

Quality Manual

Version 09



Quality Policy

Zepher Inc. is committed to delivering quality products and services that meet the requirements and expectations of our customers. With persistent attention to detail, our goal is to achieve excellence through demonstrated competence and continual improvement.

1. Introduction

Zepher Inc was founded in 2003 as a structural composites engineering consulting company by Jaime Mack, Professional Engineer. In 2005 Andy Mack began offering contract manufacturing and design consulting services. Zepher has since grown to provide procurement, machining, assembly and testing services to support the aerospace and defense industry.

Zepher operates as a turn-key manufacturer at our facility located in Bingen, WA. Our growth strategy has focused on investment in internal systems improvement, enhancing our ability to source, assemble, test and deliver products to the highest quality standards.

Zepher's core capabilities are comprehensive manufacturing support for prototyping services, CNC machining, test and assembly, electromechanical assembly, system integration and test and evaluation.

Clients include defense agencies, national laboratories, homeland security, military and commercial OEMs in aeronautics, space and unmanned systems.

2. Scope of the Quality Management System:

Zepher performs machining and electro-mechanical assembly for the aerospace and defense industry,

This manual describes Zepher's Quality Management System (QMS) within the scope of its business. It provides an overview of the QMS including the boundaries and applicability of the QMS.

The QMS has been developed to conform to the requirements of AS9100D and ISO 9001:2015 and ensure our ability to provide conforming product and enhance customer satisfaction.

The QMS is applicable to all of Zepher's processes related to the production, assembly & testing of electro-mechanical hardware and systems for the aerospace and defense industry.

3. The Quality Management System:

The flow chart in section 4 shows the interaction of our processes with the QMS procedures that define the process where applicable. The Input/Output diagram in section 6 further shows the interactions of Zepher's core processes and their relationship to AS9100 and the relevant quality objectives.

Zepher's core processes are:

- Contract Review / Planning
- Operations
- Business Management

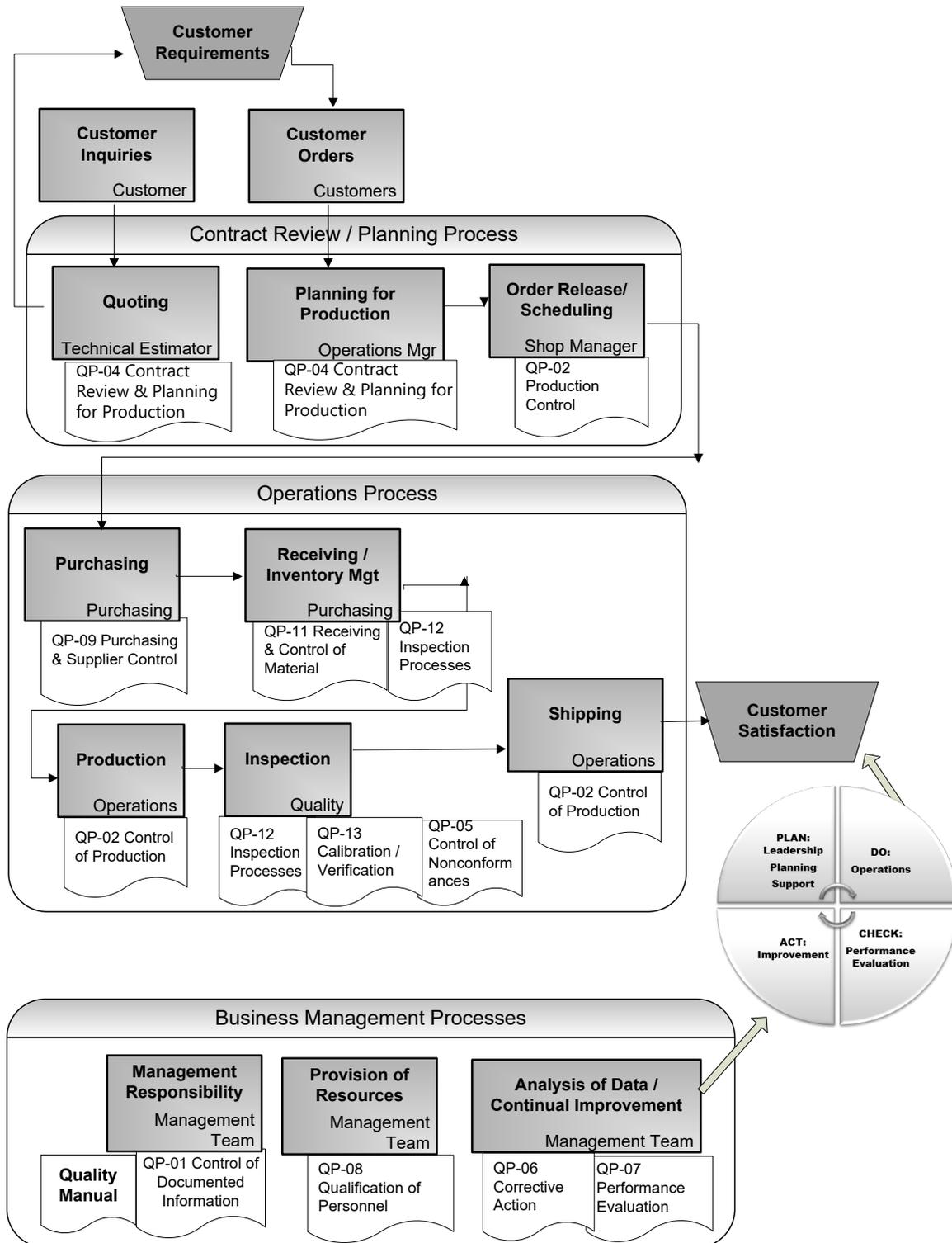
All of Zepher's Business Management processes support the key customer-focused processes of Contract Review/Planning and Operations by ensuring required resources and analyzing data to make continual improvements.

The Plan-Do-Check-Act model is the basis of Zepher's continual improvement.

The Management Team analyzes data from internal and external sources to determine ways to enhance customer satisfaction and make its processes more effective and efficient. Data is used to identify planned and unplanned changes with the aim of preventing and protecting Zepher from risks and enhancing opportunities.

The Management Team has established the Quality Policy shown on the cover page of this manual. As part of the management review process, the Management Team has identified its stakeholders in the context of its business, identified risks and opportunities and established objectives to support the aim of customer satisfaction and continual improvement.

4. Interaction of the QMS Processes and Relevant Procedures:



5. Relationship to AS9100D Clauses to Zepher’s QMS Documents:

AS9100 Clause ↓	Relevant Primary QMS Documented Information ↓
4. Context of the organization	⇒ Quality Manual, QP-07 Performance Evaluation Management Review Records
5. Leadership	⇒ Quality Manual, QP-07 Performance Evaluation Management Reviews
6. Planning	⇒ QP-07 Performance Evaluation, Management Review Records
7.1 Resources	⇒ Management Review Records, QP-02 Production Control, QP-08 Training & Qualification of Personnel, QP-13 Calibration / Verification
7.2, 7.3 Competence, Awareness	⇒ QP-08 Training & Qualification of Personnel
7.4 Communication	⇒ QP-08 Training & Qualification of Personnel, meeting minutes
7.5 Documented information	⇒ QP-01 Control of Documented Information, QP-02 Production Control
8.1 Operational planning & control	⇒ QP-02 Production Control, QP-04 Contract Review & Planning for Production, QP-09 Purchasing& Supplier Control, QP-11 Receiving & Control of Material, QP-05 Control of Nonconforming Product, QP-12 Inspection Processes
8.2 Requirements for products & services	⇒ QP-02 Production Control, QP-04 Contract Review & Planning for Production, QP-09 Purchasing& Supplier Control,
8.3 Design & development of products & services	⇒ Zepher is a contract manufacturer and does not design products
8.4 Control of externally provided products & services	⇒ QP-09 Purchasing & Supplier Control, QP-11 Receiving & Control of Material, QP-17 Flow Downs to Suppliers
8.5 Production & service provision	⇒ QP-02 Production Control, QP-04 Contract Review & Planning for Production, QP-09 Purchasing & Supplier Control, QP-11 Receiving & Control of Material, QP-05 Control of Nonconforming Product
8.6 Release of Products and Services	⇒ QP-12 Inspection Processes, QP-05 Control of Nonconforming Product
8.7 Control of Nonconforming Outputs	⇒ QP-05 Control of Nonconforming Product
9 Performance Evaluation	⇒ Quality Manual, QP-07 Performance Evaluation, Management Review Records
10 Improvement	⇒ Quality Manual, QP-06 Corrective Action, Management Review Records

6. Interaction of QMS Processes and Relationship to AS9100 Clauses and Relevant Objectives

QMS process ⇨	Contract Review / Planning Process	Operations Processes	Business Processes
Inputs ⇨	Customer and regulatory requirements	Materials, information, people, equipment, methods	External and internal information and data
Outputs ⇨	Work Orders, Manufacturing & Inspection/Test Instructions	Completed & conforming products to customer	Planning, improvement efforts, suitable and qualified resources
Procedures ⇨	QP-02 Control of Production, QP-04 Contract Review & Risk Management	QP-02 Production Control, QP-08 Receiving & Control of Material, QP-05 Control of Nonconforming Product, QP-09 Inspection Processes, QP-11 Calibration / Verification QP-07 Purchasing & Supplier Control, QP-08 Receiving & Control of Material	QP-01 Documented Info, QP-06 Qualification of Personnel, QP-10 Corrective Action, QP-12 Performance evaluation
Relation to AS9100 clauses ⇨	8.1 Operational Planning & Control, 8.2 Requirements for product and services	8.4 Control of externally provided processes, products & services 8.5 Production & service provision, 8.6 Release of products & services, 8.7 Control of nonconforming outputs	4.0 Context of the Org (all), 5.0 Leadership (all), 6.0 Planning (all), 7.0 Support (all), 8.1 Op planning & control, 9.0 Performance Eval, 10.0 Improvement
Relevant objectives ** ⇨	Customer Satisfaction = OTD*, RMA* customer complaints & customer satisfaction index	Production effectiveness = OTD & internal NCR*s. Supplier performance = Supplier NCRs & SCAR*s	All objectives, customer satisfaction index

* OTD: ON TIME DELIVERY; RMA: RETURNED MATERIAL AUTHORIZATION (WARRANTY WORK); NCR: NONCONFORMING REPORT; SCARS: SUPPLIER CORRECTIVE ACTION

**Objective targets as well as risks and opportunities related to the QMS processes are defined in the management review records.