



HOMELAND COMPONENTS
A HYPERACTIVE COMPANY

6161 Dr. ML King Jr. Street Suite 203

St Petersburg, FL 33703

Phone # 727-329-4600

Fax# 727-522-4909

www.hyperactivecom.com

ISO 9001 & AS9120
Quality Systems Manual



Introduction

Homeland Components, Inc., a HyperActive Company is a world class independent distributor of electronic components. Founded in 2008 on the belief that independent distribution could improve dramatically, the founders shared a vision to offer a level of service, support and quality not often matched in the component markets. Growing every year since its inception, Homeland Components, Inc., a HyperActive Company brings flexible scheduling, pricing and ordering solutions for all commodities of board level electronic components.

The manual is divided into five sections modeled on the sectional organization of the ISO 9001 and AS9120 STANDARDS. Sections are further subdivided into several subsections representing main quality system elements or activities. Each subsection starts with a general policy statement expressing the commitment to implement the basic principles of the pertinent quality system element or activity. The general policy statement is followed by more specific procedural policies outlining how the general policy is implemented, and referencing applicable operational procedures.

The purpose of this manual is to define and describe the quality system, to define authorities and responsibilities of the management personnel involved in the operation of the system, and to provide general procedures for all activities comprising the quality system.

This manual may be presented to our customers and external interested parties to inform them of the specific controls implemented by Homeland Components, Inc., a HyperActive Company



Quality Manual Distribution

The Quality Manual shall be distributed to the following:

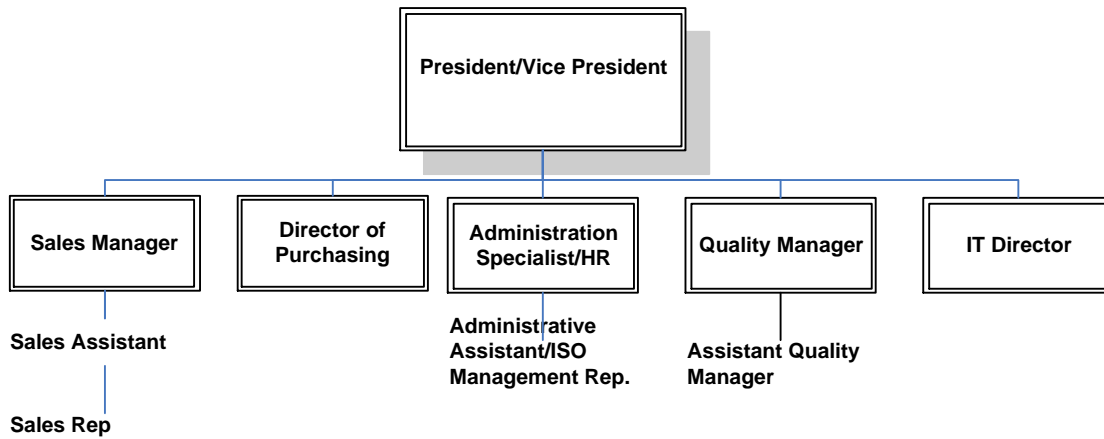
One master copy of the Quality Manual and Quality Management System Documentation is maintained in the Quality Management Representative's Office.

All other copies and related documentation is maintained electronically in HyperActive Components, Inc. / Homeland Components, Inc. Computer network Server.



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ORGANIZATIONAL CHART





QUALITY POLICY

Homeland Components, Inc., a HyperActive Company, is a company committed to maintaining the highest quality level possible and meeting all our customer requirements. This philosophy will contribute to the future of you, our partner, and our services. To this end it shall be the Policy of Homeland Components, Inc. that all processes utilized in the distribution and/or purchasing shall be driven by customer requirements while achieving a goal of 100% Customer Satisfaction.

Quality Performance Objective:

- 0% Customer Complaints
- 0% Customer Returns (RMA)
- 100% On Time Delivery
- 0% Internal Error

Quality Management System Objective:

- Implement and maintain a Quality Management System that is conforming to the ISO 9001 & AS9120 standards.

The President of **Homeland Components Inc.**, a HyperActive Company, has formulated the *Quality Policy* and *Objectives*. The *Quality Policy* and *Objectives* are explained and discussed at the general orientation training given to all new employees and has been reviewed with all current employees. All employees are expected to know what the *Quality Policy* and *Objectives* means to them, as it affects their job or position within the company. The Policy is posted in prominent locations throughout the facility.



Section 1: Scope

1.1 General

The quality manual outlines the policies, procedures and requirements of the Quality Management System needed to demonstrate its ability to consistently provide product that meets customer and applicable statutory and regulatory requirements, and aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements. The system is structured to comply with the conditions set forth in the International Standard ISO 9001 & SAE AS9120

1.2 Application

Homeland Components, Inc., a HyperActive Company has determined that; 7.3 - Design and Development, and 7.5.2 – Validation of Processes are not performed and is a justified exclusion from the ISO 9001 Standard Requirements.



Section 2: Normative Reference

2.0 Quality Management System References

The following documents were used as reference during the preparation of the Quality Management System:

- American National Standard ANSI/ISO/ASQ Q9000, Quality Management Systems - Vocabulary.
- American National Standard ANSI/ISO/ASQ Q9001, Quality Management Systems – Requirements
- American National Standard ANSI/ISO/ASQ Q9004, Quality Management Systems – Guidelines for Performance Improvements
- Electronic Resellers Association International (ERAI): an affiliation of electronics distributors networking together to safeguard each other against fraud, lost revenue, and unscrupulous business practices in the hi-tech electronics industry.
- Society of Automotive Engineers SAE AS 9120 - Quality Management Systems – Requirements.
- Counterfeit Components Avoidance Program (CCAP) CCAP-101
- Electrostatic Discharge Association Standards ANSI/ESD S20.20
- Independent Distributors of Electronics Association IDEA-STD-1010



Section 3: Definitions

3.0 Quality Management System Definitions

This section is for definitions unique to Homeland Components, Inc., a HyperActive Company,

- Customer owned property - Any type of instrumentation, accessories, manuals, or shipping containers that belong to a customer.
- Customer supplied product - Any type of service or material supplied to be utilized in the manufacture, modification or repair of customer-owned property.
- Product – The end item result of meeting all contract terms and conditions. (e.g.: manufactured goods, merchandise, services etc.)
- Quality Records – Documentation of those activities wherein records of said activities must be maintained will be specified in the procedure or work instruction level documents, as applicable
- Management – President and the Department Managers
- Work Environment - relates to conditions under which work is performed including physical, environmental and other factors (such as noise, temperature, humidity, lighting, or weather).
- Airworthiness Certificate-A document issued by the cognizant civil aviation authority (e.g., EASA Form 1, FAA Form 8130-3) that certifies that the part conforms to the applicable regulatory requirements.
- Certificate of Conformity-A document that certifies product conformity to process, design and/or specification requirements; commonly referred to as a 'Certificate of Conformance'
- Counterfeit Parts-A product produced or altered to imitate or resemble a product without authority or right to do so, with the intent to mislead or defraud by passing the imitation as original or genuine
- Distributor-Organization carrying out the purchase, storage, splitting or sale of products without affecting product conformity. The term organization in the context of this standard means a distributor.
- Risk- The undesirable situation or circumstance that has both a likelihood of occurring and a potential negative consequence.
- Splitting-The division of product either physically or by batch quantity, without affecting the product characteristics.
- Suspected Unapproved Part-A product that might not have been or is suspected of not having been produced in accordance with applicable laws and regulations.



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- Test Report- Objective evidence provided by either the manufacturer or a certified testing facility that the product conforms with specific design requirements or properties.



Section 4

Quality Management System



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4.1 General requirements

Homeland Components, Inc., a HyperActive Company, has established, documented and implemented a Quality Management System (QMS) that includes the all Customer, Statutory and Regulatory Quality Management System requirements in accordance with the requirements of ISO 9001 and AS9120. The system is maintained and continually improved through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive action and management review.

To design and implement the QMS Homeland Components, Inc., a HyperActive Company has:

- Determine the processes needed for the QMS and their application throughout the organization and documented them on the Process Flow Diagram at the end of this section of the Quality Manual
- Determined the sequence and interaction of these processes, and illustrated them on the Process Flow Diagram located at the end of this section.
- Determined criteria and methods needed to ensure that the operation and control of the processes are effective, and documented them in quality plans, work instructions and the Quality Management System Measuring, Monitoring and Analysis Table
- Ensured the continuing availability of resources and information necessary to achieve planned results and continual improvement of these processes
- Established systems to monitor, measure (where applicable) and analyze these processes, and
- Established processes to identify and implement actions necessary to achieve planned results and continual improvement of these processes
- The type and extend of control of outsourced processes are controlled according to P-740 Purchasing Procedure.
- Sensible ensures that all customer and applicable statutory & regulatory quality management system requirements are addressed.

4.2 Documentation Requirements

4.2.1 General

The QMS documentation includes:

- A documented Quality Policy and Objectives
- This Quality Manual
- Documented Procedures



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- Documents and Records determined to be necessary for the effective planning, operation and control of our processes, and
- Quality Records

The quality management system documentation also includes:

- Quality system requirements imposed by the applicable regulatory authorities, such as those contracts imposed through a military subcontractor. Homeland Components, Inc., a HyperActive Company, ensures that personnel have access to quality management system documentation and are aware of relevant procedure in accordance with P-423, Control of Documents Procedure P-423 and any Quality Management System changes. Customer and/or regulatory authorities' representatives are granted access to quality management system documentation.

AS9120

4.2.2 Quality manual

This Quality Manual has been prepared to describe Homeland Components, Inc., a HyperActive Company QMS. The scope and permissible exclusions of the QMS are described in section one of this manual. Each section of the manual references documented QMS procedures relating to the requirements outlined in that section. The Process Flow Diagram at the end of section 4 provides a description of the interaction between the processes of the QMS system.

- This Quality Manual provides a clear reference of the relationship between the requirements of ISO 9001 and SAE AS 9120 and our documented procedures used to meet applicable requirements. Note: ***Requirements particular to AS9120 are conspicuously defined in text blocks such as this one.***

4.2.3 Control of documents

All of the QMS documents are controlled according to the Document Control Procedure P-423. This procedure defines the process for:

- Approving documents for adequacy prior to issue
- Reviewing and updating as necessary and re-approving documents
- Ensuring that changes and current revision status of documents are identified
- Ensuring that relevant versions of applicable documents are available at points of use
- Ensuring that documents remain legible and readily identifiable
- Ensuring that documents of external origin determined to be necessary for the planning and operation of the QMS are identified and their distribution controlled, and



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- Preventing the unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose.

- Homeland Components, Inc., a HyperActive Company maintains appropriate documentation (i.e. records) to verify the status of the product (e.g., manufacturer's data, standards, certificates of conformance, etc.) via Product ID and Traceability (section 7.5.3 in QSM). Homeland Components, Inc., a HyperActive Company coordinates document changes with customers and/or regulatory authorities and is addressed through customer-related processes, section 7.2.1 and 7.2.2 in the QSM.
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4.2.4 Control of quality records

Quality records are established, maintained and controlled to provide evidence of conformity to requirements and of the effective operation of the QMS. The records are maintained according to the Control of Quality Records Procedure P-424. This procedure requires that quality records remain legible, readily identifiable and retrievable. The procedure defines the controls needed for identification, storage, protection, retrieval, retention time and disposition of quality records.

These records shall include where applicable:

- a. manufacturer, distributor, repair station, test and inspection reports;
- b. original certificates of conformity (manufacturer, sub-tier distributor), copies of airworthiness certificates (note: original certificates of conformity are generally only available through franchised distributors and Original Equipment Manufacturers, OEMs; airworthiness certificates are generally not applicable to component distributors);
- c. non-conformance, concession and corrective action records;
- d. lot traceability records;
- e. Environmental or shelf life condition records.

Where records are stored in an electronic form, the back-up procedures shall be defined. These electronic records shall be secured to prevent unauthorized alteration or change and shall not be corrupted due to software or system changes.

Records of product origin, conformity, and shipment are maintained for a minimum of seven years, or as required by contract.

Records are available for review by customers and regulatory authorities in accordance with contract or regulatory requirements.

AS 9120



Related Procedures

Documents Control Procedure P-423

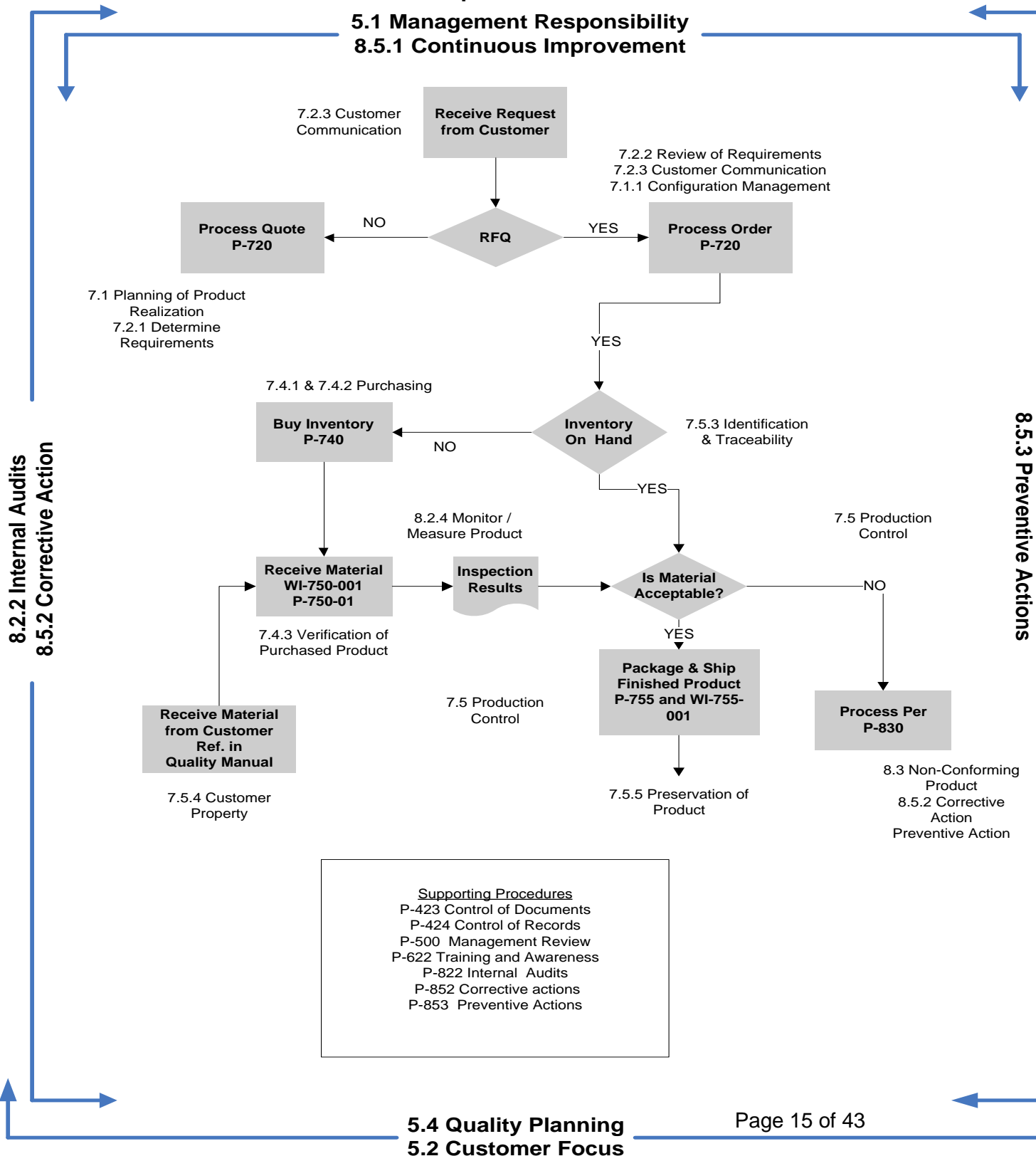
Control of Quality Records Procedure P-424



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**HyperActive Components, Inc. /
Homeland Components, Inc.
Process Sequence and Interaction**

**5.1 Management Responsibility
8.5.1 Continuous Improvement**



Supporting Procedures
 P-423 Control of Documents
 P-424 Control of Records
 P-500 Management Review
 P-622 Training and Awareness
 P-822 Internal Audits
 P-852 Corrective actions
 P-853 Preventive Actions



Section 5

Management Responsibility



5.1 Management commitment

The President has been actively involved in implementing the quality management system (QMS). It has provided the vision and strategic direction for the growth of the QMS, and established quality objectives and the quality policy.

To continue to provide leadership and show commitment to the improvement of the QMS, management will do the following.

- Communicate the importance of meeting customer, statutory, and regulatory requirements.
- Establish quality objectives
- Establish the quality policy.
- Conduct Annual management reviews.
- Ensure the availability of resources.

5.2 Customer focus

Homeland Components, Inc., a HyperActive Company strives to identify current and future customer needs to meet customer requirements and exceed customer expectations.

The President ensures that customer requirements are understood and met, by requiring compliance with documented processing of orders procedure. Customer requirements are determined, converted into internal requirements, and communicated to the appropriate people in our organization through Customer Requirements Procedure P-720 and Purchasing Procedure P-740.

The President ensures that product conformity and on-time delivery performance are measured and that appropriate action is taken if the planned results are not, or will not be, achieved.

5.3 Quality policy

The President ensures that the quality policy is communicated to all employees. It is included in new employee training and training on the QMS. It is posted in prominent places throughout the facility to maintain high standards within our organization.

Management reviews the quality policy at each management review meeting to determine the policy's continuing suitability for our organization. The Quality Policy and Objectives are posted throughout the organization.



5.4 Planning

5.4.1 Quality objectives

Quality objectives are established to support our organization's efforts in achieving our quality policy and reviewed annually for suitability. Objectives have been established and are identified on Quality Process Quality objectives are measurable, and reviewed against performance goals at each management review meeting. The Quality Management System level objectives are documented on the Quality Policy. The specific process objectives are documented on the QMS Measuring, Monitoring and Analysis Table Form F-500-001.

5.4.2 Quality management system planning

The quality system has been planned and implemented to meet our quality objectives and the requirements of 4.1 of the ISO 9001 & SAE AS9120 standards. Quality planning takes place as changes that affect the quality system are planned and implemented.

5.5 Responsibility, authority and communication

5.5.1 Responsibility and authority

An organizational chart has been established to show the interrelation of personnel in the organization. Job descriptions define the responsibilities and authorities of each of the positions on the organizational chart. Job descriptions and the organizational chart are reviewed and approved by The President for adequacy. These documents are available throughout the organization to help employees understand responsibilities and authorities. An organizational chart is located on page 4 of this manual.

5.5.2 Management representative

The Quality Management Representative is a member of our organizational management team. The management representative has the following responsibility and authority:

- Ensure that processes needed for the quality management system are established and implemented.
- Report to The President on the performance of the quality management system, and note needed improvements.
- Promote awareness of customer requirements throughout the organization.



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- Act as a liaison with external parties such as customers or auditors on matters relating to the QMS.
- The organizational freedom and unrestricted access to top management to resolve matters pertaining to quality and maintain product conformity.
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5.5.3 Internal communication

Processes are established for communication within the organization. Methods of communicating the effectiveness of the QMS include meetings, posted memos, emails, and other routine business communication.

5.6 Management review

5.6.1 General

The Quality Management Representative reviews the QMS at a minimum annually at management review meetings. This review assesses the continuing QMS suitability, adequacy and effectiveness, identifying opportunities for improvement and needed changes. Records are maintained for each management review meeting.

5.6.2 Review input

Assessment of the QMS is based on a review of information inputs to management review. These inputs include the following:

- Results of audits
- Customer feedback / satisfaction
- Process performance and product conformity
- Company level quality data
- Status of preventive and corrective actions
- Follow-up actions from previous management reviews
- Planned changes that could affect the quality management system
- Recommendations for improvement
- Characteristics and trends of processes and products including opportunities for preventive action
- Suppliers



5.6.3 Review output

During these review meetings, management will identify appropriate actions to be taken regarding the following issues:

- Improvement of the effectiveness of the quality management system and its processes
- Improvement of product related to customer requirements
- Resource needs

Responsibilities for required actions are assigned to members of the management review team. Any decisions made during the meeting, assigned actions, and their due dates are recorded in the minutes of management review.

Related Procedures:

Purchasing Procedure P-740

Management Responsibility Procedure P-500



Section 6

Resource Management



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6.1 Provision of resources

Homeland Components, Inc., a HyperActive Company has implemented a Quality Management System that complies with the ISO 9001 & SAE AS9120 standard. This implementation was achieved with management commitment and with sufficient resources for the implementation. To effectively maintain and continually improve the system, management determines and provides necessary resources.

6.2 Human resources

6.2.1 General

To ensure competence of our personnel, job descriptions have been prepared identifying the qualifications required for each position that affects product conformity. Qualifications include requirements for education, skills and experience. Appropriate qualifications, along with required training, provide the competence required for each position.

6.2.2 Competence, Training and Awareness

Qualifications are reviewed upon hire, when an employee changes positions or the requirements for a position change. Department managers or The President maintain records of employee qualifications. If any differences between the employee's qualifications and the requirements for the job are found, training where appropriate or other action is taken to provide the employee with the necessary competence for product conformity. The results are then evaluated to determine if they were effective. Training and evaluation are conducted according to the Competence, Training and Awareness Procedure P-622.

All employees are trained on the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.

6.3 Infrastructure

To meet quality objectives and product requirements Homeland Components, Inc., a HyperActive Company has determined the infrastructure needed. That infrastructure has been provided (see P-630 Infrastructure and Maintenance.) and includes buildings, workspace, utilities, process equipment, databases, information technology system and supporting services. As new infrastructure requirements arise, they will be documented in quality plans. Existing infrastructure is maintained to ensure product conformity. Maintenance to the plant and equipment is performed on an as needed basis. Employees are trained to inspect equipment prior to use and if necessary perform required routine maintenance.



6.4 Work Environment

A work environment suitable for achieving product conformance is maintained. Requirements are determined during quality planning and documented in the quality plan. The work environment is managed for continuing suitability. Data from the quality system is evaluated to determine if the work environment is sufficient for achieving product conformance, or if preventive or corrective action related to the work environment is required.

- Homeland Components, Inc., a HyperActive Company ensures the work environment is controlled for factors that may affect the conformity of the product; including temperature, humidity, lighting, cleanliness, and protection from electrostatic discharge (see P-755 ESD Process and IDEA 1005 Inspection Process Guidelines Check list. **AS9120**

Related Documents

Competence, Training and Awareness Procedure P-622

Infrastructure and Maintenance Procedure P-630



Section 7

Product Realization



7.1 Planning the Product Realization Process

Quality planning is required before new products or processes are implemented. The quality planning may take place according to the Customer Related Procedure P-720. During this planning, management or assigned personnel identify:

- The quality objectives and requirements for the product,
- Processes, documentation and resources specific to the product
- Verification, validation, monitoring, inspection and test requirements, and
- records needed to provide evidence that the realization processes and resulting product meet requirements (see 4.2.4);
- Configuration management appropriate to the product;

The output of quality planning includes documented quality plans, processes, and procedures and completed inspection sheets.

7.1.1 Configuration Management

Homeland Components, Inc., a HyperActive Company has established, implemented and maintained a configuration management process that includes, as appropriate to the product (P-750 in Section 9.1 Identification and Traceability)

- configuration management planning,
- configuration identification,
- change control,
- configuration status accounting, and
- configuration audit

7.1.2 Control of Work Transfers

Homeland Components, Inc., a HyperActive Company has established, implemented and maintained a process to plan and control the temporary or permanent transfer of work (e.g., from one organization facility to another, from the organization to a supplier, from one supplier to another supplier) and to verify the conformity of the work to requirements. When transferring from one supplier to another supplier the transfer will be accomplished per P-740 Purchasing procedure (supplier evaluation and control process) and when transferring Homeland Components, Inc., a HyperActive Company to another organization that work is being transferred to will be evaluated according to the same process used for supplier evaluations per P-740.



7.2 Customer-related processes

7.2.1 Determination of requirements related to the product

Homeland Components, Inc., a HyperActive Company determines customer requirements before acceptance of an order. Customer requirements include those:

- Requested by the customer
- Required for delivery and post-delivery activities
- Not stated by the customer but necessary for specified use or known and intended use
- Statutory and regulatory requirements applicable to the product
- Any additional requirements considered by Homeland Components, Inc., a HyperActive Company

Customer requirements are determined according to the Customer Requirements Procedure P-720.

7.2.2 Review of requirements related to the product

Homeland Components, Inc., a HyperActive Company has a process in place for the review of requirements related to the product in Customer Related Process P-720. The review is conducted before the order is accepted. The process ensures that:

- Product requirements are defined
- Contract or order requirements differing from those previously expressed are resolved
- Homeland Components, Inc., a HyperActive Company has the ability to meet the defined requirements

▪ risks (e.g., new technology, short delivery time scale) have been evaluated.
AS9120

- Records are maintained showing the results of the review and any actions arising from the review
- Where a customer does not provide a documented statement of requirement, the customer requirements are confirmed before acceptance



- When product requirements are changed, Homeland Components, Inc., a HyperActive Company communicates changes to relevant personnel and amends relevant documents

7.2.3 Customer communication

Homeland Components, Inc., a HyperActive Company has implemented effective procedures Purchasing Procedure P-740 & Monitoring and Measuring Customer Feedback Procedure P-821 for communicating with customers in relation to:

- Product Information
- Inquiries, contracts and order handling, including amendments
- Customer feedback, customer perception and customer complaints

7.3 Design and Development

Justified Exclusion Design not performed at Homeland Components, Inc., a HyperActive Company

7.4 Purchasing

7.4.1 Purchasing process

A documented procedure for Purchasing P-740 is followed to ensure that purchased product conforms to the specified purchase requirements. The procedure outlines the extent of control required for suppliers. Suppliers are evaluated and selected based on their ability to supply product in accordance with requirements as outlined in the procedure. Criteria for selection, evaluation and re-evaluation are documented in the procedure. Records of the evaluation and any necessary actions are maintained as quality records.

- a) maintains a register of approved sources of supply in the electronic database, including the scope of the approval (e.g., have a supplier rating system, defined in P-740 Purchasing Procedure);
- b) periodically reviews source of supply performance as defined in Purchasing procedure P-740; records of these reviews are to be used as a basis for establishing the level of controls to be implemented;
- c) define the necessary actions to take when dealing with suppliers that do not meet requirements as defined in P-740 Purchasing Procedure.
- d) Ensure where required, that both the organization and all suppliers use customer approved special process sources.
- e) Defined the process, responsibilities and authority for the approval status decision, changes of the approval status and conditions for a controlled use of suppliers depending on the suppliers approval status.



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- f) Determine and manage the risk when selecting and using suppliers.
- g) Prevent the purchase of counterfeit/suspect unapproved products (see P-740 Verification of Purchased Product Process and P-743 Counterfeit Part Prevention)

Homeland Components, Inc., a HyperActive Company takes responsibility for the quality of all products purchased from suppliers, including customer-designated sources.

NOTE: One Factor that can be used during supplier selection and evaluation is supplier quality data from objective and reliable sources, as evaluated by the organization (e.g., information from accredited quality management systems or process certification bodies organization approvals from government authorities). Use of such data will be only one component of an organizations supplier control and the organization remains responsible or verifying that purchased product meets specified purchase requirements.

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7.4.2 Purchasing information

Purchasing information describes the product to be purchased, including where appropriate:

- Requirements for approval of product, processes and equipment
- Requirements for qualification of personnel
- Quality management system requirements

The purchasing documents are reviewed to ensure the adequacy of requirements before orders are placed with the supplier.

- the name/product description or other positive identification, and applicable issues of specifications, drawings, process requirements, inspection instructions and other relevant technical data (e.g., revision level),
- requirements relative to supplier notification to Homeland Components, Inc., a HyperActive Company of nonconforming product,
- Obtain organization approval for nonconforming product disposition.
- requirements for the supplier to notify Homeland Components, Inc., a HyperActive Company of changes in product definition, changes of suppliers, change of manufacturing facility location and, where required, obtain organizational approval, and
- flow down to the supply chain the applicable requirements including customer



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- requirements,
- records retention requirements,
- right of access by Homeland Components, Inc., a HyperActive Company, our customer, and regulatory authorities to all facilities involved in the order and to all applicable records, and
- requirements for a certificate of conformity, test reports, and/or airworthiness*. **AS9120.**

7.4.3 Verification of purchased product

The Purchasing Procedure P-740, P-743 and the IDEA 1005 Inspection Process Guidelines Check list describe the process used to verify that purchased product meets specified purchase requirements. If Homeland Components, Inc., a HyperActive Company or the customer will perform verification at the supplier's premises, the verification arrangements and method of product release are documented in the purchasing information.

Homeland Components, Inc., a HyperActive Company verification activities include:

- When required, obtaining objective evidence of the quality of the product from suppliers and verifying the authenticity of the accompanying documentation, as determined by customer requirements through the contract or order (e.g., certificate of conformity from the manufacturer, airworthiness certificate, test reports, statistical records, process control)
- review of the required documentation, and inspection of products upon receipt.
- Where specified in the contract, the customer or the customer's representative is afforded the right to verify at the supplier's premises and Homeland Components, Inc., a HyperActive Company's premises that subcontracted product conform to specified requirements.
- Unless specified in our contract with the customer, verification by the customer is not used by Homeland Components, Inc., a HyperActive Company as evidence of effective control of quality by the supplier and does not absolve Homeland Components, Inc., a HyperActive Company of the responsibility to provide acceptable product, does preclude subsequent rejection by the customer.
- **AS9120**



7.5 Production and Service Provision

7.5.1 Control of production and service provision

Homeland Components, Inc., a HyperActive Company plans and carries distribution services under controlled conditions. Controlled conditions include, as applicable:

- The availability of information that describes the characteristics of the product
- The availability of work instructions, as necessary
- The use of suitable equipment
- The availability and use of monitoring and measuring equipment
- The implementation of monitoring and measurement
- The implementation of product release, delivery and post-delivery activities
- Accountability for all product (e.g., parts quantities, split orders, nonconforming product.)
- Evidence that all operations have been completed as planned, or as otherwise documented and authorized,
- Provision for the prevention, detection and approval of foreign objects, monitoring and controlling utilities and supplies,(e.g., water, compressed air, electricity, chemical products) to the extent they affect conformity product requirements, and
- Criteria for workmanship, specified in the clearest practical way (e.g., written standards representative HyperActive Components, Inc. / Homeland Components, Inc.'s., illustrations)

7.5.2 Validation of processes for production and service provision

Homeland Components, Inc., a HyperActive Company does not have any processes for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement and as a consequence. This includes any processes where deficiencies become apparent only after the product is in use or the service has been delivered. Validation demonstrates the ability of these processes to achieve planned results.

If required, Homeland Components, Inc., a HyperActive Company will document the process for validation including:

- Defined criteria for review and approval of the processes
- Approval of equipment and qualification of personnel



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- Use of specific methods and procedures
- Requirements for records
- Revalidation

7.5.3 Identification and traceability

Homeland Components, Inc., a HyperActive Company identifies the product throughout all of product realization and is identified with respect to monitoring and measurement requirements.

Homeland Components, Inc., a HyperActive Company controls and records the unique identification of the product and maintains records where ever traceability is a specified requirement.

Procedure for Warehouse and Shipping P-750 and identifies Homeland Components, Inc., a HyperActive Company's system for product identification and traceability by suitable means (e.g., labels, bar codes, tracking electronically order documentation) from receipt; during separation of lots (split orders), storage packaging, and preservation operations; and until delivery (including subcontracted handling or packing operations). Homeland Components, Inc., a HyperActive Company processes provide for:

- a) maintaining the manufacturer's identification and batch/lot traceability;
- b) the ability to identify and trace products manufactured from the same lot of raw material or from the same manufacturing lot, as well as the ability to trace the product to the ultimate destination (delivery, scrap);
- c) Maintaining the identification of the configuration of the product (e.g., part revision level) in order to identify any differences between the actual configuration and the agreed configuration.
- d) When acceptance authority media are used (e.g., stamps, electronic signatures, passwords), the organization shall establish and document control for the media.

NOTE: In some industry sectors, configuration management is the means by which identification and Traceability are maintained. See 7.1.1 AS9120

7.5.4 Customer property

Homeland Components, Inc., a HyperActive Company exercises care with customer property while it is under the organization's control or being used. Homeland Components, Inc., a HyperActive Company provides Identification, verification, protection and safeguarding of customer property provided for use. If any customer property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer and records maintained.



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7.5.5 Preservation of product

Homeland Components, Inc., a HyperActive Company preserves the conformity of product during internal processing and delivery to the intended destination in order to maintain conformity to requirements. When applicable, preservation includes identification, handling, packaging, storage and protection. Preservation also applies to the constituent parts of a product. .

Homeland Components, Inc., a HyperActive Company processes for preservation of product also include, where applicable in accordance with product specifications and/or applicable statutory and regulations, provisions for

- a) cleaning,
- b) prevention, detection and removal of foreign objects,
- c) Special handlings for sensitive products are identified in the Infrastructure Procedure P-630 and identify instruction of the use of Electrostatic Devices and ESD Wrist Strap for Homeland Components, Inc., a HyperActive Company's facility.
- d) marking and labeling including safety warnings,
- e) shelf life control and stock rotation,
- f) special handling for hazardous materials, and
- g) serviceable parts should be physically separated from unserviceable parts

Homeland Components, Inc., a HyperActive Company ensures that documents required by the contract/order to accompany the product are present at delivery and are protected against loss and deterioration.

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7.6 Control of Monitoring and Measuring Equipment

Homeland Components, Inc., a HyperActive Company has determined the monitoring and measurement to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of product to determined requirements through P-760 Control of Monitoring and Measuring equipment. Homeland Components, Inc., a HyperActive Company ensures that monitoring and measurement to be carried out are carried out in a manner that is consistent with the monitoring and measurement requirements.

Where necessary to ensure valid results, measuring equipment will be:

- Calibrated or verified or both at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards



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- Adjusted or re-adjusted as necessary;
- Have identification in order to determine the calibration status and records of the results are maintained;
- Safeguarded from adjustments that would invalidate the measurement result;
- Protected from damage and deterioration during handling, maintenance and storage.
- preserve the product during internal processing and delivery to the intended destination in order to maintain conformity to requirements

- Be recalled to a defined method when requiring calibration.

Where necessary, to ensure valid results, the ESD test equipment is:

- Verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; **AS9120**

In addition, when required, the President or Quality Manager assesses and records the validity of the previous measuring results when the equipment is found not to conform to requirements. Homeland Components, Inc., a HyperActive Company will take appropriate action on the equipment and any product affected. Records of the results of calibration and verification are maintained

When used in the monitoring and measurement of specified requirements, the ability of computer software to satisfy the intended application is confirmed. This shall be undertaken prior to initial use and reconfirmed as necessary.

Homeland Components, Inc., a HyperActive Company maintains a register of any equipment subject to calibration and/or verification including details of equipment type, unique identification, location, frequency of checks, check method and acceptance criteria.

- Homeland Components, Inc., a HyperActive Company ensures that environmental conditions are suitable for the calibrations, inspections, measurements and tests being carried out. **AS9120**

Related Documents

Customer Related Process (Sales Process) P-720

Purchasing Procedure P-740



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Infrastructure and Maintenance Procedure P-630

Prevention of Counterfeit Parts P-743

Warehouse and Shipping (Identification and Traceability) P-750

Control of Monitoring and Measuring Equipment P-760

Purchasing Checklist for Approved Vendors CL-740-001

Warehouse Checklist for receiving CL-750-001



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Section 8

Measurement, Analysis and Improvement



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8.1 General

Homeland Components, Inc., a HyperActive Company plans and implements the monitoring, measurement, analysis and improvement processes as needed

- To demonstrate conformity of the product requirements,
- To ensure conformity of the quality management system, and
- To continually improve the effectiveness of the quality management system.

These processes are identified in documented procedures and include determination of applicable methods, including statistical techniques, and the extent of their use.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

As one of the measurements of the performance of the quality management system, Homeland Components, Inc., a HyperActive Company monitors information relating to customer perception as to whether the organization has fulfilled customer requirements. The method for obtaining and using this information is identified in the Monitoring and Measuring Customer Feedback Procedure P-821, Customer Requirements Procedure P-720.

Information to be monitored and used for the evaluation of customer satisfaction includes, but is not limited to, product conformity, on-time delivery performance, customer complaints and corrective action requests. Homeland Components, Inc., a HyperActive Company has developed and implemented plans for customer satisfaction improvements that address deficiencies identified by these evaluations, and assess the effectiveness of the results.

Information to be monitored and used for the evaluation of customer satisfaction shall include, but is not limited to, product conformity, on-time delivery performance, customer complaints and corrective action requests. Organizations shall develop and implement plans for customer satisfaction improvement that address deficiencies identified by these evaluations and assess the effectiveness of the results.

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NOTE: Monitoring customer perception can include obtaining input from sources such as customer satisfaction surveys, customer data on delivered product quality, user opinion surveys, lost business analysis, compliments, warranty claims and dealer reports.



8.2.2 Internal Audit

Homeland Components, Inc., a HyperActive Company conducts internal audits at planned intervals to determine whether the quality management system

- Conforms to Customer requirements, to the requirements of this International Standard and to the quality management system requirements and planned arrangements established by the Homeland Components, Inc., a HyperActive Company
- Is effectively implemented and maintained.

An audit program has been designed and implemented and identifies an audit schedule based on the importance of the areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency, methods, responsibilities and requirements for planning and conducting audits, and for reporting and maintaining results, are defined and documented in the Internal Audit Procedure P-822. The management responsible for the area being audited is responsible for ensuring that corrections and corrective actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities include the verification of the actions taken and the reporting of verification results.

The Homeland Components, Inc., a HyperActive Company internal audit program is also designed to meet contract and/or Statutory and regulatory requirements.
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8.2.3 Monitoring and measurement of processes

Homeland Components, Inc., a HyperActive Company applies suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These methods demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective actions are taken, as appropriate, to ensure conformity of the product and the quality management system. The process for identifying and carrying out the required monitoring and measuring of processes is documented in the Quality Management System Measuring, Monitoring and Analysis Table F-500-001 and Management Responsibility Procedure P-500.

In the event of process nonconformity, Homeland Components, Inc., a HyperActive Company:

- takes appropriate action to correct the nonconforming process and determines the necessity of initiating Corrective Action (see P-852).
- evaluates whether the process nonconformity has resulted in product nonconformity,



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- determine if the process nonconformity is limited to a specific case or whether it could have affected other processes or products, and
- identify and control the nonconforming product in accordance with P-830 Control of Nonconforming Product Procedure (see 8.3 below).

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8.2.4 Monitoring and measurement of product

Homeland Components, Inc., a HyperActive Company monitors and measures the characteristics of the product to verify that product requirements are fulfilled. This is carried out at appropriate stages of the product realization process according to Warehouse/Shipping Procedure P-750. Evidence of conformity with the acceptance criteria is maintained. Records indicate the person authorizing release of product for delivery to the customer. Where required to demonstrate product qualification, Homeland Components, Inc., a HyperActive Company ensures that records provide evidence that product meets the defined requirements. The release of the product and delivery of service does not proceed until all the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority, and where applicable by the customer. Homeland Components, Inc., a HyperActive Company ensures that all documents required to accompany the product are present at delivery.

- When Required, Homeland Components, Inc., a HyperActive Company uses the American National Standard for Sampling Procedures and Tables for Inspections by Attributes when inspections are performed to verify product status. The plan precludes the acceptance of lots whose Homeland Components, Inc., a HyperActive Company have known nonconformities. When required, the American National Standard for Sampling Procedures and Tables for Inspections by Attributes is submitted for customer approval.

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8.2.4.1 Inspection Documentation: Measurement requirements for product acceptance are documented and include:

- a) criteria for acceptance and/or rejection,
- b) where in the sequence measurement and testing operations are to be performed,
- c) a record of the measurement results, (at a minimum, indication of acceptance or rejection), and
- d) any specific measurement instruments required and any specific instructions associated with their use

When Homeland Components, Inc., a HyperActive Company uses a statistical sampling plan as a means of product acceptance, the sampling plan is justified on a basis of recognized statistical principles and appropriate for use. (i.e.,



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matching the sampling plan to the criticality of the product and the product capability).

Test records show actual test results data when required by specification or acceptance test plan.

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8.2.5 Evidence of Conformance - - Certificate of Conformity: When required, Homeland Components, Inc., a HyperActive Company provides our customers with evidence of the product's conformity to its technical specifications. This may include the manufacturer's conformance documents, the original airworthiness certificate, test analysis, and/or test reports.

When splitting product, copies of original documents shall be annotated with the following information: amount delivered relative to amount received, purchase order number, customer's name, and supplier's name.

Where there is a formal agreement with the customer, Homeland Components, Inc., a HyperActive Company may deliver a certificate of conformity created by the organization that references the original manufacturer's conformance documents that are retained and traceable by the organization. **AS9120**

8.3 Control of Nonconforming Product

Homeland Components, Inc., a HyperActive Company ensures that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product are defined in the Control of Non-Conforming Product procedure P-830 Actions are taken appropriate to the effects or potential effects, of the nonconformity when non-conforming product is detected after delivery or use has started.

Control of non -conforming product procedure defines the responsibility and authority for the review and disposition of nonconforming product and the process for approving personnel making these decisions.

The term "non-conforming product" includes nonconforming product returned by a customer, and counterfeit and /or suspected unapproved parts. **AS9120**

Where applicable, Homeland Components, Inc., a HyperActive Company will deal with nonconforming product with one or more of the following ways.

- By taking action to eliminate the detected nonconformity
- By authorizing the use release or acceptance under concession by a relevant authority and, where applicable by the customer.
- By taking action to preclude its original intended use or application



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- By taking action appropriate to the effects, or potential effects, of the nonconformity when nonconforming product is detected after delivery or use has started.

Homeland Components, Inc., a HyperActive Company's nonconforming product control process will provide for timely reporting of delivered nonconforming product.

- By taking actions necessary to contain the effects of the nonconformity on other processes or products.

The distributor has no authority to rework or repair product.

Dispositions are limited to

- Scrap,
- Rejection for return to the supplier,
- Rejection for revalidation by the manufacturer, and
- Submittal to customer and /or design authority for "USE AS IS" disposition.

Product disposition for scrap will be conspicuously and permanently marked, or positively controlled, until physically rendered unusable.

When nonconforming product is corrected, it will be subjected to re-verification to demonstrate conformity to the requirements.

Records of the nature of the nonconformities and any subsequent actions taken, including concessions obtained, will be maintained.

8.4 Analysis of Data

Homeland Components, Inc., a HyperActive Company determines, collects and analyses appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the quality management system can be made. The process for determining, collecting and analyzing this data is defined in the Management Responsibility procedure P-500 and the Analysis of Data procedure P-840.

Appropriate data includes data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data provides information relating to

- Customer satisfaction
- On-Time delivery
- Conformity to product requirements



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- Characteristics and trends of processes and products including opportunities for preventive action
- Suppliers

8.5 Improvement

8.5.1 Continual improvement

Homeland Components, Inc., a HyperActive Company continually improves the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management reviews.

Homeland Components, Inc., a HyperActive Company monitors the implementation of improvement activities and evaluates the effectiveness of the results.

Continual improvement opportunities can result from lessons learned, problem resolutions and the benchmarking of best practices.

8.5.2 Corrective action

Homeland Components, Inc., a HyperActive Company takes action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered.

A documented procedure P-852 defines requirements for

- Reviewing nonconformities (including customer complaints),
- Determining the causes of nonconformities,
- Evaluating the need for action to ensure that nonconformities do not recur,
- Determining and implementing action needed,
- Records of the results of action taken (see 4.2.4), and
- Reviewing the effectiveness of corrective action taken

- Flow down of the corrective action requirement to a supplier and/or the manufacturer, when it is determined that the supplier and/or the manufacturer (if possible) is responsible for the root cause, and
- Specific actions where timely and/or effective corrective actions are not achieved.



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- Determining if additional nonconforming product exists based on the causes of the nonconformities and taking further action when required **AS9120**

8.5.3 Preventive action

Homeland Components, Inc., a HyperActive Company, determines action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential problems.

A documented procedure P-853 defines requirements for:

- Determining potential nonconformities and their causes
 - Evaluating the need for action to prevent occurrence of nonconformities
 - Determining and implementing action needed
 - Records of results of action taken
 - Reviewing preventive action taken
 - Reviewing the effectiveness of the preventive action taken
- The withdrawal of product(s) from stock that are suspected of a noncompliance (or returned by a customer), including notification of all customers of the action(s) taken who have purchased the product from the same lot or batch. **AS9120**

Related Documents

Management Responsibility Procedure P-500
Customer Related Process P-720
Warehouse/Shipping Process P-750
Measuring Customer Feedback Procedure P-821
Internal Audits Procedure P-822
Control of Nonconforming Products Procedure P-830
Analysis of Data P-840
Corrective Action Procedure P-852
Preventive Action Procedure P-853



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Revisions

REV.	CHANGE REQUEST #	DATE	AUTHORIZED BY
NEW	-	2/27/12	Craig Bequet