal where they are returned to the client. A final inspection is done on all parts and recorded on the job procedure sheet.

### **8.4 Analysis of Data**

SKYCOAT collects and analyzes data to validate the effectiveness of the QMS and identifies where areas of continual improvements can be made to the QMS. Measurements are taken and recorded on the job procedure sheets to ensure conformance to product requirements, and Customer Satisfaction Surveys are sent out annually to evaluate feedback. Data recorded on corrective and preventative action forms is reviewed to monitor trends and identify areas for improvement.

### **8.5 Improvement**

#### **8.5.1 Continual Improvement**

SKYCOAT strives to improve the effectiveness of the QMS by utilizing the quality policy, quality objectives, audit results, analysis of data, corrective and preventative actions, and management review.

#### **8.5.2 Corrective Action**

The Quality Department purports to eliminate the causes of nonconformities to prevent recurrence and determine that the corrective actions are appropriate to the effects of the nonconformities encountered. SOP 5 has been established to outline requirements for identifying nonconformities and their root causes, determining the necessity of action to eliminate nonconformities, deciding and implementing needed



action, verifying result of actions taken, and reviewing the effectiveness of the preventative action taken.

### **8.5.3 Preventative Action**

The Quality Department decides upon action to avoid potential nonconformities through identification of their causes. SOP 5 has been established to define requirements to pinpoint potential nonconformities and their causes, determine the need for action to prevent nonconformity occurrences, evaluate and implement pertinent actions, record results of the action taken, and verify the effectiveness of the preventative action taken.