Quality Systems Manual

ISO 9001:2015/AS9100D

Rev. NC 6/12/2025

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Quality System Manual Record of Revision

Revision	Description	Date	Authorized By
NC	New Quality Manual	6/12/2025	Michael Leyba

Table of Contents

Company Overview - Introduction

Duonetics is dedicated to providing CNC manufacturing and precision dynamic balancing services to all facets of industry with the highest levels of quality, customer satisfaction, and integrity. Our 55 years of experience are testimony to our exceptional performance and effort, customer loyalty, and dedication to continuous improvement. We will to continue to learn, improve, increase capabilities, and meet or exceed the expectations of every customer. Our clients come from aerospace, commercial and industrial markets.

We find solutions that exceed our customers' expectations by hiring, training and promoting talented people and encouraging teamwork, prudent experimentation and continuous quality improvement. We currently employ highly skilled personnel in technology engineering, documentation, and manufacturing fields.

Duonetics has developed and implemented a Quality Management System in order to document the company's best business practices, better satisfy the requirements and expectations of its customers and improve the overall management of the company.

To fully understand the organization and its context, Duonetics has determined the external and internal issues that are relevant and that affect its ability to achieve the intended results of the quality management system.

The Quality Management System of Duonetics meets the requirements of the international standard AS 9100 D. The system addresses the production and servicing of the company's products. It incorporates the process approach where consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes.

This process approach provides for the management of the quality system and its processes through the application of a "Plan-Do-Check-Act" methodology and a focus on "Risk-Based-Thinking" leading to the prevention of undesirable outcomes.

The manual is divided into sections that correlate to the Quality Management System sections of AS 9100 D. The manual describes the Quality Management System, delineates authorities, inter relationships and responsibilities of the personnel responsible for performing within the system. The manual also provides the documented information with procedures or references for all activities comprising the Quality Management System that ensures the compliance to the necessary requirements of the standard.

This manual is used internally to guide the company's employees through the various requirements of the AS standard that must be met and maintained in order to ensure customer satisfaction, continuous improvement and provide the necessary instructions that create an empowered work force.

This manual is used externally to introduce our Quality Management System to our customers and other external organizations or interested parties. The manual is used to familiarize them with the controls that have been implemented and to assure them that the integrity of the Quality Management System is maintained and focused on customer satisfaction and continuous improvement.

The manual is approved by Duonetics executive management:

Section A Scope of the Quality Management System

General

To determine and establish the scope of the QMS, Duonetics has determined the boundaries and applicability of the QMS and considered the external and internal issues, the requirements of relevant interested parties, and the products and services of the company.

Duonetics is an industry leader in providing precision CNC manufacturing and precision dynamic balancing services in our 13,000-sq-ft. facility. Our clients range from commercial industries, to aerospace communities, and industrial markets. Duonetics capabilities include:

- 5- Axis Milling Centers
- Horizontal and Vertical CNC Milling Centers
- Live Tool Multi-Axis CNC Turning Centers
- Honing Equipment
- Manual Lathes, Mills, Welding, and other Support Equipment
- Hoffman Balancers with capacities ranging from a few ounces to 1500 lbs.
- CMM and Portable Laser Scanning Romer Arm
- An ability to solve customer problems that no one else can

The AS9100D defined Scope of Duonetics QMS processes is:

"Precision 3, 4, & 5 Axis machining and dynamic balancing of complex parts and assemblies for the aerospace, commercial and industrial markets."

Duonetics applies all the requirements of AS 9100 D when they are applicable within the determined scope of the QMS.

The Quality Manager has been appointed as the Management Representative for quality and is responsible for ensuring that the Quality Management System is established, implemented, and maintained. The Management Representative is also responsible for reporting on the performance of the QMS to Top Management and for the promotion of awareness of customer requirements throughout the organization.

Duonetics has determined that the following requirement is not applicable to the operations at this site:

- Not Applicable: ISO 9001:2015 / AS9100D Clause 8.3 (and all Sub Clauses) Design and Development of Products and Services
- Justification: Duonetics does not perform any Design or Development activities. Duonetics is a contract manufacturer and does not design or develop any products. The customers or their representatives specify all principal product characteristics. Engineering activities are limited to developing methods and means of production.


duonetics
corp.

Section B References

a. Normative reference

AS9100 REV. D Quality management systems – Requirements for aviation, space, and defense organizations.

ISO 9000:2015 Quality management systems – Fundamentals and vocabulary.

ISO 9001:2015 Quality management systems - Requirements

b. Terms and definitions

Applicable definitions are included in documented procedures and instructions at par 3.0 to enhance the understanding of the process.

In addition to the terms and definitions listed in ISO 9000:2015, the following are specific to Aviation, Space, and Defense (ASD) quality management system:

Counterfeit part
An unauthorized copy, imitation, substitute, or modified part such as material, part, component, which is knowingly misrepresented as a specified genuine part of an original or authorized manufacturer.

Critical Items
Those items such as functions, parts, software, characteristics, processes having significant effect on the provision and use of the products and services; including safety, performance, form, fit, function, producibility, service life, etc.; that require specific actions to ensure they are adequately managed.

Key Characteristic
An attribute or feature whose variation has a significant effect on product fit, form, function, performance, service life, or producibility, that requires specific actions for the purpose of controlling variation.

Product Safety
The state in which a product is able to perform to its designed or intended purpose without causing unacceptable risk of harm to persons or damage to property.

Special Requirements
Those requirements identified by the customer, or determined by the organization, which have high risks of not being met, thus requiring their inclusion in the operational risk management process.

Section C Document information

a. Distribution control list

Controlled copies are issued to:

Copy No. 1 Quality Assurance Manager / Management Representative

Copy No 2 All Employees available via Intranet

This Master Copy is held by and controlled by the Quality Assurance Manager /Management representative.

All matters or inquiries relating to its contents or usage are to be referred to that individual.

Uncontrolled copies of this manual will be identified with the word "uncontrolled" in bold letters across the footer of all pages.

b. Quality Policy, Quality Objectives, Strategic Direction

DUONETICS QUALITY POLICY (A-500-001)

Complex Parts Delivered with Superior Quality On Time Every Time Profitably.

Quality objectives are established to support our organization's efforts in achieving our quality policy and reviewed annually for suitability. Objectives have been established, are measurable, and reviewed against performance goals at each management review meeting.

Duonetics:

- No More than 3 Customer Returns per Quarter
- No More than $ 1,500 in Waste Cost per Quarter
- Maintain a Customer Survey score of 90 % or better per Quarter

STRATEGIC DIRECTION

VISION: To be the premier 5 Axis manufacturer for Aerospace and Commercial industries in the United States.

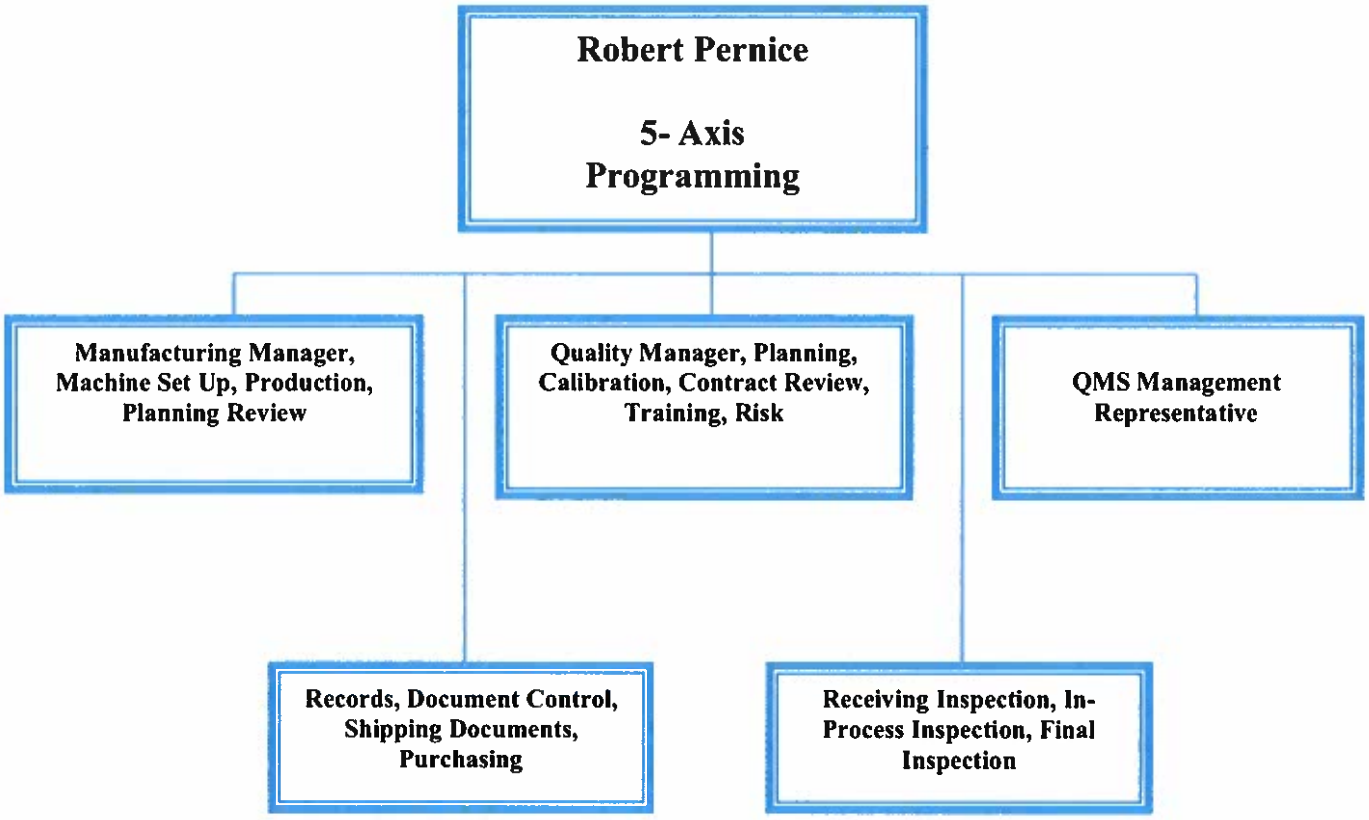
MISSION: To provide our customers with products of the highest quality while offering the best delivery and best service.

GOALS: Superior Quality, Delivery, and Service with maximum efficiency.

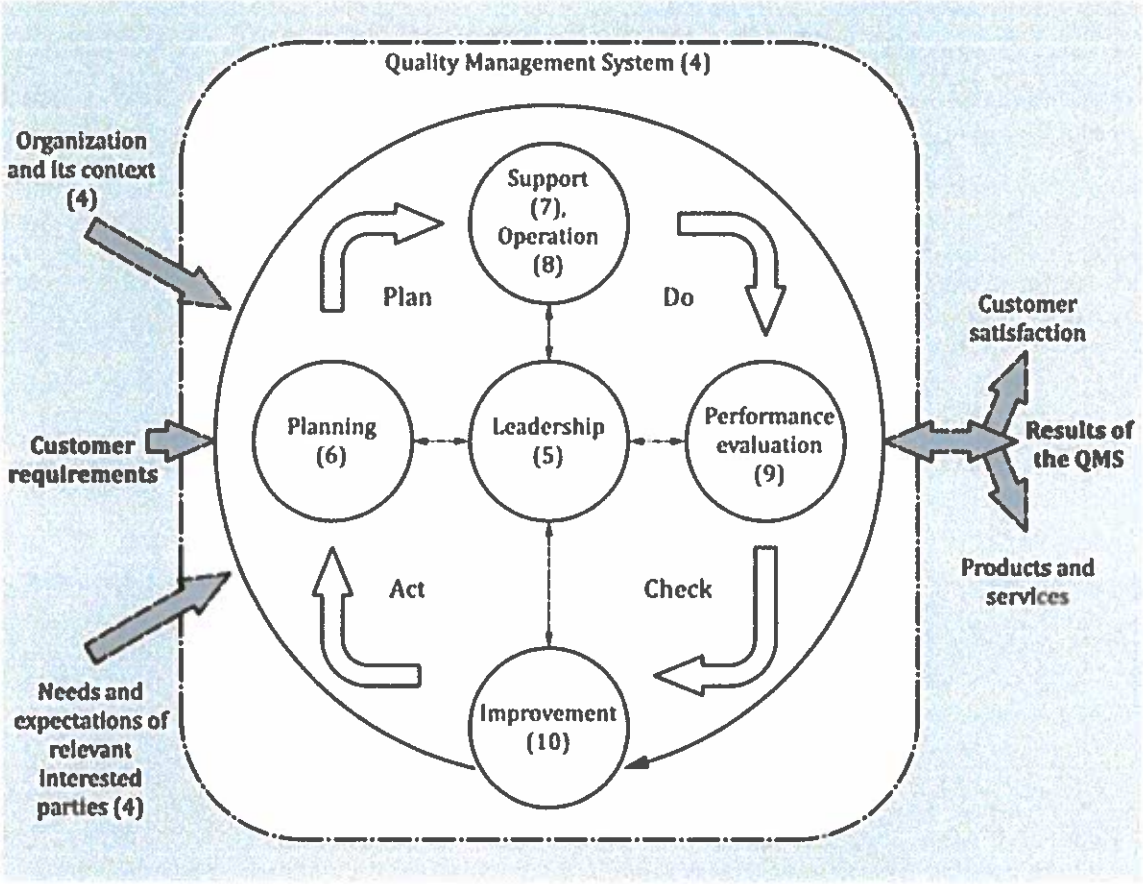
Executive Approval:

c. Organizational Chart

Attachment A – 550 – 001
Organizational Chart for Polynetics



d. Plan-Do-Check-Act Cycle



The PDCA cycle can be briefly described as follows:

– Plan: establish the objectives of the system and its processes, and the resources needed to deliver results in accordance with customers' requirements and the organization's policies, and identify and address risks and opportunities;

– Do: implement what was planned;

– Check: monitor and (where applicable) measure processes and the resulting products and services against policies, objectives, requirements, and planned activities, and report the results;

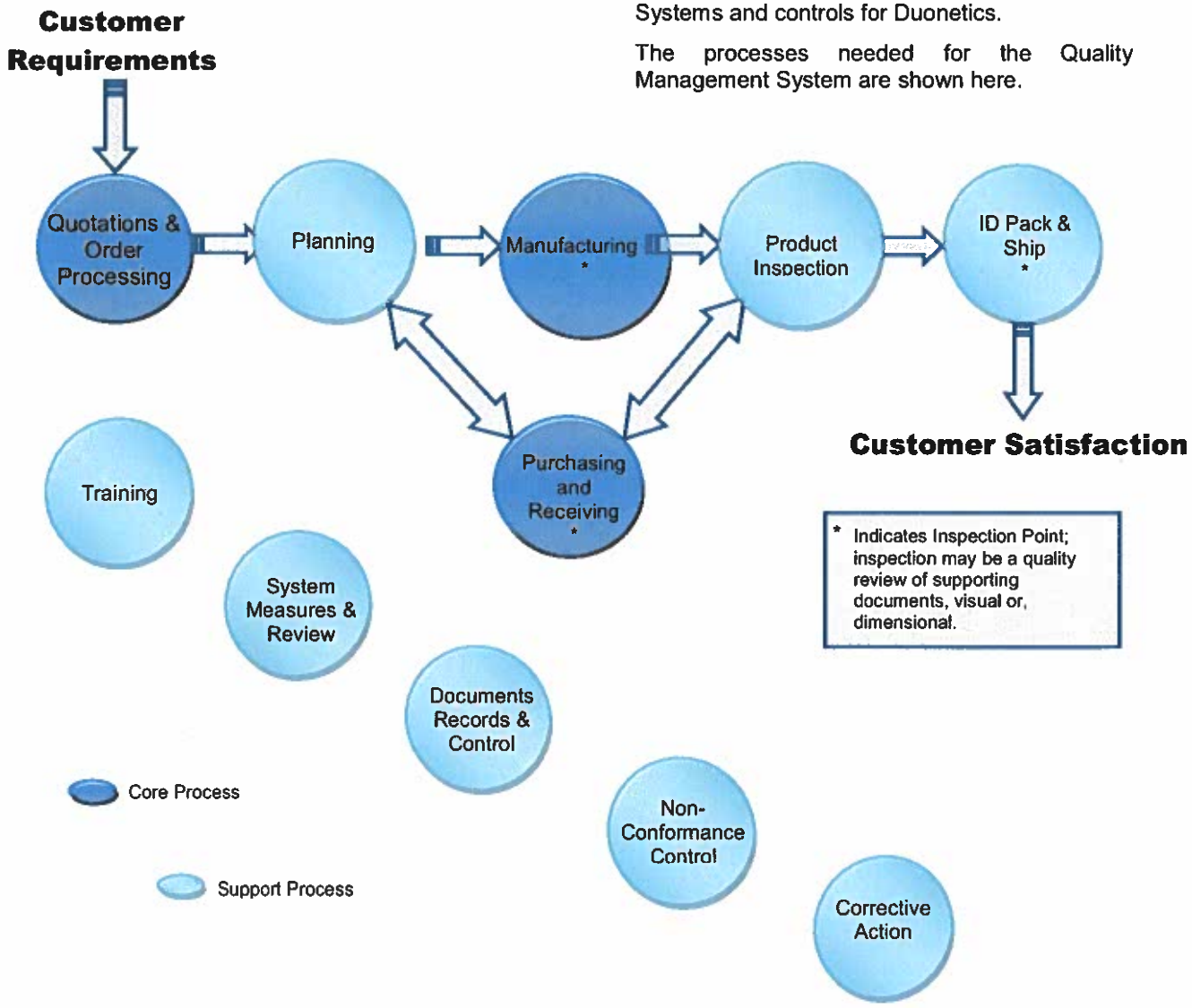
– Act: take actions to improve performance, as necessary.

e. Process Flow Diagrams

Quality Management System Processes

This Manual defines the Quality Management Systems and controls for Duonetics.

The processes needed for the Quality Management System are shown here.



This manual explains the responsibilities and authorities for these processes and how they interact.

This manual also defines the process performance indicators for these processes.

The process performance objectives are defined and documented by management and are regularly reviewed to monitor the effectiveness of the Quality System in meeting customer and quality assurance requirements.

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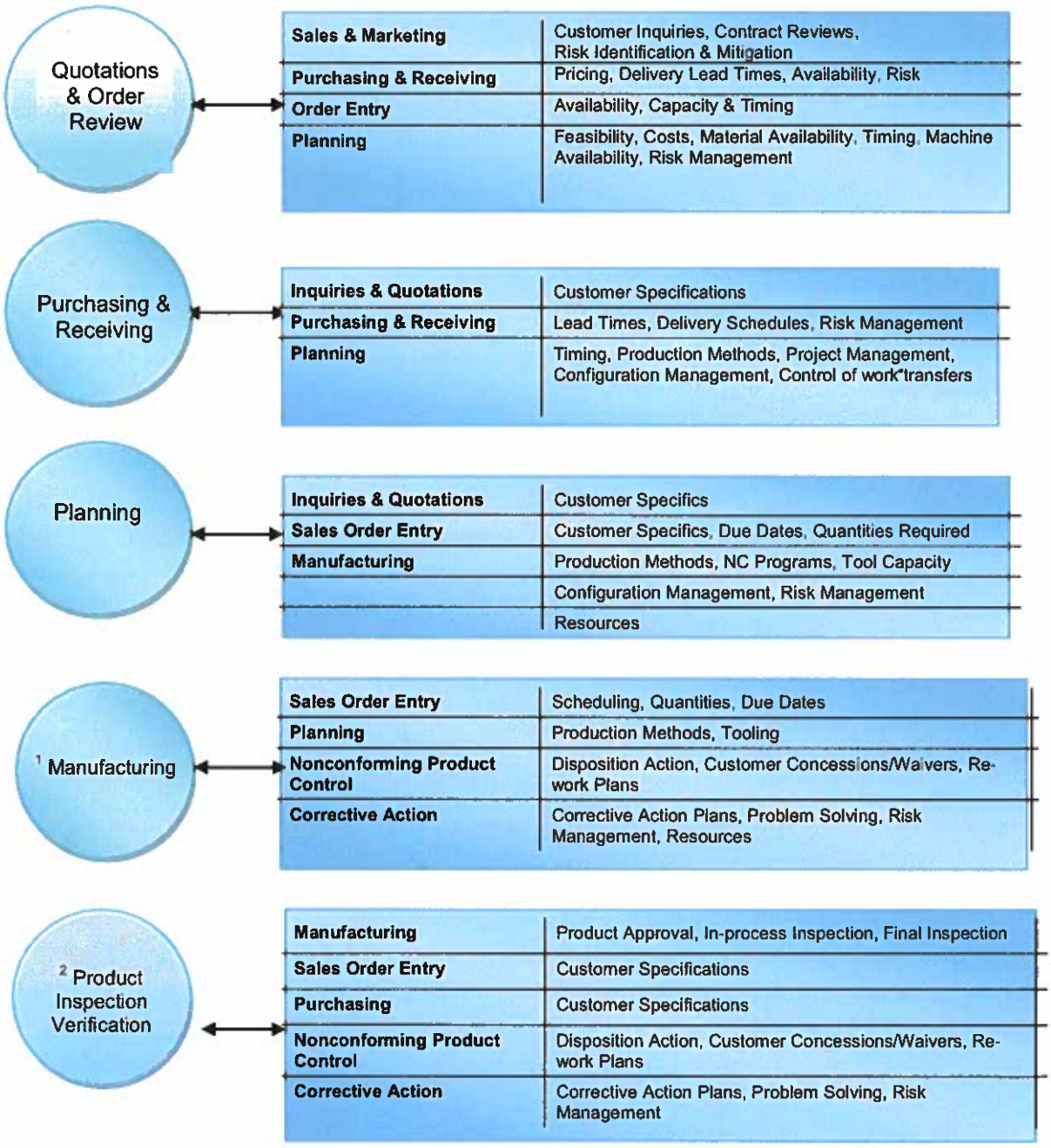
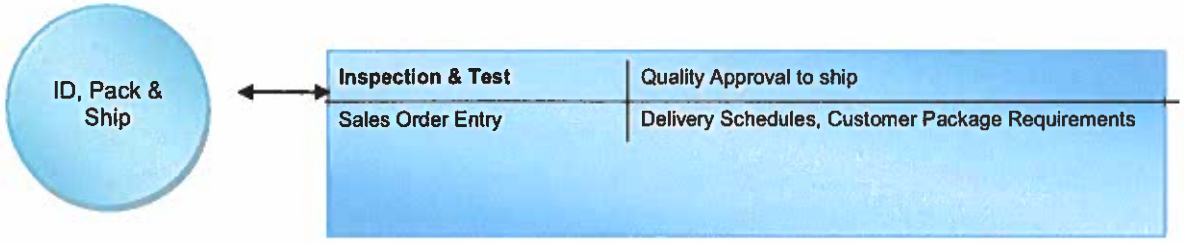
Core & Sub Process Activities — Interactions



Core & Sub Process Activities

Interactions



1 Manufacturing includes control of outside processing such as Heat Treat, Anodize, Chem Film, paint, penetrant inspection, magnetic particle, Certified Weld Inspection.

2 Product Verification may include NDT, quality review of supporting documents, visual inspection and dimensional inspection.

The Support Processes, *Training, Documents and Records Control, Non-conformance Control, System Measures & Reviews, and Corrective Action,* interact with all the business system processes.

Quotation & Order Review Process

The purpose of this process is to ensure customer requests for quotes (RFQs) are responded to in a timely and accurate manner.

This process covers the review of customer requirements and the generation of quotations.

Process Metrics

- Quoting Submitted On Time per Customer Due Date
- Quality > 97%
- On Time Delivery > 80%

Responsibilities & Authority

Process Owner: Quality Assurance Manager

Authority:
- President

Inputs

- Customer Inquiries
- RFQs/ Customer Purchase Order
- Customer Specifications
- Customer Drawings
- Customer Models
- Customer Delivery Date

Quotation and Order Processing Process

Outputs

- Cost Estimates
- Lead Time Estimates
- Customer Communication
- Identification of Potential Risks & Mitigation
- Risk Analysis
- Quotations
- Sales Order
- Contract Review

Documents & Records

Controlling Documents
P-720, P-821, P-712
Customer Specific Requirements
(purchase order, drawings, specifications, models)

Records
Quotations
Risk Identification & Mitigations (as applicable)
Customer Purchase Orders
Contract Review / Risk Assessment Form F-720-001

Equipment

Computers

Microsoft Office Software

E2 ERP & Manufacturing Mgmt.

This process complies with the following ISO 9001 & AS9100 Clauses:
5.1.2, 6.1.1, 6.1.2, 8.1.1, 8.2.1, 8.2.2, 8.2.3, 8.2.4

The following ISO 9001 & AS9100 Clauses relate to this process:
5.2, 5.2.1, 5.2.2, 7.2, 7.3, 7.5.2, 7.5.3

Purchasing & Receiving Process

The purpose of this process is to ensure that purchased products and services satisfy the needs of the company and the needs of our customers.

This process includes the generation of purchase orders, evaluation of suppliers, and receiving inspection.

Control of Work Transfers includes the following processes: Heat Treating, Anodize, Chem Film, Coatings, Passivation, etc.

Process Metrics

- Supplier Quality: ≥ 90%
- Supplier OTD: ≥ 75%

Responsibilities & Authority

Process Owner(s):
- Purchasing Agent

Authority:
- Quality Assurance Manager
- President

Inputs

- Purchase Requirements from Customer Requirements
- Production Schedule (Lead Times)
- Requests for new Suppliers
- Customer Approved Suppliers
- Reception of Customer Owned Property

Outputs

- Approved Suppliers
- Purchase Orders precisely defining the product or service ordered
- Timely Purchase Orders to External Providers
- Identification of Received Products
- Inspection Sheets
- Validation of Material Certifications, Outside Processing Certifications
- Control of Work Transfers

Documents & Records

Controlling Documents
P-740
Register of Approved Suppliers, General Terms and Conditions, Purchase Order Contractual Quality Clauses, Counterfeit Parts Prevention Program

Records
Purchase Orders
External Provider Evaluations
Supplier Certificates of Conformance, Material Certifications, Outside Processing Certifications

Equipment

Purchasing
Computers

Receiving Inspection
Tape Measure
Calipers
Inspection Equipment

This process complies with the following ISO9001 & AS9100 Clauses: 8.1, 8.4, 8.4.1, 8.4.2, 8.4.3, 8.5.2, 8.5.3, 8.5.4
The following ISO9001 & AS9100 Clauses relate to this process: 5.2, 5.2.1, 5.2.2, 7.2, 7.3, 7.5.2, 7.5.3

Planning Process

The purpose of this process is to ensure that raw material is purchased on time, the manufacturing, outside processing, and inspection steps are established and communicated, and to ensure that customer requirements are met.

- This process also ensures that any potential problems are identified and risk management mitigation activities are implemented.

Process Metrics

Planning Errors < 1%

Responsibilities & Authority

Process Owners:
- Quality Assurance Manager

Authority:
- The President

Inputs

- Customer Purchase Order Requirements
- Product Drawings
- Product Specifications
- Quality Requirements
- Requirements for Configuration Management

Outputs

- Approved Travelers
- Identification of Outsource Process Suppliers
- Re-work Instructions (when applicable)
- Production Schedule & Project Management Status, Risk Analysis

Documents & Records

Controlling Documents
P-710, P-712, P-713

Customer Specific Requirements
(Purchase order, drawings, and specifications)

Records
Raw Material Certifications
Job Traveler Data (sequence & timing)

Equipment

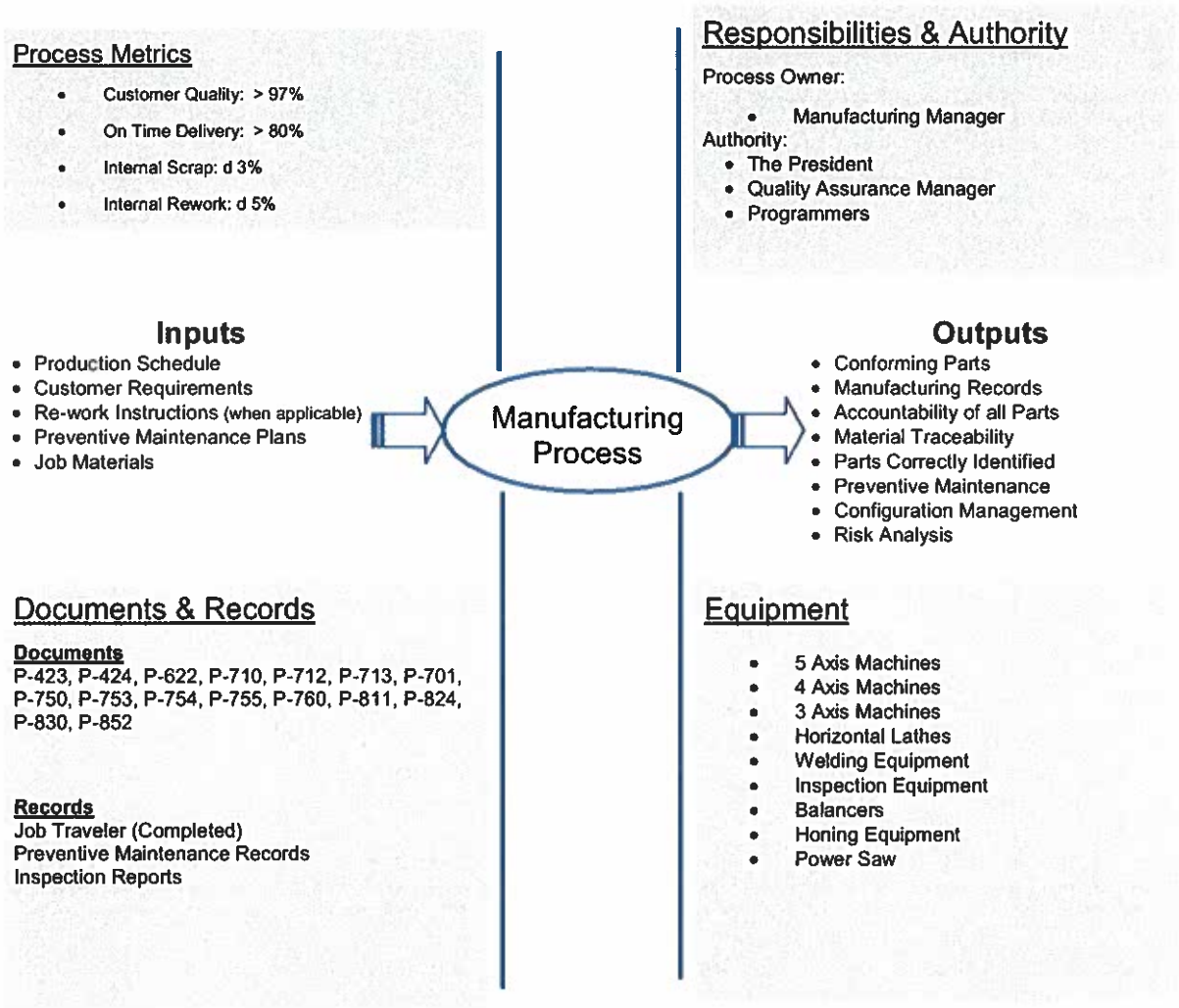
- Computers
- Microsoft Office Documents

This process complies with the following ISO9001 & AS9100 Clauses.6.1.1, 6.1.2, 8.1, 8.1.1, 8.1.2, 8.5.3
The following ISO9001 & AS9100 Clauses relate to this process: 5.2, 5.2.1, 5.2.2, 7.2, 7.3, 7.5.2, 7.5.3

Manufacturing Process

The purpose of this process is to control the manufacturing processes and to ensure product conformance and adequate manufacturing records are maintained.

*Manufacturing includes the following processes – Machining, Assembly, and Welding.



** Job Package includes the Job Traveler, Part Drawing (when applicable) and support information, as appropriate.

This process complies with the following ISO9001 & AS9100 Clauses.
7.1.3, 7.1.4, 8.5.1, 8.5.5, 8.5.1.3, 8.1, 8.5.1.1, 8.5.5, 8.5.1, 8.5.2, 8.5.3, 8.5.4, 7.1.5, 7.1.5.1, 7.1.5.2, 8.6, 8.7, 10.2

The following ISO9001 & AS9100 Clauses relate to this process:
5.2, 5.2.1, 5.2.2, 7.2, 7.3, 7.5.2, 7.5.3

Product Inspection Process

The purpose of this process is to ensure our products are inspected and, tested as required, by the applicable Job Traveler and that adequate inspection and test records are maintained to demonstrate product conformance.

This process includes the calibration control of all measuring and test equipment.

Process Metrics

Rejections due to inspection errors <1%

Responsibilities & Authority

Process Owner:

- Quality Assurance Manager

Authority:

- The President

Inputs

- Traveler
- Customer Requirements
- First-article Inspection Requests
- Specifications, Drawings
- Calibration Schedule
- Re-work Instructions (when applicable)

Outputs

- Certificates of Inspection / Test
- In-Process Approvals
- First Article Approval (when applicable)
- Identification of Inspection Status
- Inspection Sheets
- Completed Job Travelers (Thru final inspection)
- Calibrated Inspection & Production Equipment

Documents & Records

Documents
P-750, P-755, P-760, P-82-04, P-824, P-830

Records
Inspection Sheets
Test Reports
FAI Reports (when applicable)
Certificates of Inspection / Test
Calibration Records

Equipment

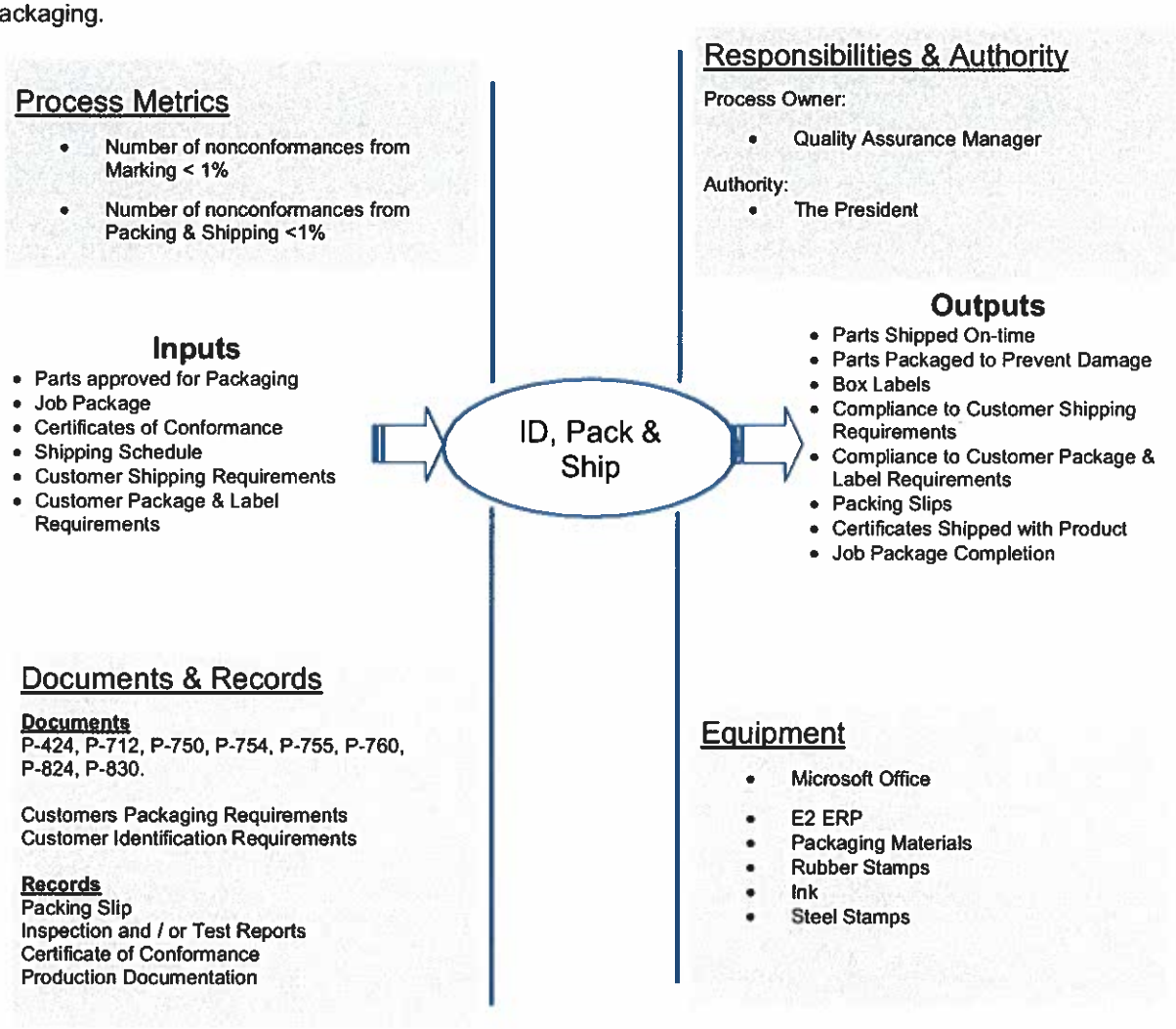
- All Monitoring, Measuring &Test Equipment
- All Production Equipment on the Calibration Schedule
- Reference Standards.
- CMM & Romer Arm

This process complies with the following ISO9001 & AS9100 Clauses:
8.5.1, 8.5.5, 8.5.2, 7.1.5, 7.1.5.1, 7.1.5.2, 9.1.1, 8.6, 8.7, 10.2

The following ISO9001 & AS9100 Clauses relate to this process:
5.2, 5.2.1, 5.2.2, 7.2, 7.3, 7.5.2, 7.5.3

Identification, Packaging & Shipping Process

The purpose of this process is to ensure that no product is shipped without final inspection confirmation. This process also ensures that products are shipped in a manner to prevent damage and preserve quality during transit. This includes compliance to any customer and/or regulatory requirements for labeling and packaging.



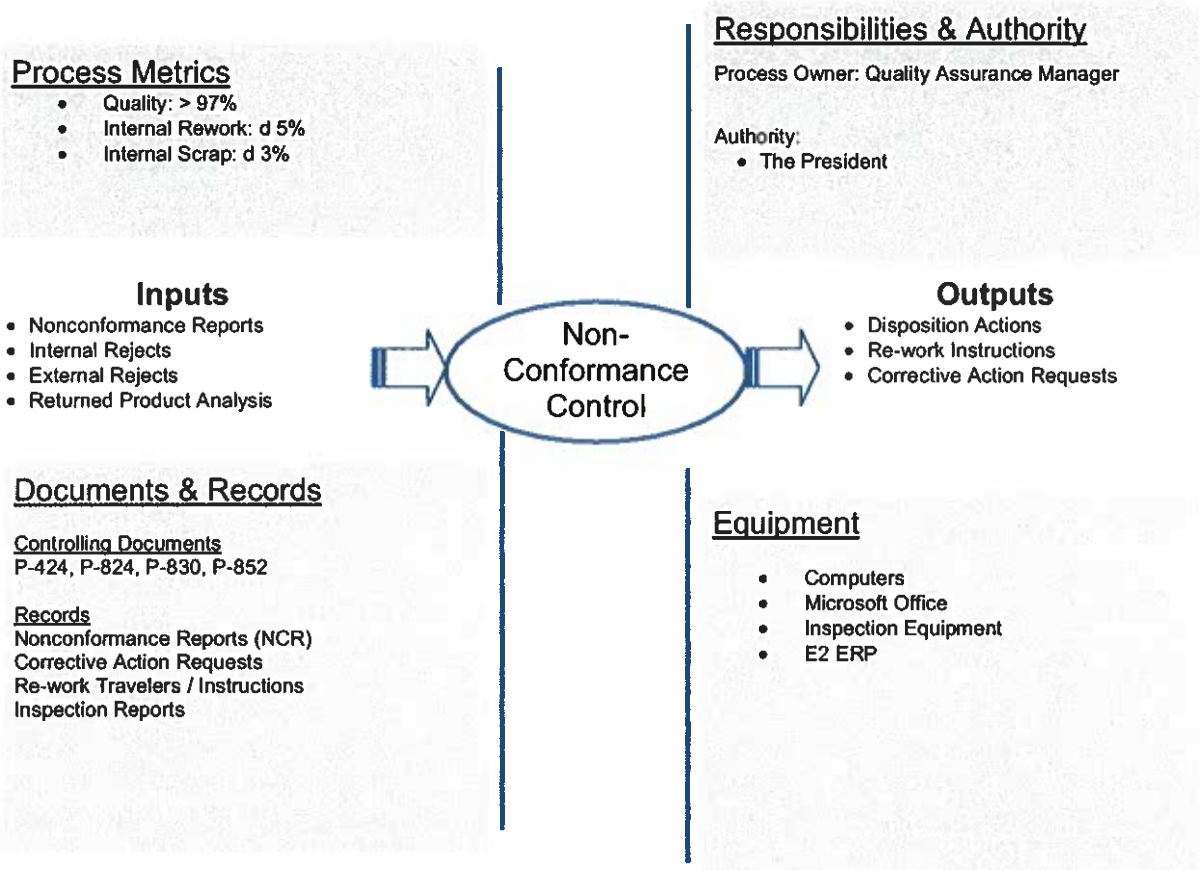
This process complies with the following ISO9001 & AS9100 Clauses.
8.5.2, 8.5.4, 8.6

The following ISO9001 & AS9100 Clauses relate to this process:
5.2, 5.2.1, 5.2.2, 7.2, 7.3, 7.5.2, 7.5.3

Non-Conformance Control Process

The purpose of this process is to ensure that when nonconforming products are detected they are segregated, the reason for rejection is documented and evaluated, and timely disposition action is initiated by authorized personnel.

This process also ensures that any re-work is documented and authorized and that the re-worked parts are re-inspected to confirm compliance.



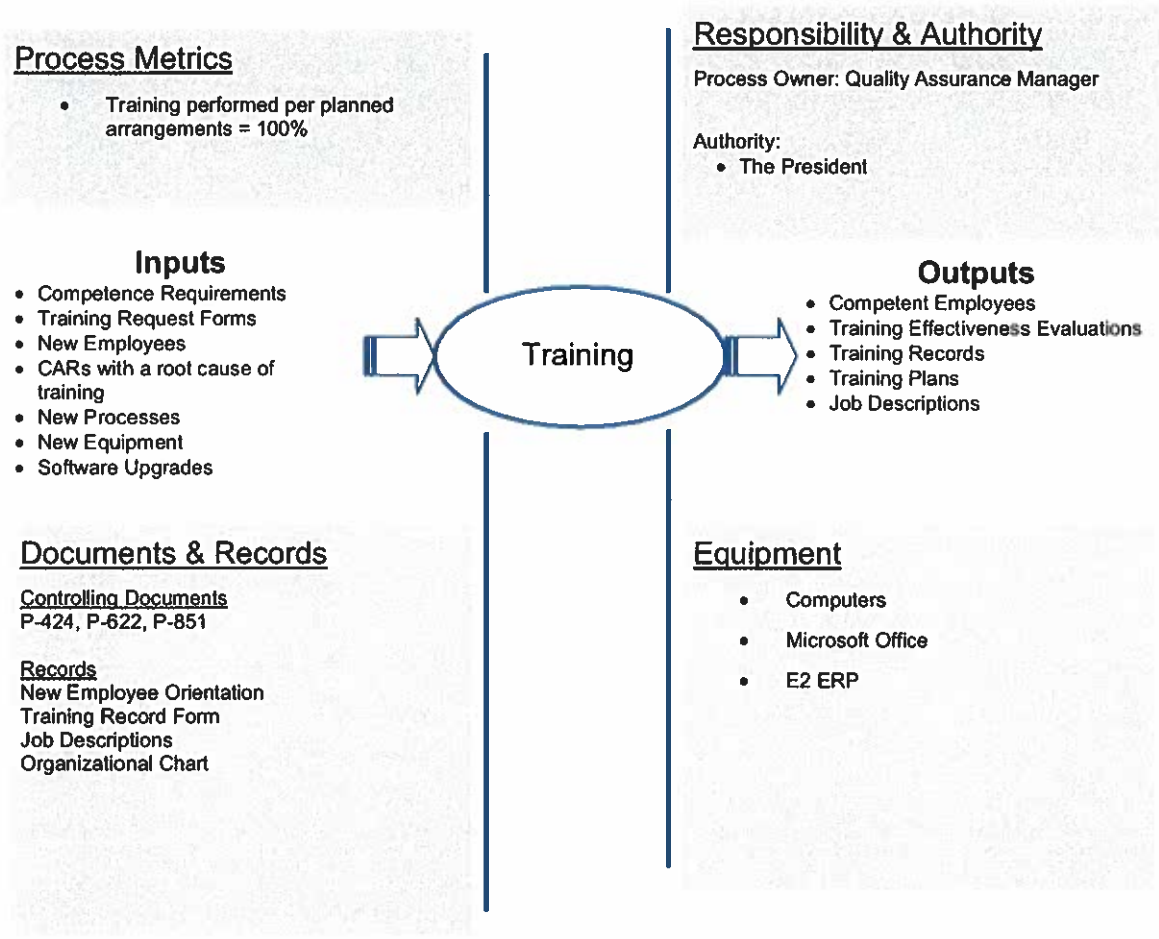
This process complies with the following ISO9001 & AS9100 Clause:
8.7, 10.2

The following ISO9001 & AS9100 Clauses relate to this process:
5.2, 5.2.1, 5.2.2, 7.2, 7.3, 7.5.2, 7.5.3

Training Process

The purpose of this process is to provide training to ensure the necessary levels of competence are achieved by all employees necessary to perform their work. This process includes the identification of training needs, the evaluation of training effectiveness and the maintenance of training records.

This process includes the promotion of quality and technological awareness throughout the organization.



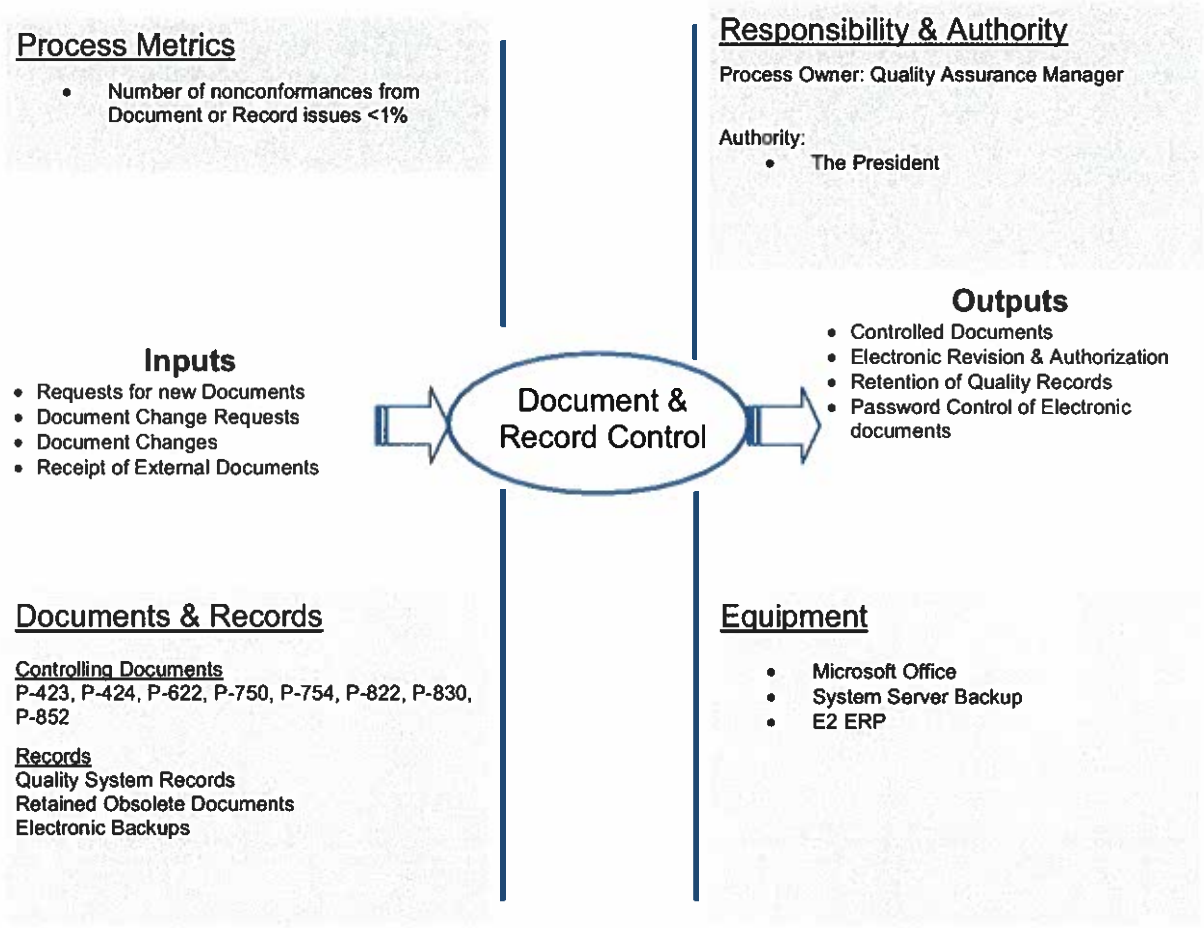
This process complies with the following ISO9001 & AS9100 Clauses:
7.1.1, 7.1.2, 7.2, 7.3.

The following ISO9001 & AS9100 Clauses relate to this process:
5.2, 5.2.1, 5.2.2, 7.5.2, 7.5.3

Document & Record Control Process

The purposes of this process are to ensure all quality system documents, including external documents, are authorized for use, are under change control and are made available to those who have a need.

This process also ensures that the quality system records are identified, retrievable, and retained in accordance with the company policy and with any regulatory or customer retention times.



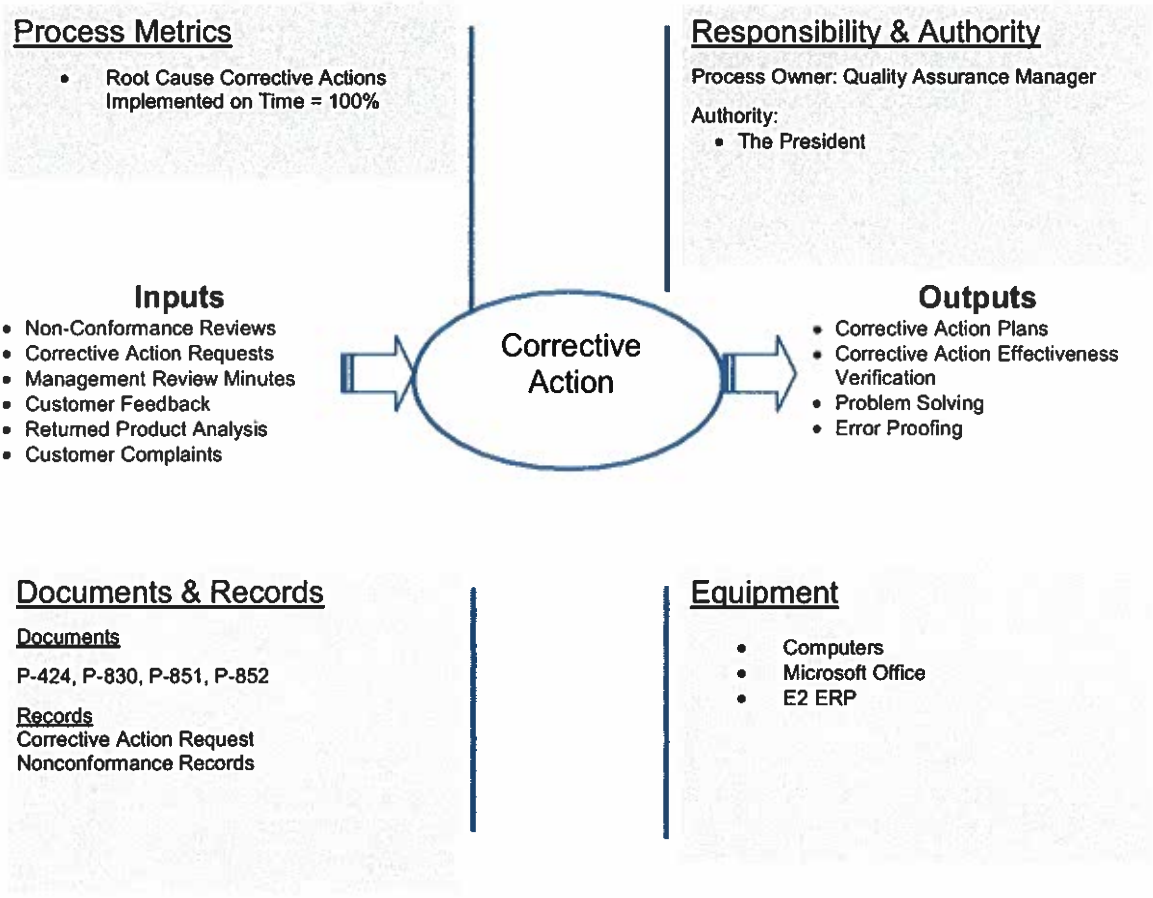
This process complies with the following ISO9001 & AS9100 Clauses:
7.5, 7.5.1, 7.5.2, 7.5.3, 8.1.2

The following ISO9001 & AS9100 Clauses relate to this process:
5.2, 5.2.1, 5.2.2, 7.2, 7.3

Corrective Action Process

The purpose of this process is to ensure significant problems are identified and documented, in order that action is taken to eliminate the cause.

Sources of information for corrective action include product nonconformance, customer complaints, returned product, and feedback from service and quality system nonconformance. Corrective actions shall be applied to other similar products or processes to eliminate the causes of nonconformity. Corrective actions shall be monitored to ensure they are effective.



This process complies with the following ISO9001 & AS9100 Clauses:
6.1.1, 6.1.2, 10.2

The following ISO9001 & AS9100 Clauses relate to this process:
5.2, 5.2.1, 5.2.2, 7.2, 7.3

System Measures, Review and Internal Audits Process

The purpose of this process is to ensure the effectiveness of the Quality Management System (QMS) by continual reviews of the process measures defined in this manual. This process requires the monitoring and reporting of the process measures by the responsible managers. Top management is responsible for setting the process objectives to be met, to ensure satisfactory performance of the organization and to drive continual improvement.

This process includes the management review as required by 9.3 of AS9100, the communication of the effectiveness of the QMS as required by 5.2 and 7.4, internal audits as required by 9.2 and the analysis of data as required by 9.1.3.

Process Metrics

- Internal Audits performed per planned arrangements = 100%

Responsibility & Authority

Process Owner: Quality Assurance Manager

Authority:
- The President

Inputs

- Management Commitment
- Process Measures
- Results of Audits
- Customer Feedback/Satisfaction
- Process Performance
- Product Conformity
- Status of Corrective Actions
- Status of Preventive Actions
- Follow-up actions from previous Management Review Meetings
- Changes that could affect the QMS
- Recommendations for improvement

System Measures & Reviews

Outputs

- Management Review Meetings & Records
- Improvement of the effectiveness of the QMS and its processes
- Improvement of products related to customer requirements
- Human & Plant Resources needs
- Communication regarding the effectiveness of the QMS
- Corrective action plans
- Continual Improvement Plans
- Risk Analysis

Documents & Records

Controlling Documents
P-423, P-424, P-601, P-701, P-720, P-811, P-822, P-830, P-851, P-852, P-931

Records
Management Review Minutes
Customer Complaints
Corrective Action Reports
Internal Audit Reports

Equipment

- Microsoft Office
- E2 ERP

This process complies with the following ISO9001 & AS9100 elements:
5.1, 5.1.2, 5.3, 6.2, 6, 6.1, 6.3, 7.4, 9.1.1, 9.1.2, 9.2, 9.1.3, 9.3, 9.3.1, 9.3.2, 9.3.3, 10.1, 10.2, 10.3

The following ISO9001 & AS9100 elements relate to this process: 5.2, 5.2.1, 5.2.2, 7.2, 7.3

Section D **List of Documented Information for the AS standard clauses 4 through 10**

This Table shows the relationship between the requirements of ISO9001 & AS9100 and Duonetics Quality Management Documented Information

AS9100D / ISO 9001	Internal Controlling Document
4 Context of the Organization	Quality Manual, Organizational Chart
4.1 Understanding the organization and its context	Quality Manual, P-401
4.2 Understanding the needs and expectations of interested parties	Quality Manual, P-401
4.3 Determining the scope of the Quality Management System	Quality Manual, P-401
4.4 Quality Management System and its Processes	Quality Manual Interaction of Processes Flow Chart
5 Leadership	Quality Manual, P-501
5.1 Leadership and Commitment	Quality Manual, P-501
5.1.1 General	Quality Manual, P-501
5.1.2 Customer Focus	Quality Manual, P-501, P-931, P-720, P-821
5.2 Policy	Quality Manual, Quality Policy, P-501
5.2.1 Developing the Quality Policy	Quality Manual, Quality Policy, P-501
5.2.2 Communicating the Quality Policy	Quality Manual, Quality Policy, P-501
5.3 Organizational roles, responsibilities and authorities	Quality Manual, Job Descriptions, Organizational Chart
6 Planning	Quality Manual, Planning Process Flow Diagram, P-601
6.1 Actions to address risks and opportunities	Quality Manual, Planning Process Flow Diagram, P-601, P-712, P-750, P-811, P-852
6.2 Quality objectives and planning to achieve them	Quality Manual, Planning Process Flow Diagrams, P-601
6.3 Planning of Changes	Quality Manual, Planning Process Flow Diagram ,P-601, P-811
7 Support	Quality Manual, P-701
7.1 Resources	Quality Manual, P-701
7.1.1 General	Quality Manual, P-701
7.1.2 People	Quality Manual, P-701
7.1.3 Infrastructure	Quality Manual, P-701

This Table shows the relationship between the requirements of ISO9001 & AS9100 and Duonetics Quality Management Documented Information

AS9100D / ISO 9001	Internal Controlling Document
7.1.4 Environment for the operation of processes	Quality Manual, P-701
7.1.5 Monitoring and measuring resources	Quality Manual, P-701, P-760
7.1.5.1 General	Quality Manual, P-701, P-760
7.1.5.2 Measurement traceability	Quality Manual, P-701, P-760
7.1.6 Organizational knowledge	Quality Manual, P-701
7.2 Competence	Quality Manual Training Process Flow Diagram, P-622, P-701
7.3 Awareness	Quality Manual Training Process Flow Diagram, P-622, P-701
7.4 Communication	Quality Manual, P-622, P-720
7.5 Documented Information	Quality Manual Document & Record Control Process Flow Diagram, P-423, P-424
7.5.1 General	Quality Manual Document & Record Control Process Flow Diagram, P-423, P-424
7.5.2 Creating and updating	Quality Manual Document & Record Control Process Flow Diagram, P-423, P-424
7.5.3 Control of documented information	Quality Manual Document & Record Control Process Flow Diagram , P-423, P-424
8 Operation	Quality Manual Manufacturing Process Flow Diagram
8.1 Operation planning and control	Quality Manual Manufacturing Process Flow Diagram, P-750, P-753, P-754, P-755, P-760, P-811, P-824, P-830
8.1.1 Operation risk management	Quality Manual, P-712, P-811
8.1.2 Configuration management	Quality Manual, P-713, P-824
8.1.3 Product Safety	Quality Manual, P-750, P-811
8.1.4 Prevention of counterfeit products	Quality Manual, P-740
8.2 Requirements for products and services	Quality Manual Quotation & Processing Process Flow Diagram, P-720
8.2.1 Customer communication	Quality Manual Quotation & Processing Process Flow Diagram, P-720
8.2.2 Determination of requirements related to products and services	Quality Manual Quotation & Processing Process Flow Diagram, P-720
8.2.3 Review of requirements related to products and services	Quality Manual Quotation & Processing Process Flow Diagram, P-720
8.2.4 Changes to requirements for products and services	Quality Manual Quotation & Processing Process Flow Diagram, P-720
8.3 Design and development of products and services	N/A

This Table shows the relationship between the requirements of ISO9001 & AS9100 and Duonetics Quality Management Documented Information

AS9100D / ISO 9001	Internal Controlling Document
8.4 Control of externally provided processes, products and services	Quality Manual, Purchasing & Receiving Process Flow Diagram, P-740.
8.4.1 General	Quality Manual, Purchasing & Receiving Process Flow Diagram, P-740.
8.4.2 Type and extent of control	Quality Manual, Purchasing & Receiving Process Flow Diagram, P-740.
8.4.3 Information for eternal providers	Quality Manual, Purchasing & Receiving Process Flow Diagram, P-740.
8.5 Production and service provision	Quality Manual, Manufacturing Process Flow Diagram, P-750, P-753, P-754, P-755, P-760, P-811, P-824, P-830.
8.5.1 Control of production and service provision	Quality Manual, Manufacturing Process Flow Diagram, P-750, P-753, P-754, P-755, P-760, P-811, P-824, P-830.
8.5.1.1 Control of production equipment, tools and software programs	Quality Manual, P-753
8.5.1.2 Validation and control of special processes	Quality Manual, P-750, P-824
8.5.1.3 Production process verification	Quality Manual Manufacturing Process Flow Diagram, P-750, P-753, P-754, P-755, P-760, P-811, P-824, P-830.
8.5.2 Identification and traceability	Quality Manual, Identification, Packaging & Shipping Process Flow Diagram, P-753, P-754, P-755
8.5.3 Property belonging to customers or external providers	Quality Manual, P-754
8.5.4 Preservation	Quality Manual, Identification, Packaging & Shipping Process Flow Diagram, P-755

This Table shows the relationship between the requirements of ISO9001 & AS9100 and Duonetics Quality Management Documented Information

AS9100D / ISO 9001	Internal Controlling Document
8.5.5 Post-delivery activities	Quality Manual, P-750
8.5.6 Control of changes	Quality Manual, P-750, P-811
8.6 Release of products and services	Quality Manual, ID, Packaging & Shipping Process Flow Diagram, P-750, P-824
8.7 Control of nonconforming outputs	Quality Manual, Non-Conformance Control Process Flow Diagram, P-830
9 Performance evaluation	Quality Manual, System Measures, Review and Internal Audits Process Flow Diagram
9.1 Monitoring, measurement, analysis and evaluation	Quality Manual, System Measures, Review and Internal Audits Process Flow Diagram
9.1.1 General	Quality Manual, System Measures, Review and Internal Audits Process Flow Diagram, P-931, P-851
9.1.2 Customer satisfaction	Quality Manual, System Measures, Review and Internal Audits Process Flow Diagram, P-931, P-821, P-851
9.1.3 Analysis and evaluation	Quality Manual System Measures, Review and Internal Audits Process Flow Diagram, P-931, P-824, P-851
9.2 Internal Audit	Quality Manual, System Measures, Review and Internal Audits Process Flow Diagram, P-822
9.3 Management review	Quality Manual, System Measures, Review and Internal Audits Process Flow Diagram, P-931
9.3.1 General	Quality Manual, System Measures, Review and Internal Audits Process Flow Diagram, P-931
9.3.2 Management Review input	Quality Manual, System Measures, Review and Internal Audits Process Flow Diagram, P-931
9.3.3 Management Review output	Quality Manual, System Measures, Review and Internal Audits Process Flow Diagram, P-931
10 Improvement	Quality Manual, System Measures, Review and Internal Audits Process Flow Diagram, P-851
10.1 General	Quality Manual System Measures, Review and Internal Audits Process Flow Diagram, P-830, P-852
10.2 Nonconformity and corrective action	Quality Manual System Measures, Review and Internal Audits Process Flow Diagram, P-830, P-852
10.3 Continual Improvement	Quality Manual, System Measures, Review and Internal Audits Process Flow Diagram, P-851, P-852