CG Model Tek LLC
Quality Manual
QM-01

Revision A

Issued September 13, 2024

Conforms to AS9100:2016 Rev D

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0.0 Revision History and Approval

Rev.	Nature of changes	Approval	Date
A	Original release.	JFH	9/13/2024
B	Edited Process map and document freferences	JFH	3/3/2026

PRECISION-INNOVATION-EXCELLENCE

Welcome to CG Model Tek LLC.

"CG Model Tek LLC. is the "Go To Partner" for tough challenges in creating the Future of Flight and sustaining existing capabilities for Aerospace, Defense and Commercial customers while creating value for our stakeholders."

About The CG Model Tek LLC Quality Manual

This manual is prepared for the purpose of defining the company's interpretations of the AS9100 Rev D standard, as well as to demonstrate how the company complies with that standard. This manual presents "Notes" which are used to define how CG Model Tek LLC has tailored its management system to suit its purposes. These are intended to clarify implementation approaches and interpretations for concepts which are not otherwise clearly defined in AS9100 Rev D.

Note: Where subordinate or supporting documentation is reference in this manual, these are indicated by ***bold italics***.

1.0 NORMATIVE REFERENCES

1.1 AS9100 REV D

1.2 ISO 9001:2016

3.0 TERMS AND DEFINITIONS

CG Model Tek LLC adopts the following terms and definitions within its Quality Management System. Where no definition is provided, the company typically adopts the definitions provided in ***AS9100 Rev D Quality Management – Fundamentals and Vocabulary***. In some cases, specific procedures or documentation may provide a different definition to be used in the context of that document; in such cases, the definition will supercede those provided for in this Quality Manual or AS9100 Rev D.

General Terminology

CG Model Tek LLC or CGMT – CG MODEL TEK LLC

Document – written information used to describe how an activity is done.

Record – captured evidence of an activity having been done.

Risk-Based Thinking Terminology

Risk – Negative effect of uncertainty

Opportunity – Positive effect of uncertainty

Uncertainty - A deficiency of information related to understanding or knowledge of an event, its consequence, or likelihood. (Not to be confused with measurement uncertainty.)

Nonconforming Product Terminology

Rework: Efforts to bring nonconforming product into conformance through additional operations that *do not* alter the original design of the product.

Repair: Efforts to bring nonconforming product into conformance through additional operations that alter the original design of the product; this may be through the addition of material not specified in the original design, or through altering pre-existing design features.

Scrap: The discard of nonconforming product in lieu of rework or repair.

4.0 CONTEXT OF THE ORGANIZATION

4.1

This manual describes the CG MODEL TEK LLC quality management system. It provides the structure from which all other actions and methods will be executed in regard to the quality of our products and services. This document, however, does not guarantee an effective quality management system. Our employees, interacting with quality concepts and processes, will provide a quality management system that is built on continually improving the way we conduct our day-to-day business.

<u>Scope</u>

Research, Design, Development, Manufacture, Integration and Testing of Advanced Aerospace Machined Components.

Leadership approves all concepts and principles in this manual. The concepts contained herein are practical ideas and explanations of how CG MODEL TEK LLC manages quality. The practical implementation is contained in our procedures and work instructions. All documentation described herein is accessible in controlled hard copies in designated areas, and on our intranet systems. This Quality Management System has been designed to comply with all sections of AS9100 Revision D. Internal and external issues relevant to the QMS will be monitored and reviewed periodically. Reference Log or Management Review meeting.

CGMT'S primary objective in creating this Quality Management System can be defined as:

"Be the partner of choice by providing affordable and effective mission-critical solutions on time, every time."

The quality system applies to all processes, activities and employees within the company. The facility is located at:

207 Big Springs Ave.
Tullahoma, Tn 37388

Phone: 931-455-2617

CG MODEL TEK LLC takes no exceptions to the requirements of AS9100 Rev. D

4.2 Quality Management System and Its Processes

4.2.1 Process Identification

CG MODEL TEK LLC has adopted a process approach for its management system. By identifying the top-level processes within the company, and then managing each of these discretely, this reduces the potential for nonconforming Products or Services discovered during final processes or after delivery. Instead, nonconformities and risks are identified in real time, by actions taken within each of the top-level processes.

The following top-level processes have been identified for CG MODEL TEK LLC

- Business Development
- Receive Inquiry
- Bid/Tender Offer
- Receive Award
- Plan Project
- Design
- Product Realization
- Verify Quality Product
- Deliver Product
- Continuous Improvement

Each process may be supported by other activities, such as tasks or sub-processes. Monitoring and control of top level processes ensures effective implementation and control of all subordinate tasks or sub-processes.

Each top-level process has a ***CG Model Tek LLC Internal Management Process Audit Worksheet*** which defines:

- applicable inputs and outputs
- process owner(s)
- applicable responsibilities and authorities
- applicable risks and opportunities
- critical and supporting resources
- criteria and methods employed to ensure the effectiveness of the process
- quality objectives related to that process

The sequence of interaction of these processes is illustrated in Appendix A.

4.2.2 Process Controls & Objectives

Each process has at least one objective established for it; this is a statement of the intent of the process. Each objective is then supported by at least one "metric" or key performance indicator (KPI) which is then measured to determine the process' ability to meet the quality objective.

Note: Some processes have multiple objectives and multiple metrics. This is determined by the nature of the process, its impact on Products, and associated risks.

Note: Whereas ISO 9001 discusses process measurements and "quality objectives" as separate concepts, CG Model Tek LLC combines them; i.e., quality objectives are used to control the processes. Additional objectives for [Products or Services

Plur.] may be assigned, but these will also be used to measure process effectiveness.

Throughout the year, metrics data is measured and gathered by process owners or other assigned managers, in order to present the data to the CG Model Tek LLC Management Team. The data is then analyzed by the CG Model Tek LLC Management Team in order that they may set goals and make adjustments for the purposes of long-term continual improvement.

The specific quality objectives for each process are defined in the applicable ***CG Model Tek LLC Internal Management Process Audit Worksheet.***

Metrics, along with current standings and goals for each objective, are recorded in records of management review.

When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective and preventive action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

4.3 Determining the Scope of the Quality Management System

When determining the scope CGMT considers both internal and external issues and requirements of interested parties.

Scope

Research, Design, Development, Manufacture, Integration and Testing of Advanced Aerospace Machined Components.

4.4 Quality Management System and its Processes

See Appendix A and applicable process maps

5.0 Leadership

5.1 Leadership & Commitment

The processes covered in this section are a major part of the network of inter-related processes within the CG MODEL TEK LLC Quality Management System. Customer focus, when managing processes, is an integral part of CG MODEL TEK LLC management responsibility.

The Management Team demonstrates, through its internal systems, that customer needs and expectations have been determined and translated into applicable customer requirements.

CG Model Tek LLCs Management Team demonstrates its commitment to meeting customer requirements for product through:

a. Creating an environment of awareness and fulfillment of customer requirements along with statutory and regulatory requirements

b. Establishing CG MODEL TEK LLCs quality policy and quality objectives

c. Establishment of the Quality Management System

d. Performing semi-annual management reviews

e. Ensuring the availability of necessary resources

5.1.1 General

Senior Management Team of CG Model Tek LLC provides evidence of its leadership and commitment to the development and implementation of the management system and continually improving its effectiveness by:

a) taking accountability of the effectiveness of the management system;

b) ensuring that the ***Quality Policy*** (CGMT QA-2) and quality objectives are established for the management system and are compatible with the strategic direction and the context of the organization;

c) ensuring the integration of the management system requirements into the organization's other business processes, as deemed appropriate (see note);

d) promoting awareness of the process approach;

e) ensuring that the resources needed for the management system are available;

f) communicating the importance of effective quality management and of conforming to the management system requirements;

g) ensuring that the management system achieves its intended results;

h) engaging, directing and supporting persons to contribute to the effectiveness of the management system;

i) promoting continual improvement;

j) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

Note: "business processes" such as accounting, employee benefits management and legal activities are out of scope of the QMS.

5.1.2 Customer focus

Management determines customer needs and requirements (including statutory and regulatory) and converts them into defined requirements with the goal of achieving customer confidence in CG MODEL TEK LLC products and services.

The Management Team ensures that defined requirements including product conformity and on-time delivery are fully understood and met. Appropriate actions will be taken if planned results are not, or will not, be achieved.

5.2 Policy

The Management Team has established its policy for quality and ensures that it:

a. Is appropriate for the needs and requirements of **CG Model Tek LLC**, it's suppliers and customers.

b. Includes commitment to meeting requirements and continual improvement of the QMS;

c. Provides a framework for establishing and reviewing quality objectives;

d. Is communicated, understood and implemented throughout the organization;

e. Is regularly reviewed for continuing suitability.

CG MODEL TEK LLC QUALITY POLICY

See document: CGMT QA-2

MISSION STATEMENT

CG Model Tek LLC provides engineering and manufacturing support for one-of-a-kind and short-run production of advanced aerospace test and flight hardware and systems.

5.3 Organizational Roles Responsibilities and Authorities

CG Model Tek LLC Management Team has assigned responsibilities and authorities for all relevant roles in the company. These are communicated through the combination of the ***Team Members*** and their description titles.

In addition, the following overall QMS responsibilities and authorities are assigned as follows:

Responsibility	Assigned To
Ensuring that the management system conforms to applicable standards	AS9100 Quality Manager
Ensuring that the processes are delivering their intended outputs	AS9100 Quality Manager

Liaison with external parties with matters relating to the QMS	AS9100 Quality Manager
Reporting on the performance of the management system and providing opportunities for improvement for the management system	AS9100 Management Representative
Ensuring the promotion of customer focus throughout the organization	CEO and Site Manager
Ensuring that the integrity of the management system is maintained when changes are planned and implemented	CEO and Site Manager

The CG Model Tek LLC Quality Manager has been assigned the role of AS9100 Management Representative when having a single point of contact to represent the CG Model Tek LLC quality system is useful or required by customer or regulations. Other duties of the AS9100 Management Representative may be defined herein or within other documented procedures. The Management Representative has organizational freedom and unrestricted access to top management to resolve quality management issues.

6.0 Planning

6.1 Actions to Address Risks and Opportunities

Note: CG Model Tek LLC deviates slightly from the approach towards risk and opportunity presented in ISO 9001. Instead, CG Model Tek LLC views "uncertainty" as neutral, but defines "risk" as a negative effect of uncertainty, and "opportunity" as a positive effect of uncertainty. CG Model Tek LLC has elected to manage risks and opportunities separately, except where they may overlap. Formal risk management may not be utilized in all instances; instead, the level of risk assessment, analysis, treatment and recordkeeping will be performed to the level deemed appropriate for each circumstance or application.

CG Model Tek LLC considers risks and opportunities when taking actions within the management system, as well as when implementing or improving the management system; likewise, these are considered relative to products and services. Risks and opportunities are identified as part of the "Context of the Organization Exercise" defined in ***QP 4.1.1 CG Model Tek LLC Context of the Organization Procedure***, as well as throughout all other activities of the QMS.

Risks and opportunities are managed in accordance with the document ***QP 6.1-01 CG Model Tek LLC Risk & Opportunity Management Procedure***. This procedure defines how risks are managed in order to minimize their likelihood and impact, and how opportunities are managed to improve their likelihood and benefit.

6.2 Quality Objectives and Planning to Achieve Them

As part of the adoption of the process approach, CG Model Tek LLC utilizes its process objectives, as discussed in 4.4 above, as the main quality objectives for the QMS. These include overall product-related quality objectives; additional product-related quality objectives may be defined in work instructions or customer requirements.

The process objectives have been developed in consideration that they:

a) be consistent with the quality policy;

b) be measurable;

c) take into account applicable requirements;

d) be relevant to conformity of products and services and to enhancement of customer satisfaction;

e) be monitored;

f) be communicated;

g) be updated as appropriate.

Process quality objectives are defined in the minutes of management review per section 9.3 below.

The planning of process quality objectives is defined in section 4.4. above.

6.3 Planning of Changes

Changes to the quality management system and its processes are carried out in a planned manner per the procedure ***QP-7.5 Documented Information.***

7. Support

7.1 Resources

7.1.1 General

CG Model Tek LLC determines and provides the resources needed:

a) to implement and maintain the management system and continually improve its effectiveness

b) to enhance customer satisfaction by meeting customer requirements

Resource allocation is done with consideration of the capability and constraints on existing internal resources, as well as needs related to supplier expectations.

Resources and resource allocation are assessed during management reviews.

7.1.2 People

Senior management ensures that it provides sufficient staffing for the effective operation of the management system, as well as its identified processes.

7.1.3 Infrastructure

CG Model Tek LLC determines, provides and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable:

a) buildings, workspace and associated facilities;

b) process equipment, hardware and software;

c) supporting services such as transport;

d) information and communication technology.

Equipment is validated per the procedure ***QP 7.1.3.1 CG Model Tek LLC Equipment Validation Procedure*** and maintained per the procedure ***QP 7.1.3.2 CG Model Tek LLC Preventive Maintenance Procedure.***

7.1.4 Environment for the Operation of Processes

CG Model Tek LLC provides a clean, safe and well-lit working environment. The Senior Management Team of CG Model Tek LLC manages the work environment needed to achieve conformity to product requirements. Specific environmental requirements for products are determined during quality planning and are documented in subordinate procedures, work instructions, or job documentation. Where special work environments have been implemented, these shall also be maintained per 6.3 above.

Human factors are considered to the extent that they directly impact on the quality of products or services.

Note: Social, psychological and safety aspects of the work environment are managed through activities outside of the scope of the management system. Only work environment aspects which can directly affect process efficiency or product and service quality are managed through the management system.

7.1.5 Monitoring and Measuring Resources

Where equipment is used for critical measurement activities, such as inspection and testing, these shall be subject to control and either calibration or verification; see the procedure ***QP 7.1.5 CG Model Tek LLC Calibration Procedure.***

Note: Calibration and measurement traceability is not employed for all measurement devices. Instead, CG Model Tek LLC determines which devices will be subject to calibration based on its processes, products and services, or in order to comply with specifications or requirements. These decisions are also based on the importance of a measurement, and considerations of risk.

7.1.6 Organizational Knowledge

CG Model Tek LLC also determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This may include knowledge and information obtained from:

a) internal sources, such as lessons learned, feedback from subject matter experts, and/or intellectual property;

b) external sources such as standards, academia, conferences, and/or information gathered from customers or suppliers.

When addressing changing needs and trends, CG Model Tek LLC shall consider its current knowledge and determine how to acquire or access the necessary additional knowledge.

7.2 Competence

Staff members performing work affecting product quality are competent on the basis of appropriate education, training, skills and experience. The documented procedure ***QP 7.2 CG Model Tek LLC Training Procedure*** defines these activities in detail.

Note: the management system does not include other aspects of Human Resources management, such as payroll, benefits, insurance, labor relations or disciplinary actions.

7.3 Awareness

Training and subsequent communication ensure that employees are aware of:

a) the quality policy;

b) relevant quality objectives;

c) their contribution to the effectiveness of the management system, including the benefits of improved performance;

d) the implications of not conforming with the management system requirements.

7.4 Communication

Senior Management Team of CG Model Tek LLC ensures internal communication takes place regarding the effectiveness of the management system. Internal communication methods include.

a) use of corrective and preventive action processes to report nonconformities or suggestions for improvement

b) use of the results of analysis of data

c) meetings (periodic, scheduled and/or unscheduled) to discuss aspects of the QMS

d) use of the results of the internal audit process

e) regular company meetings with all employees

f) internal emails

g) memos to employees

h) CG Model Tek LLCs "open door" policy which allows any employee access to Senior Management Team members for discussions on improving the quality system

7.5 Documented Information

The management system documentation includes both documents and records.

Note: the ISO 9001:2015 standard uses the term "documented information"; CG Model Tek LLC does not use this term, but instead relies on the terms "document" and "record" to avoid confusion. In this context the terms are defined by CG Model Tek LLC as provided for in section 3.0 above. Documents and records undergo different controls as defined herein.

The extent of the management system documentation has been developed based on the following:

a) The size of CG Model Tek LLC

b) Complexity and interaction of the processes

c) Risks and opportunities

d) Competence of personnel

Documents required for the management system are controlled in accordance with procedure ***QP-7.5 Documented Information.*** The purpose of document control is to ensure that employees have access to the latest, approved information, and to restrict the use of obsolete information. All documented procedures are established, documented, implemented and maintained.

A documented procedure ***QP-7.5 Documented Information*** has been established to define the controls needed for the identification, storage, retrieval, protection, retention time, and disposition of quality records. This procedure also defines the methods for controlling records that are created by and/or retained by suppliers.

These controls are applicable to those records which provide evidence of conformance to requirements; this may be evidence of product or service requirements, contractual requirements, procedural requirements, or statutory/regulatory compliance. In addition, quality records include any records which provide evidence of the effective operation of the management system.

8. Operation

8.1 Operational Planning and Control

CG Model Tek LLC plans and develops the processes needed for realization of its Products or Services. Planning of Product or Service realization is consistent with the requirements of the other processes of the management system. Such planning considers the information related to the context of the organization (see section 2.0 above), current resources and capabilities, as well as Product or Service requirements.

Such planning is accomplished through:

a) determining the requirements for the Products or Services ;

b) establishing criteria for the processes and the acceptance of Products or Services ;

c) determining the resources needed to achieve conformity to the Product or Service requirements;

d) implementing control of the processes in accordance with the criteria;

e) determining, maintaining and retaining documented information to the extent necessary to have confidence that the processes have been carried out as planned and to demonstrate the conformity of Products or Services to their requirements.

Changes to operational processes are done in accordance with the document ***QP-7.5 Documented Information.***

Outsourced processes and the means by which CG Model Tek LLC controls them are defined in the documented procedure ***QP-8.4-01 Outsourced Processes***

8.1.1 Operational Risk Management

Operational risk management is conducted to manage the risks related to Product or Services realization requirements; see section 6.1 on risk and opportunity management above.

8.1.2 Configuration Management

CG Model Tek LLC plans, implements, and controls configuration management activities as appropriate to its products or services in order to ensure the identification and control of physical and functional attributes throughout the product lifecycle. This includes document control for configuration documents, and change control for configured items.

8.1.3 Product Safety

Operational controls shall be implemented to assure product safety during the entire product life cycle, where this is appropriate relative to CG Model Tek LLC products or services. These activities may include:

a) assessment of hazards and management of associated risks;

b) management of safety critical items;

c) analysis and reporting of occurred events affecting safety;

d) communication of these events and training of persons.

8.1.4 Prevention of Counterfeit Parts

Operational controls shall be implemented to assure the prevention of counterfeit or suspect counterfeit part use and their inclusion in product(s) delivered to the customer. These activities are defined in greater detail in the documented CG Model Tek LLC Counterfeit Parts Awareness and CMTR Review Process.

8.2 Requirements for Products and Services

8.2.1 Customer Communication

CG Model Tek LLC has implemented effective communication with customers in relation to:

a) providing information relating to Products or Services;

b) handling enquiries, contracts or orders, including changes;

c) obtaining customer feedback relating to products and services, including customer complaints;

d) handling or controlling customer property;

e) establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining the Requirements Related to Products and Services

During the intake of new business CG Model Tek LLC captures:

a) requirements specified by the customer, including the requirements for delivery and post-delivery activities;

b) requirements not stated by the customer but necessary for specified or intended use, where known

c) statutory and regulatory requirements related to Products or Services;

d) any additional requirements determined by CGMT.

These activities are defined in greater detail in the procedure ***QP 8.2.2 CG Model Tek LLC Quoting and Orders Procedure.***

8.2.3 Review of Requirements Related to Products and Services

Once requirements are captured, CG Model Tek LLC reviews the requirements prior to its commitment to supply the Product or Service. This review ensures that CG Model Tek LLC has the capability and capacity to:

a) meet all requirements specified by the customer, including requirements for delivery and post-delivery activities;

b) meet any requirements not stated by the customer, but which CG Model Tek LLC knows as being necessary.

c) meet all requirements determined necessary by CG Model Tek LLC itself.

d) meet all related statutory and regulatory requirements;

e) meet any contract or order requirements differing from those previously expressed (i.e., from a previous CG Model Tek LLC quote).

These activities are defined in greater detail in the procedure ***QP 8.2.2 CG Model Tek LLC Quoting and Orders Procedure.***

8.2.4 Changes to Requirements for Products and Services

CG Model Tek LLC updates all relevant requirements and documents when the requirements are changed, and ensures that all appropriate staff are notified; see the documented procedure ***QP-7.5 Documented Information***. **CG Model Tek LLC will STOP production when waiting for customer approval on material requirements and drawing specifications.**

8.3 Design and Development of Products and Services

For new designs and for significant design changes, CG Model Tek LLC ensures the translation of customer needs and requirements into detailed design outputs. These address performance, reliability, maintainability, testability, and safety issues, as well as regulatory and statutory requirements.

This process ensures:

a) Design planning is conducted

b) Design inputs (requirements) are captured

c) Design outputs are created under controlled conditions

d) Design reviews, verification and validation are conducted

e) Design changes are made in a controlled manner.

These activities are further defined in the document ***QP 8.3 CG Model Tek LLC Design Procedure.***

8.4 Control of Externally Provided Processes, Products and Services

CG Model Tek LLC ensures that purchased Product or Service conform to specified purchase requirements. The type and extent of control applied to the supplier and the purchased products or services are dependent on the effect on subsequent Product or Service realization or the final product.

CG Model Tek LLC evaluates and selects suppliers based on their ability to supply products and services in accordance with the organization's requirements. Criteria for selection, evaluation and re-evaluation are established.

Purchases are made via the release of formal purchase orders and/or contracts which clearly describe what is being purchased. Received products or services are then verified against requirements to ensure satisfaction of requirements. Suppliers who do not provide conforming products or services may be requested to conduct formal corrective action.

These activities are further defined in the documents ***QP-8.4-01 Outsourced Processes*** and ***QP-8.5.4-01 Handling, Storage, Packaging, & Preservation***.

Any process performed by a third party is considered an “outsourced process” and must be controlled, as well. The company’s outsourced processes, and the control methods implemented for each, are defined in ***QP-8.4-01 Outsourced Processes***.

The type and extent of control to be applied to the outsourced process take into consideration:

a) the potential impact of the outsourced process on the company’s capability to provide product that conforms to requirements,

b) the degree to which the control for the process is shared,

c) the capability of achieving the necessary control through the purchasing contract requirements.

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

To control its provision of Products or Services, CG Model Tek LLC considers, as applicable, the following:

a) the availability of documents or records that define the characteristics of the Products or Services as well as the results to be achieved;

b) the availability and use of suitable monitoring and measuring resources;

c) the implementation of monitoring and measurement activities;

d) the use of suitable infrastructure and environment;

e) the appointment of competent persons, including any required qualifications;

f) the validation and revalidation of special processes if applicable (see below);

g) the implementation of actions to prevent human error;

h) the implementation of release, delivery and post-delivery activities.

At this time, CG Model Tek LLC does not utilize any in-house "special processes" where the result of the process cannot be verified by subsequent monitoring or measurement. Any such special processes are sent to outside suppliers, and controlled and an outsourced process per ***QP-8.4-01 Outsourced Processes.***

8.5.2 Identification and Traceability

Where appropriate, CG Model Tek LLC identifies its Product or Service or other critical process outputs by suitable means. Such identification includes the status of the Product or Service with respect to monitoring and measurement requirements. Unless otherwise indicated as nonconforming, pending inspection or disposition, or some other similar identifier, all Product or Service shall be considered conforming and suitable for use.

If unique traceability is required by contract, regulatory, or other established requirement, CG Model Tek LLC controls and records the unique identification of the Product or Service.

The documented procedure ***QP-8.5.2-01 Traceability*** defines these methods in detail.

8.5.3 Property Belonging to Customers or External Providers

CG Model Tek LLC exercises care with customer or supplier property while it is under the organization's control or being used by the organization. Upon receipt, such property is identified, verified, protected and safeguarded. If any such property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer or supplier and records maintained.

For customer intellectual property, including customer furnished data used for design, production and / or inspection, this is identified by customer and maintained and preserved to prevent accidental loss, damage or inappropriate use.

This activity is defined in greater detail in the document ***WI-QA-10-12 Customer Furnished Tooling Procedure.***

8.5.4 Preservation

CG Model Tek LLC preserves conformity of product or other process outputs during internal processing and delivery. This preservation includes identification, handling, packaging, storage, and protection. Preservation also applies to the constituent parts of a product.

The documented procedure ***QP-8.5.4-01 Handling, Storage, Packaging, & Preservation*** defines the methods for preservation of product.

The documented procedure ***QP-8.5.4-02 Customer Owned Property Procedure*** defines the procedures for customer supplied property.

8.5.5 Post-Delivery Activities

As applicable, CG Model Tek LLC conducts the following activities which are considered “post-delivery activities”:

- Model Installation
- Model Modification

Post-delivery activities are conducted in compliance with the management system defined herein. In determining the extent of post-delivery activities that are required, CG Model Tek LLC considers:

a) statutory and regulatory requirements;

b) the potential undesired consequences associated with its of Products or Services;

c) the nature, use and intended lifetime of its of Products or Services;

d) customer requirements;

e) customer feedback.

8.5.6 Control of Changes

CG Model Tek LLC reviews and controls both planned and unplanned changes to processes to the extent necessary to ensure continuing conformity with all requirements.

Process change management is defined in the document ***QP-7.5 Documented Information***.

Documents are changed in accordance with procedure ***QP-7.5 Documented Information***.

8.6 Release of Products and Services

Acceptance criteria for Products or Services are defined in appropriate subordinate documentation. Reviews, inspections and tests are conducted at appropriate stages to verify that the requirements have been met. This is done before Products or Services are released or services are delivered.

Each process utilizes different methods for measuring and releasing Products or Services.

8.7 Control of Nonconforming Outputs

CG Model Tek LLC ensures that Products or Services or other process outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

The controls for such nonconformance's are defined in ***QP-10.2-02 Control of Non-Conforming Product***.

9. Performance Evaluation

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 General

CG Model Tek LLC has determined which aspects of its quality management system must be monitored and measured, as well as the methods to utilize and records to maintain, within this CG Model Tek LLC Quality Manual and subordinate documentation.

Monitoring and measurement of the processes, as defined in 4.4 above, ensure that the Management Review Team evaluates the performance and effectiveness of the quality management system itself.

9.1.2 Customer Satisfaction

As one of the measurements of the performance of the management system, CG Model Tek LLC monitors information relating to customer perception as to whether the organization has met customer requirements. The methods for obtaining and using this information include:

- Customer complaints are recorded as corrective actions
- Product rejections are recorded as corrective actions. Products are reworked or replaced as soon as possible
- Trends in on-time delivery
- Obtain customer scorecards from customers when possible
- Customer satisfaction surveys may be submitted by web base using CG Model Tek LLC website or manually.

The corrective and preventive action system shall be used to develop and implement plans for customer satisfaction improvement that address deficiencies identified by these evaluations, and assess the effectiveness of the results.

9.1.3 Analysis and Evaluation

CG Model Tek LLC analyzes and evaluates the data and information arising from monitoring and measurement in order to evaluate:

a) conformity of Products or Services;

b) the degree of customer satisfaction;

c) the performance and effectiveness of the quality management system;

d) if planning has been implemented effectively;

e) the effectiveness of actions taken to address risks and opportunities;

f) the performance of external providers;

g) the need for improvements to the quality management system.

Statistical techniques used may be defined in appropriate documented procedures; in all cases, the methods are based on established standards or are otherwise determined to be statistically valid.

9.2 Internal Audit

CG Model Tek LLC conducts internal audits at planned intervals to determine whether the management system conforms to contractual and regulatory requirements, to the requirements of AS9100 Rev D, and to management system requirements. Audits also seek to ensure that the management system has been effectively implemented and is maintained.

These activities are defined in the document ***QP-9.2-01 Internal Audits.***

9.3 Management Review

The Management Review Team reviews the management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness. The review includes assessing opportunities for

improvement, and the need for changes to the management system, including the ***Quality Policy*** and quality objectives.

Management review frequency, agenda (inputs), outputs, required members, actions taken and other review requirements are defined in the documented procedure ***QP 9.3 CG Model Tek LLC Management Review Procedure.***

Records from management reviews are maintained.

10. Improvement

10.1 General

CG Model Tek LLC uses the management system to improve its processes, products and services. Such improvements aim to address the needs and expectations of customers as well as other interested parties, to the extent possible.

Improvement shall be driven by an analysis of data related to:

The results of analysis shall be used to evaluate:

h) conformity of products and services;

i) the degree of customer satisfaction;

j) the performance and effectiveness of the management system;

k) the effectiveness of planning;

l) the effectiveness of actions taken to address risks and opportunities;

m) the performance of external providers;

n) other improvements to the management system.

10.2 Nonconformity and Corrective Action

CG Model Tek LLC takes corrective action to eliminate the cause of nonconformity in order to prevent recurrence. Likewise, the company takes preventive action to eliminate the causes of potential nonconformities in order to prevent their occurrence.

These activities are done through the use of the formal Corrective Action ***QF-14-01 Corrective Action Report & QF-14-03 Preventive Action***, and are defined in the document ***QP-10.2-01 Corrective Action & QP-10.3-01 Preventive Action.***

10.3 Continual Improvement

Through the process effectiveness reviews, done as part of Management Review, CG Model Tek LLC works to continually improve the suitability, adequacy and effectiveness of the quality management system. This includes seeking opportunities for improvement.

Appendix A: Overall Process Sequence & Interaction

See ***TCP-001 TN CORE PROCESSES***