

Alpha Lehigh Tool and Machine Company, Inc.

Quality System Manual

The policies and procedures outlined in this Quality Manual are implemented as of
March 1, 2000

This Quality Manual sets forth the quality system policies
and defines Alpha Lehigh Tool and Machine Company, Inc. compliance
with recognized quality system standards.

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INTRODUCTION

Founded in 1956 by Jacob A. Green, the original Alpha Lehigh Tool & Machine Co., Inc. began as a tiny, one-room tool and die shop in Phillipsburg, New Jersey. In a few years the company outgrew the small shop and began what was to become the first in a series of seven expansions. In 1959 William L. Green joined his father, and together they moved the company to its present facility in the Alpha Industrial Center.

By the mid-sixties, Alpha Lehigh was for the most part out of the tool and die business. The concentration of work had shifted to "jobbing" (i.e. all sorts of machine shop work), and the building of custom machinery. It was during this time period that Alpha Lehigh began its longstanding relationship with Alpha Press Company, and has since has built nearly 600 large heavy-duty hydraulic presses. The company built and equipped a large assembly and testing area devoted to machine-building. Much of the other general machine shop work was high-quantity, loose-tolerance work which established Alpha Lehigh as a regional leader in the "job shop" industry.

By the late seventies, Alpha Lehigh had matured again. By then, the company had grown into one of the largest machine shops in the central Penn-Jersey area, and was beginning to specialize in close-tolerance, high-precision general machining. The company was strong enough, by this time, to fund a new division to design, build and sell industrial trim removal systems. Larry Green took this project and built it into a thriving business (now named Precision AirConvey).

Over the last fifteen years, Alpha Lehigh has re-defined itself as a regional leader in **short to medium run close-tolerance CNC and conventional machining**. The company has heavily invested in modern, state-of-the-art **CNC machining centers** and **turning centers**, and also keeps a full complement of **traditional mills, lathes, grinders, saws, and other machine tools**.

Alpha Lehigh machines all types of materials, from 1/8-inch diameter to 7-foot cubes, and has a lot of unique equipment not typically found in smaller shops. We offer full inspection capabilities, computerized shop management, and a large assembly area for the building of custom machinery.

Today, Alpha Lehigh is a modern facility with over 32,000 square feet of manufacturing and assembly space. The company is currently led by William S. "Scott" Green, who joined his father and grandfather in 1984 and is now carrying the company forward into the twenty-first century. **The company currently employs around 50 people, and prides itself on being the most versatile machining facility in the western New Jersey, eastern Pennsylvania area.**

DEFINITIONS

Contract:	An accepted order from the customer.
Customer:	The recipient of a product provided by Alpha Lehigh.
Product:	The result of activities or processes (i.e., manufactured metal parts).
Proposal:	Offer made by a supplier in response to an invitation to satisfy a contract award to provide product. (Also called a Quotation)
Subcontractor:	The organization that provides a product to Alpha Lehigh
Supplier:	The organization that provides a product to Alpha Lehigh

SCOPE

Alpha Lehigh Tool and Machine's quality system includes the manufacture and machining of machine parts and custom machinery and machine components.

4.0 QUALITY SYSTEM REQUIREMENTS

4.1 MANAGEMENT RESPONSIBILITY

4.1.1 QUALITY POLICY

- ***Alpha Lehigh Tool & Machine Co.,Inc. will strive to continuously improve its services to better satisfy our customers, and will do everything possible to deliver our products on-time every time with no defects.***

This Quality Policy, established by the management of Alpha Lehigh Tool, communicates the company's organizational goals in pursuit of satisfying its customers' expectations. Alpha Lehigh Tool's Quality Policy is communicated to all employees through training and is posted throughout the facility to promote awareness.

The quality policy goals are reviewed and measured during management review meetings. This review ensures that our quality policy and objectives for meeting our policy remain relevant to our organizational goals and the expectations and needs of our customers.

4.1.2.1 Responsibility and Authority

President

Has overall responsibility for the definition of and adherence to the Quality Policy. The President is responsible for the authorization and implementation of the quality system throughout the company, including:

- Formulating quality policy
- Establishing quality goals and monitoring progress to ensure continued suitability and effectiveness of the quality system
- Providing the necessary resources to maintain the quality system
- Conducting management reviews of the quality system

Managers and Supervisors

- Actively support those responsible for implementation and improvement of the quality system
- Ensure that the Quality Policy is fully supported, understood, implemented, and maintained at appropriate levels of their departments

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- Ensure that appropriate supporting procedures are documented and followed throughout their respective departments
- Ensure adequate resources and prioritization; assign trained personnel for performing work and verification activities, including internal audits, and work affecting products or service quality
- When appointing a designee to act on their behalf for the purposes of any element of the Quality Policy, ensure that the person appointed is adequately trained and given sufficient organizational freedom and authority to execute the responsibility
- Leading and initiating actions to prevent the occurrence of any nonconformities relating to product, process, and quality system
- Reporting or gathering information related to quality and nonconformance data and trends

Employees

- Understand and support the Quality Policy and the appropriate elements of the quality system for their areas of work
- Dedicate their efforts to the reduction, elimination and prevention of quality nonconformities
- Initiate action to prevent the occurrence of nonconformities related to product, process, and quality system

4.1.2.2 Resources

Each manager or supervisor ensures that there are adequate resources and authority to support the quality system within their functional area. Resource requirements are summarized and discussed at Management Review meetings.

4.1.2.3 Management Representative

The General Manager is identified as the management representative who, irrespective of other responsibilities,

- Ensures that a quality system is established, implemented, and maintained.
- Evaluates and reports on the performance of the quality system to management for review and as a basis for improvement of the quality system
- Maintains an adequate organization to support this responsibility
- Directs and audits quality-related activities; reports to and advises the President and executive staff on quality matters

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- Ensures the quality system is maintained through appropriate audits, tests, inspections, and surveys
- Reviews organizational requirements and provides recommendations for changes
- Identifies resources to maintain the quality system.

4.1.3 Management Review

Quality system reviews are at **defined intervals** to assess continuing suitability and effectiveness of the quality system. The agenda for each management review contains the following topics.

- Internal Quality Audits
- Corrective and Preventive Action
- Non-Conforming Material
- Supplier Assessment
- Production
- Purchasing
- Review of quality policy and objectives against company objectives

Management Reviews are documented by meeting minutes. Corrective actions resulting from management reviews are tracked through the meeting minutes of the executive management meetings. Management Review records are maintained for 3 years.

4.2 QUALITY SYSTEM

4.2.1 General

It is the policy of Alpha Lehigh Tool to maintain this Quality Manual as an overview of its Quality System. The Quality Manual describes the quality system and how it is implemented to ensure that product conforms to specified requirements. It includes and/or references the quality system procedures and outlines the structure of the documentation used in the quality system.

The Master List of Controlled Documents identifies the procedures and forms that support the quality system. The Master List of Quality Records identifies the quality records that demonstrate conformance to the quality system.

Hierarchy of quality system documents

- Quality Manual: Level 1 document that provides a general overview of the quality system and defines the quality policy. The Quality Manual is divided into sections corresponding to each of the elements of the ISO 9002 standard.

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- Quality Procedures: Level 2 documents that describe in detail how the policies of the quality manual are implemented, define who is responsible for the activities, discuss interrelationships between different departments within the company and list the quality records of the defined process.
- Work Instructions: Level 3 documents that provide instructions for executing activities.
- Quality Records: Level 4 documents that contain the data, charts, checklists, or other records which demonstrate conformance to specified requirements and the effective operation of the quality system.

4.2.2 Quality System Procedures

The process owners listed on the Master List of Controlled Documents are responsible for effectively implementing the quality system procedures. Procedure details depend upon the complexity of the work, the methods used, and the skills and training needed to perform the activity.

The President is responsible for approving each procedure. The process owner ensures that the users are adequately informed and trained to ensure the proper implementation of the procedure.

Procedures and quality records may be in hard copy, electronic copy or another medium.

4.2.3 Quality Planning

The quality planning requirements for individual jobs and related processes are described in the operating procedures for each (ex: this Quality Manual, Contract Review procedures, and the process quality procedures).

If a particular customer request cannot be fulfilled by using the existing procedures, quality plans are created to ensure that the specified requirements are met. Quality plans are consistent with all other requirements of the quality system and are required when there is a significant change to an existing product, process, test, inspection, verification, measurement, resources or skills required to meet specified requirements for products, jobs or contracts.

4.3 CONTRACT REVIEW

4.3.1 General

Alpha Lehigh Tool provides quotations to and documents contracts with customers to define its agreement to meet customer needs. Documented procedures govern the contract review process and the coordination of contract review activities to ensure that customer requirements and amendments to these requirements are communicated in a controlled manner.

4.3.2 Review

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The Contract Review Procedure requires appropriate review of each proposal, contract or order to ensure that:

- Customer requirements and contract scope are adequately defined and documented
- **Customer requirements are reviewed and documented during during the quotation phase and contract review phase in order to ensure that contract requirements can be met.**
- At the submission of a quotation, or at acceptance of a purchase order from a customer, the customer will be notified of made-to-order "factored" [i.e. pass-through] items which Alpha Lehigh will be providing, unless specifically requested not to do so by the customer, excluding standard purchased and catalog items.
- Verbal requirements are documented and confirmed with the customer.
- The product is producible /deliverable
- Any contract or accepted order requirements which differ from those in the proposal are resolved, documented, and acknowledged by the customer

4.3.3 Amendment to Contract

Amendments to a contract, or purchaser's specifications are documented, agreed to by both Alpha Lehigh Tool and Machine Company, Inc. and the customer and conveyed to the concerned functions within the company utilizing documented procedures.

4.3.4 Records

Records of contract reviews are maintained.

4.4 DESIGN CONTROL

- Design Control is not within the scope of ISO 9002:1994 and is not applicable to Alpha Lehigh Tool and Machine Company, Inc.

4.5 DOCUMENT AND DATA CONTROL

4.5.1 General

Alpha Lehigh Tool maintains procedures and work instructions which define the process for review, approval, issuance, use, and revision of documents affecting the Quality System. Procedures are established and maintained to control the documents and data, including documents of external origin (ex: standards, customer documentation). Documents and data may be in any type of medium, such as hard copy or electronic.

Documents and Data included within the document and data control system include:

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- Procedures, work instructions, and forms that support the quality system
- Product-related documents
- **Data, hardcopy and electronic, including shop travelers and CNC programs**

4.5.2 Document and Data Approval and Issue

Quality system documents may be initiated by anyone, and are issued after review and approval by authorized personnel. The Master List of Controlled Documents identifies the current revision status and is available to preclude the use of invalid and/or obsolete documents.

Documents are distributed to users, and obsolete documents are either removed from the system or may be retained for legal or knowledge preservation purposes. Any such documents that are retained shall be suitably identified.

4.5.3 Document and Data Changes

Document changes are reviewed and authorized by the same function or department that issued the original document, unless specifically designated otherwise. Designated functions have access to pertinent background information upon which to base their review and approval. The nature of the change is identified in the document or in attachments. **Changes and revisions to electronic data is password protected.**

4.6 PURCHASING

4.6.1 General

Alpha Lehigh Tool maintains a vendor assessment and purchasing system to control the procurement process and its ability to acquire products and services that meet specified requirements.

4.6.2 Evaluation of Subcontractors

Subcontractors of Alpha Lehigh Tool and Machine Company, Inc. are evaluated and selected on the basis of their ability to meet subcontract requirements. The type and extent of the control exercised over subcontractors depends on the type of product or service provided and, where applicable, on quality audit reports and/or quality records demonstrating capability and performance.

Subcontractors for services are identified and recorded. A list of acceptable product subcontractors is maintained.

4.6.3 Purchasing Data

Purchasing documents clearly and completely describe ordered products and are reviewed for accuracy before release.

4.6.4 Verification of Purchased Product

4.6.4.1 Supplier Verification at Subcontractor's Premises

When verifying purchased product at the subcontractor's premises (source inspection) the verification arrangements are specified in the purchasing documents and the method of quality release is defined, documented, and controlled.

4.6.4.2 Customer Verification of Subcontracted Product

If specified in the contract, the customer may verify at the subcontractor facility that the product conforms to specified requirements. However, customer verification does not preclude subsequent rejection by the customer. In addition, customer verification is not sole evidence of effective control of quality. Verification by the customer shall not absolve Alpha Lehigh Tool and Machine Company, Inc. of the responsibility to provide acceptable product.

4.7 CONTROL OF CUSTOMER-SUPPLIED PRODUCT

It is the policy of Alpha Lehigh Tool to protect customer supplied product so that it can be incorporated into finished goods as specified in the contract. When required, the use of customer-supplied product or customer-specified third party product is controlled within the Quality System through documented procedures. Any such product that is lost, damaged or otherwise unsuitable for use is documented and reported to the customer.

4.8 PRODUCT IDENTIFICATION AND TRACEABILITY

It is the policy of Alpha Lehigh Tool to clearly identify product materials and products throughout the process. Raw material in stock shall be identified as to its type and/or grade of material. Any special customer requirements, such as traceability, are identified in both the customer's documentation and on the work order or Engineering prints. Customer requirements for traceability are identified during contract review.

4.9 PROCESS CONTROL

It is the policy of Alpha Lehigh Tool to control the fabrication process with documented Quality System procedures and work instructions that specify the methods and conditions that ensure the conformity of products to specified requirements. Processes are identified and planned, then carried out under controlled conditions which include:

- Traveller, drawings, and other associated documentation identifying product and/or process requirements
- Documented work instructions where the absence of such instructions could adversely affect quality
- Documented requirements for the verification of manufactured product

- Documented process of preventive maintenance to ensure continuing process capability

Welding has been identified as a special process that is performed at Alpha Lehigh. Personnel who perform this activity have had specialized training and/or certified experience and records of such certification are maintained on file.

4.10 INSPECTIONS AND TESTING

4.10.1 General

It is the policy of Alpha Lehigh Tool to inspect and test materials and products as appropriate upon receipt, during the fabrication process, and prior to shipment to the customer to ensure product conformity. Documented inspection and testing procedures are maintained to ensure that the product meets specified requirements. Records identify the authority responsible for the release of product.

Receiving Inspection

Incoming product is inspected as required to verify conformance to specified requirements.

In-Process Inspection

Production: Operators at each stage of the manufacturing process are responsible for the verification of materials and product to specified requirements. A Quality Control representative inspects product at appropriate stages throughout production to ensure adherence to specified requirements.

Final Inspection

Final inspection completes the evidence of conformance of the finished product to the specified requirements. It also ensures that all required inspection has been carried out and that the results meet specified requirements. No product is shipped until the required activities have been successfully completed and the associated data and documentation are authorized and available.

4.11 CONTROL OF INSPECTION, MEASURING, AND TEST EQUIPMENT

4.11.1 General

It is the policy of Alpha Lehigh Tool that inspection, measuring, and test equipment is controlled in order to ensure that material and product verification is accurate. Documented procedures are in place to control, verify, and maintain inspection measuring equipment that are used to demonstrate conformance to specified requirements.

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Verification equipment, such as calipers, micrometers, etc. are periodically calibrated. Equipment may be calibrated internally or externally and is traceable to the National Institute of Standards and Technology (NIST), if possible. Where such standards do not exist, reference standards, which are acceptable to the original manufacturer or considered as 'industry standard' will be documented and used.

Alpha Lehigh Tool and Machine Company, Inc. will assess and document the validity of previous inspection and test results of product if measuring equipment is found to be out of calibration. If product is found to be out of specification, the non-conforming material procedure requirements are implemented.

4.11.2 Control Procedure

The type of measuring equipment and the accuracy required is based upon the specific requirements of the product. Measuring equipment is suitably identified to show the calibration status. The measuring equipment is handled and stored in such a way that the accuracy and fitness for use are maintained.

Specific product inspection requirements are controlled and managed by:

- Quality Control, with overall responsibility for the process

4.12 INSPECTION AND TEST STATUS

Inspection and test status of product is identified through labeling, marking or physical location. Product acceptance, or rejection, will be identified on the product paperwork. Only product that has passed the required inspections is released to the next process step. **The quality procedures referenced in the 4.10 section of this quality manual identify the inspection authority responsible for ensuring that only conforming product that has passed all the required inspections is released for delivery.**

4.13 CONTROL OF NONCONFORMING PRODUCT

4.13.1 General

Material and/or Product that do not conform to specified requirements are precluded from unintended use or installation. Documented controls provide for identification, documentation, evaluation, segregation and disposition of nonconforming product, and for notification of the functions concerned.

4.13.2 Review and Disposition of Nonconforming Product

Responsibility and authority for review and disposition of nonconforming product is defined. Nonconforming product is reviewed in accordance with documented procedures and/or plans, and may be

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- Reworked to meet the specified requirements
- Accepted with or without repair by customer concession
- Returned to supplier or subcontractor
- Scrapped

Where required by the contract, the proposed use or repair of nonconforming product is reported to the customer or customer's representative for concession. The description of the accepted nonconformity and the related repairs are recorded and the record is maintained on file.

4.14 CORRECTIVE AND PREVENTIVE ACTION

4.14.1 General

Procedures are documented and maintained to implement corrective and preventive action. Employees, customers and/or subcontractors are encouraged to:

- Propose corrective or preventive action to eliminate actual or potential nonconformities
- Continuously improve processes and/or products

Corrective or preventive action taken to eliminate actual or potential nonconformities are appropriate to the magnitude of the problem and the risks encountered.

Changes to documented procedures resulting from corrective and preventive action are implemented and recorded.

4.14.2 Corrective Action

Procedures for corrective action include:

- Effective handling of customer and technical support complaints and reports of product nonconformance
- Investigation of the cause of nonconformities relating to product, process, and quality system, and recording the results of the investigation
- Determination of the corrective action needed to eliminate the cause of nonconformities
- Application of controls to ensure that corrective action is taken and that it is effective

The typical corrective action considers the problem, its containment, the root cause, a long-term solution and preventive action.

4.14.3 Preventive Action

The Corrective and Preventive Action procedures include consideration of:

- Use of appropriate sources of information such as manufacturing, engineering, manufacturing processes and work operations that affect product quality, concessions, audit results, quality records, service reports, customer and employee complaints in order to detect, analyze and eliminate potential causes of nonconformities
- Determination of the steps needed to deal with any problems requiring preventive action
- Initiation of preventive action and application of controls to ensure that it is effective
- Confirmation that relevant information on action taken is submitted for management review as required

4.15 HANDLING, STORAGE, PACKAGING, PRESERVATION, AND DELIVERY

4.15.1 General

Employees and subcontractors are responsible for preventing damage or deterioration to products through proper handling, storage, packaging, preservation, and delivery procedures.

4.15.2 Handling

Product is handled so as to prevent damage or deterioration.

4.15.3 Storage

Designated storage areas are used to prevent damage or deterioration of product pending use or delivery.

4.15.4 Packaging

Packing, packaging and marking processes (including materials used) are controlled to the extent necessary to ensure conformance to specified requirements.

4.15.5 Preservation

Appropriate methods for preservation and segregation of product are applied when the product is under Alpha Lehigh Tool and Machine Company, Inc. control.

4.15.6 Delivery

After final test and inspection, product is handled and stored so as to prevent damage and deterioration. Where contractually required, this protection extends through delivery to the customer.

4.16 CONTROL OF QUALITY RECORDS

It is the policy of Alpha Lehigh Tool to maintain Quality Records that demonstrate compliance with Quality System requirements. Documented procedures describe the identification, collection, indexing, access, filing, storage, maintenance, retention period, and disposition of quality records. These records, which may be in hard copy or electronic form, are maintained to demonstrate conformance to specified requirements and the effective operation of the quality system. Pertinent quality records from the subcontractor are an element of this data. Quality records are legible and are readily retrievable and are protected from damage, deterioration and loss.

Where agreed contractually, quality records are made available for evaluation by the customer.

4.17 INTERNAL QUALITY AUDITS

Alpha Lehigh Tool maintains documented procedures to describe the planning and implementation of internal quality audits. Audits are conducted to verify those quality activities and related results support the requirements of the quality system.

Internal quality audits are scheduled on the basis of the status and importance of the activity to be audited and are carried out by personnel who are independent of the activity being audited. The audit results are recorded and brought to the attention of the personnel having responsibility for the area audited. The responsible management take timely action on deficiencies found during audits, and follow-up activities verify and record the implementation of the corrective action taken. In addition, the results of internal quality audits form an integral part of the input to management review activities.

4.18 TRAINING

It is the policy of Alpha Lehigh Tool to ensure that employees are trained appropriately for the functions they are responsible to perform. Documented procedures describe the requirements for identifying training needs and providing training for personnel who perform activities that affect quality. Personnel performing specific tasks are qualified on the basis of appropriate education, training and/or experience, as required. Appropriate records of training are maintained.

4.19 SERVICING

Servicing is not applicable to Alpha Lehigh Tool and Machine Company, Inc.

4.20 STATISTICAL TECHNIQUES

4.20.1 Identification of Need

It is the policy of Alpha Lehigh Tool to utilize statistical techniques in order to maintain its continuous improvement initiatives. Statistical techniques are selected and implemented as required to document progress, improve a process, problem solve, implement preventive actions and create continuous improvement efforts. Specific customer requirements for statistical techniques are reviewed at contract review. Management will periodically review the need to develop and implement new or revised statistical techniques.

4.20.2 Procedures

Documented procedures are developed and used to implement and control the use of identified statistical techniques.

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References

ISO 9002:1994 Element - Requirement	Reference Level II Document
4.1 - Management Responsibility	P01.01
4.2 - Quality System	P02.01
4.3 - Contract Review	P03.01, P03.02, P03.03
4.4 - Design Control	Does not apply to ISO 9002:1994
4.5 - Document and Data Control	P05.01, P05.02, P05.03, P05.04
4.6 - Purchasing	P06.01, P06.02
4.7 - Control of Customer Supplied Product	P07.01
4.8 - Product ID and Traceability	P08.01
4.9 - Process Control	P09.01, P09.02, P09.03
4.10 - Inspection and Testing	P10.01, P10.02
4.11 - Control of Measuring and Test Equipment	P11.01
4.12 - Inspection and Test Status	P10.02
4.13 - Control of Non-Conforming Material	P13.01
4.14 - Corrective and Preventive Actions	P14.01
4.15 - Handling, Storage, Packaging, Preservation, and Delivery	P15.01, P15.02, P15.03
4.16 - Control of Quality Records	P16.01
4.17 - Internal Quality Audits	P17.01
4.18 - Training	P18.01
4.19 - Servicing	Does not apply to Alpha Lehigh Tool
4.20 - Statistical Techniques	P20.01

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Revision	Date	Description of Changes
Draft1	1/4/00	First draft presented to Alpha for review, comments, and updating
Draft2	1/12/00	Draft after review meeting with Alamo, minor changes
0	1/22/00	Initial Release
1	6/1/00	Added clause regarding factored items to the Contract Review section, to comply with BVQI's pre-assessment findings
2	6/12/00	Revised by Mark Zappa to address various other pre-assessment findings; revised 19 different places, also added the Requirement / Level II Document Cross-Reference