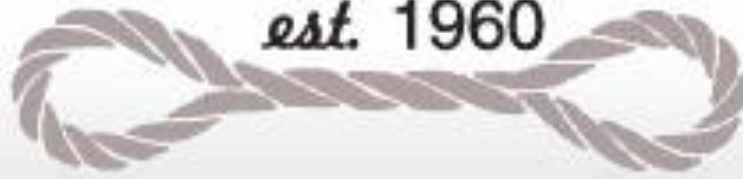


**BAIRSTOW
LIFTING PRODUCTS CO.**

est. 1960



ISO 9001:2008 Quality Manual

1785 Ellsworth Industrial Drive, N.W.
Atlanta, GA 30318

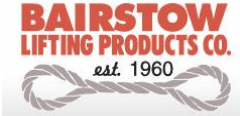
Toll Free: 800-241-8990

Phone: 404-351-2600

Fax: 404-355-2046

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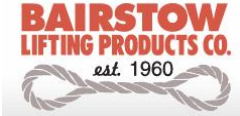
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Revision History			
<i>Rev</i>	<i>Description of Change</i>	<i>Author & Approval</i>	<i>Effective Date</i>
0	Initial Release	Don Witzel Rodney Williamson	February 23 2011
1	Moved Revision History from end of document to beginning.	Don Witzel Rodney Williamson	March 23, 2011
2	Deleted QOP-72-0 Order Processing for Custom Products	Don Witzel Rodney Williamson	April 11, 2011
3	Changed numbering system for Index Section Updated Bairstow Org Chart Updated various punctuations Added reference to FC-Overall View of Bairstow Business Processes	Don Witzel Rodney Williamson	April 18, 2011
4	Removed reference to Process Flow Diagrams being located in the appendix from Section 4.2.2. Process Flow Diagrams are located in QM Section 4.0.	Don Witzel Rodney Williamson	June 27, 2011
5	Improved and aligned Section 1.3 [Exclusions from Requirements] to better communicate the fact that Bairstow takes exclusion from Clause 7.3 Design and Development. Changed reference in Section 2.1.1 [Normative References] to use reference to ISO 9000:2005, Quality Management Systems - Fundamentals and Vocabulary.	Don Witzel Rodney Williamson	July 12, 2011

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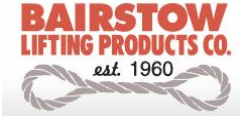
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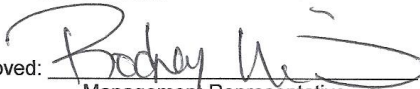
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- Internal Auditing
- Monitoring and Measurement of Processes
- Monitoring and Measurement of Product

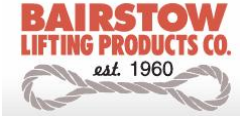
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Approved:  Date: 4-1-11
Management Representative

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0.1 Company Background

Bairstow Lifting Products was formed in 1960 by Robert "Bob" Bairstow Sr., in Atlanta, Georgia. Bob began working in the wire rope industry after college during the 1930's with American Chain and Cable Company. Having his roots in the steel industry, Bob observed the transition from the old non-preformed cable days to the now nearly 100% pre-formed cable. This niche in the industry offered feasibility and an advantage to establish a local wire rope fabricating shop that could utilize presses to secure the splices and end fittings. In 1960, Mr. Bairstow founded Bairstow Distributing Company, specializing in wire rope, chain, rigging supplies, small construction equipment, crane sales and service.

In 1964, after outgrowing a 12,000 square foot facility, Bairstow Distributing Company built its 35,000 square foot warehouse from which it currently operates. The layout of the warehouse is tailored to sling fabrication and contains swaging presses, a 50'/650,000 lb. capacity test bed, handling equipment, fabrication equipment, forklifts, etc.

During the late 1960's, rigging supply sales increased rapidly while crane sales and service began decreasing. In the 1970's the company began focusing on the fabrication and distribution of rigging supplies and crane services were no longer offered.

In the 1980's the next generation, Robert Bairstow, Jr. and Andy Bairstow added an entity to Bairstow Distributing, called The Lifting Corporation and focused its operations on synthetic nylon web slings and tie downs to be sold to resellers.

Approaching the last decade of the millennium, as government regulations and fines were on the rise, companies were being forced to ensure employee safety and protection by government agencies such as O.S.H.A. Fall protection and safety equipment now became necessary to use when working six feet above the ground in construction and industrial settings. Fall protection equipment became an added focus, as well as, new sling materials such as the use of high performance aramid fibers and continuous loop polyester round slings. These changes also prompted additions in our customer services, which now include training, on-site inspections, and testing/recertification of rigging and fall protection equipment with the addition of a 50'/650,000 lb. proof test machine.

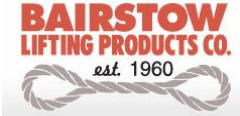
In 1998, Bairstow Distributing Company and Lifting Corporation merged to form Bairstow Lifting Products, Inc. the company expanded its website and internet marketing, making that a new focus area for the company.

Continuing our commitment to be a leader in the rigging industry for the 21st century, Bairstow installed a new Windows based computer system to allow us to interface with all the many tools available to that platform. We can now share a wealth of information with our customers and partners in a timely manner.

As we move forward into the next decade of the new millennium, Bairstow Lifting Products is committed to having the best and most comprehensive web presence in the industry along with developing and using new products and technology like RFID sling identification. We are continually upgrading and improving our products, processes, and programs to ensure Bairstow remains a leader in the industry and provides the most innovative and effective rigging and fall protection solutions available.

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	Approved By/Date: Rodney Williamson April 1, 2011	Issue Date: April 1, 2011 Revision Date:

0.2 Quality Statement

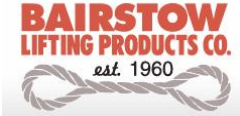
At Bairstow Lifting Products Co., Inc., our mission has always been clear - to provide quality, custom, rigging supplies and fall protection solutions, with unparalleled service, while establishing trusting long term relationships with our customers, employees and suppliers. As such, Bairstow Lifting Products Co., Inc. has operated under defined quality systems meeting various industry/regulatory standards and levels of performance since its inception in 1960. Due to our constant desire to meet or exceed the ever increasing requirements our customers may request, the changing standards by which we adhere in the manufacture and supply of the safest, most reliable products available, this new quality system has been developed and is being implemented. Understanding that constant improvement is always necessary to maintain the applicability of any system, we understand and expect that this policy will be updated and revised on a regular basis to match the needs appropriate to future processes and times.

Quality Statement

Our mission has always been to provide quality, custom, rigging supplies and fall protection solutions, with unparalleled service, while establishing trusting, long term relationships with our customers, employees, and suppliers.

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1.0 Purpose and Scope

1.1 Purpose

1.1.1 The purpose of Bairstow Lifting Products, Inc.'s (BLP) Quality Manual (QM) is to document and explain its quality management system (QMS).

1.1.2 The BLP QM includes the quality policy and quality management system, both of which are aimed at satisfying internal and external customers through processes that are continually monitored and improved for increasingly higher levels of effectiveness and efficiency in performance and output.

The BLP QM is also a single point of reference for all organizational entities, operations, and practices of the company for achieving high levels of customer satisfaction, creating and maintaining effective and efficient processes, and continuous improvement and consistent quality in all business activities of the company.

1.1.3 The BLP QMS is designed to assure each of the following:

The needs of BLP's sophisticated customers and complex business environment are identified and met according to their general and unique requirements and specifications and BLP capabilities in a dynamic and rapidly evolving industry.

The quality of BLP products and services is continually examined and improved, based on data gathered from internal and external resources, including feedback from internal and external customers, data produced by the company's business and operational processes, and other performance indicators.

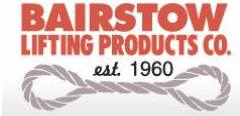
Improvements in products and services are documented, evaluated, planned, implemented, monitored, and measured based on careful analysis of data according to quality management standards.

Business and operational processes employed by BLP are continually evaluated for their capability to meet the needs of internal and external customers and relevant requirements and standards.

Monitoring and measurement of processes is an ongoing practice, focused on the elimination and prevention of any defects that affect customer service and the products of BLP.

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1.2 Scope of the Quality Management System

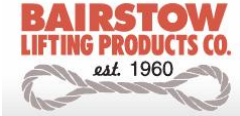
- 1.2.1 The BLP QMS encompasses all of the activities, operations, processes, and units within the organizational system of the company.
- 1.2.2 Company operations are based on appropriate requirements, regulations, and specifications with the highest regard for customer requirements, quality, and continuous improvement in everything BLP does.

1.3 Exclusions from requirements (ISO 9001:2008 Clause 1.2)

- 1.3.1 BLP excludes requirements within clause 7.3 (Design and Development), of the International Standard ISO 9001:2008. The exclusion is in accordance with International Standard. Bairstow does not produce any designs in order to meet customer requirements.
- 1.3.2 Exclusions include: 7.3.1 (Design and Development Planning), 7.3.2 (Design and Development Inputs), 7.3.3 (Design and Development Outputs), 7.3.4 (Design and Development Review), 7.3.5 (Design and Development Verification), 7.3.6 (Design and Development Validation), and 7.3.7 (Control of Design and Development Changes).

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2.0 Normative Reference

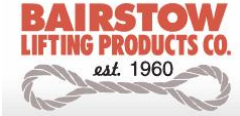
2.1 Normative references include those listed below.

- 2.1.1 ISO 9000:2005, Quality Management Systems – Fundamentals and Vocabulary

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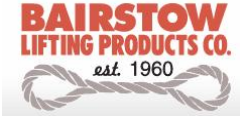
 <p>QMS ISO 9001:2008</p>	QUALITY MANAGEMENT SYSTEM	Doc. No. QMS 3.0
	Document Title: Glossary	Page 11 of 40
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3.0 Glossary

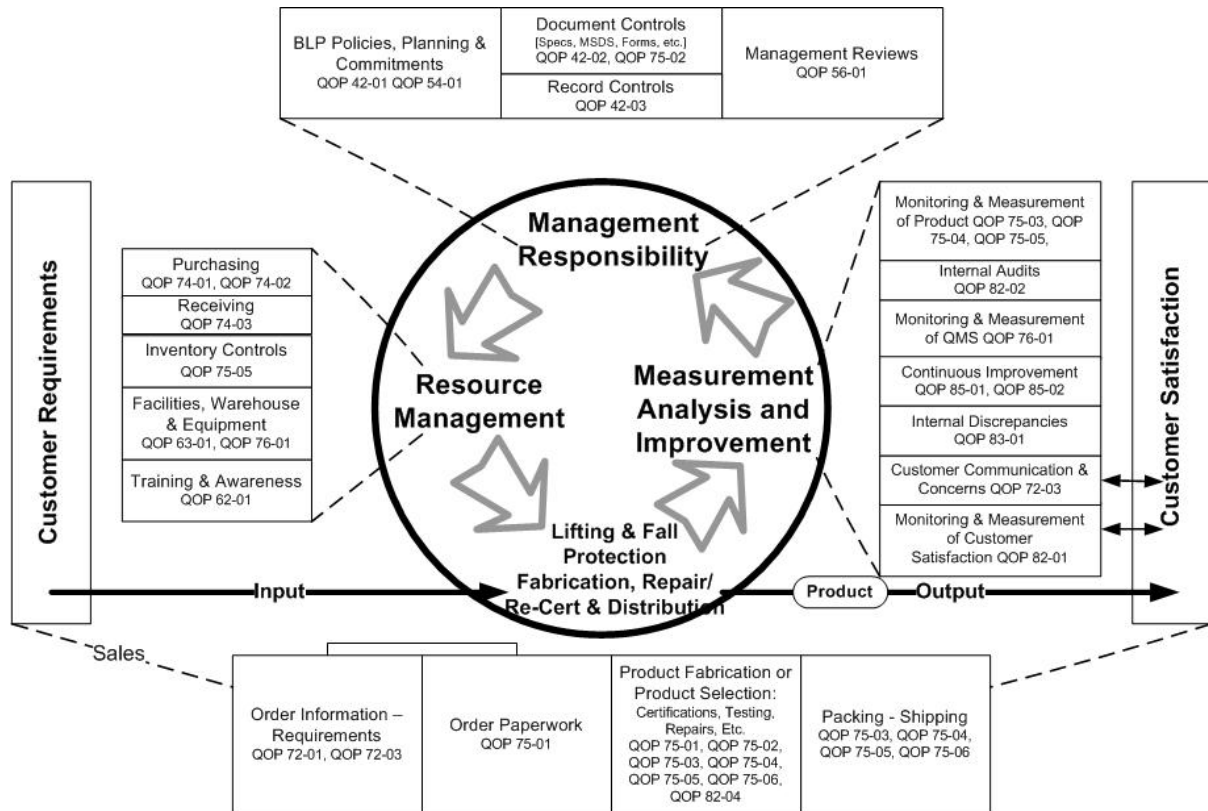
See separate document for terms and definitions contained in the BLP QMS Glossary.

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Overall Quality Management System Process Diagram



FC-42-01 Bairstow Lifting Products QMS Processes

Created: January 2011 V.1
Approved: January 25, 2011

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QMS
ISO 9001:2008

QUALITY MANAGEMENT SYSTEM

Doc. No. QMS 4.0

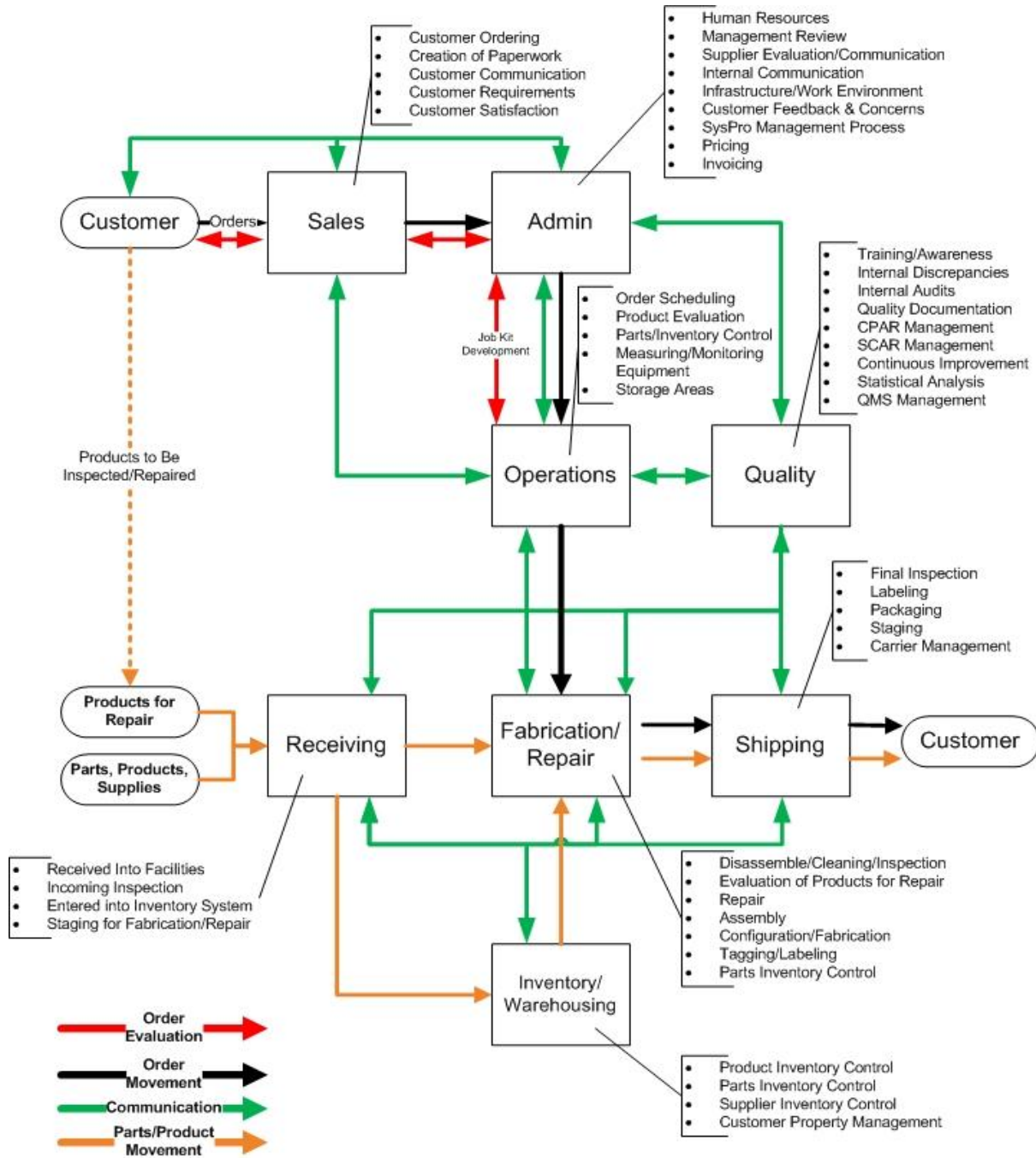
Document Title: Quality Mgmt. System

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Approved By/Date: Rodney Williamson
April 1, 2011

Prepared By: Don R. Witzel

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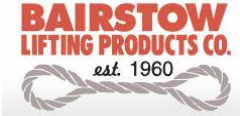
Bairstow Overall Process Sequences, Interactions & Dependencies

Created: January 2011

Approved: January 25, 2011

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4.0 Quality Management System

Section 4.1 – General Requirements

Bairstow Lifting Products, Inc. has established, documented and implemented a Quality Management System (QMS) in accordance with the requirements of ISO 9001:2008. The system is maintained and continually improved through the use of the quality policy, quality objectives, audit results, analysis of data, corrective action, preventive action and management review.

To design and implement the QMS we have:

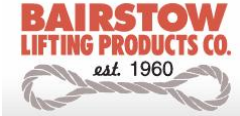
- Identified the key processes needed for the QMS and their application throughout the organization and documented them on the Process Flow Diagram in the Appendix/s of the Quality Manual
- Determined the sequence and interaction of these processes, and illustrated them on the Process Flow Diagram
- Determined criteria and methods needed to ensure that the operation and control of the processes are effective, and documented them in quality plans (work order travelers) and work instructions
- Ensured the continuing availability of resources and information necessary to achieve planned results and continual improvement of these processes
- Established systems to monitor, measure and analyze these processes, and
- Established processes to identify and implement actions necessary to achieve planned results and continual improvement of these processes

ASSOCIATED DOCUMENTS

- QOP-42-01: Quality System Documentation
- FC-Overall View of Bairstow Business Processes

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Section 4.2 – Documentation Requirements

4.2.1 General

The QMS documentation includes:

- A documented Quality Policy and Quality Objectives
- Quality Manual
- Documented System Procedures
- Work Instructions
- Documents identified as needed for the effective planning, operation and control of our processes, and
- Quality Records
- Records required by statutory and regulatory authorities.

Bairstow ensures that personnel have access to quality management system documentation and are aware of relevant procedures. We also provide customer, statutory and regulatory authorities' access to quality management system documentation.

4.2.2 Quality Manual

This Quality Manual has been prepared to describe Bairstow 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 relationship between ISO 9001 standards and documented procedure has been indicated by use of a numbering system that correlates to the standards noted above.

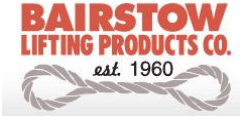
4.2.3 Control of Documents

All of the QMS documents are controlled according to the Document Control Procedure. 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

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- Ensuring that documents of external origin are identified and their distribution controlled
- Preventing the unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose and
- Obtaining customer/statutory and regulatory agency approvals when required by contract or statutory and regulatory requirements
- Coordinating document changes with customers or statutory and regulatory authorities in accordance with contract or statutory and regulatory requirements.

4.2.4 Control of Quality Records

Quality records are maintained to provide evidence of conformity to requirements and of the effective operation of the QMS. The records, including those created by or maintained by suppliers, are maintained according to the Control of Quality Records Procedure. This procedure requires that quality records remain legible, readily identifiable and retrievable. Records are available for review by customers and statutory and regulatory authorities in accordance with contract or statutory and regulatory requirements. The procedure defines the controls needed for identification, storage, protection, retrieval, retention time and disposition of quality records.

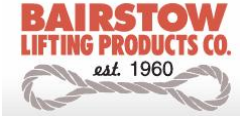
Records are made available to customers / statutory and regulatory agencies when required by contract or statutory and regulatory requirements.

ASSOCIATED DOCUMENTS

- QOP-42-01: Quality System Documentation
- QOP-42-02: Control of Documents
- QOP-42-03: Control of Quality Records

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 <p>QMS ISO 9001:2008</p>	QUALITY MANAGEMENT SYSTEM	Doc. No. QMS 5.0
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5.0 Management Responsibility


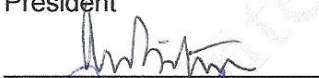


Section 5.1 – Management Commitment

Bairstow's management 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 perform the following:

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

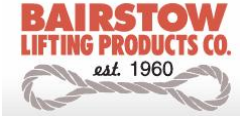
As executive managers at Bairstow, we are committed to support the Quality Management System including the Quality Manual and Procedures. Additionally, all personnel at Bairstow are committed to fully complying with the QMS and are in full cooperation with the management team to meet or exceed our customer requirements and to ensure our customers receive the best quality product at competitive price.

Approval	Date
 _____ President	4-1-11 _____
 _____ Vice President	4-1-11 _____
 _____ General Manager	4/1/11 _____
 _____ Operations Manager	4-1-11 _____

ASSOCIATED DOCUMENTS

- QOP-56-01: Management Review

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Section 5.2 – Customer Focus

Bairstow strives to identify current and future customer needs to meet customer requirements and exceed customer expectations.

Top management ensures that customer requirements are understood and met by requiring compliance with documented customer communication procedures. Customer requirements are determined, converted into internal requirements, and communicated to the appropriate people in the organization.

ASSOCIATED DOCUMENTS

- QOP-56-01: Management Review
- QOP-72-01: Order Processing for Catalog Products
- QOP-72-03: Customer Feedback and Complaints
- QOP-82-01: Customer Satisfaction

Section 5.3 – Quality Policy

GENERAL QUALITY POLICY

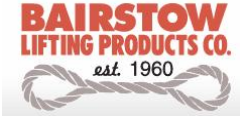
Bairstow Lifting Products, Inc. is committed to providing quality, custom, rigging supplies and fall protection solutions, with unparalleled service, while establishing trusting long term relationships with our customers, employees and suppliers.

ASSOCIATED DOCUMENTS

- QOP-56-01: Management Review
- QOP-85-01: Continual Improvement

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Section 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 quarterly for suitability. Objectives have been established for the following:

Quality objectives are measurable, and reviewed against performance goals at each quarterly management review meeting.

Quality Objectives are monitored on a daily, monthly, and quarterly basis to ensure that the customer requirements, management objectives and product requirements support the quality manual.

Objectives are noted in management review minutes.

5.4.2 Quality Management System Planning

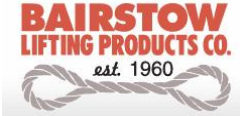
The quality system has been planned and implemented to meet our quality objectives and the requirements of ISO 9001:2008 standard. Quality planning takes place as changes that affect the quality system are planned and implemented.

ASSOCIATED DOCUMENTS

- QOP-56-01: Management Review
- QOP-85-01: Continual Improvement

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Section 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 top management for adequacy. These documents are available throughout the organization to help employees understand responsibilities and authorities.

5.5.2 Management Representative

The Operations Manager has been appointed by top management as management representative. The management representative has the following responsibility and authority:

- Ensure that processes needed for the quality management system are established and implemented.
- Report to top management on the performance of the quality management system, and note needed improvements.
- Promote awareness of customer requirements throughout the organization.
- Act as a liaison with external parties such as customers or auditors on matters relating to the QMS and
- Resolve matters pertaining to quality issues
- Organizational freedom to resolve matters pertaining to quality.

5.5.3 Internal Communication

Processes are established for communication within the organization. Methods of communicating the effectiveness of the QMS include regular company meetings, meeting minute postings, quality metrics, and organizational performance reports. , manager meetings and quarterly management reviews.

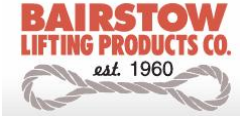
Necessary improvements and modified goals are communicated as required.

ASSOCIATED DOCUMENTS

- QOP-42-01: Quality System Documentation
- QOP-56-01: Management Review
- QOP-62-01: Training and Awareness

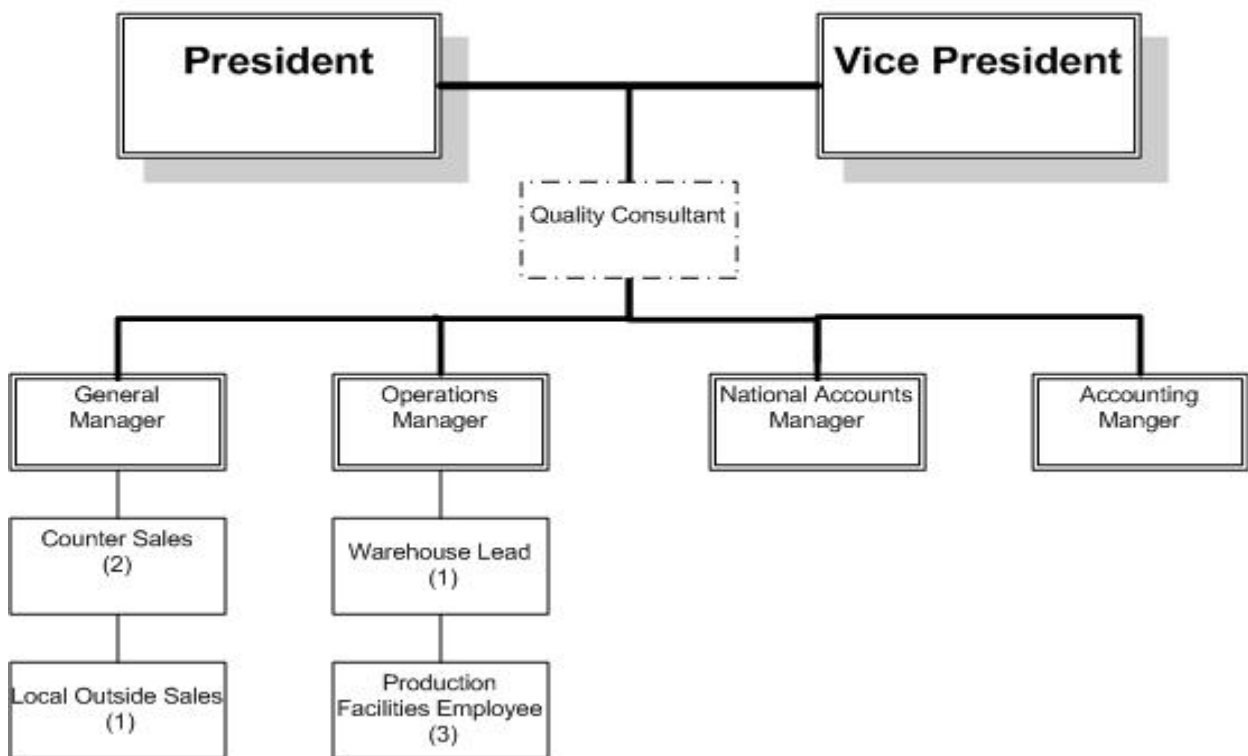
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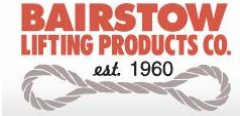
Bairstow Lifting Products, Inc. Organizational Chart

Bairstow Lifting Products, Inc.



If Printed

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Section 5.6 – Management Review

5.6.1 General

Top management reviews the QMS bi-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: internal and external
- Customer feedback
- Process performance and product conformity
- Status of preventive and corrective actions
- Follow-up actions from previous management reviews
- Planned or unplanned changes that could affect the quality management system
- Recommendations for improvement

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

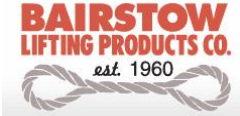
Responsibility for required actions is assigned to members of the management review team. Any decisions made during the meeting, assigned actions, and their due dates are recorded in the minutes of management review.

ASSOCIATED DOCUMENTS

- QOP-56-01: Management Review

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6.0 Resource Management

Section 6.1 – Provision of Resources

Bairstow Lifting Products, Inc. has implemented a Quality Management System that complies with ISO 9001:2008 standards. 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, striving to enhance customer satisfaction.

ASSOCIATED DOCUMENTS

- QOP-56-01: Management Review
- QOP-82-01: Customer Satisfaction

Section 6.2 – Competence, Awareness, and Training

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 quality. Qualifications include requirements for education, skills and experience. Appropriate qualifications, along with required training, provide the competence required for each position.

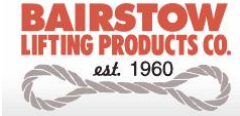
6.2.2 Competence, Awareness and Training

Qualifications are reviewed upon hire, when an employee changes positions, or when the requirements for a position change. Human resources maintain records of employee qualifications. If any differences between the employee's qualifications and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence for the job. The results are then evaluated to determine if they were effective. Training and evaluation are conducted according to the training procedure.

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

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ASSOCIATED DOCUMENTS

- QOP-56-01: Management Review
- QOP-62-01: Training and Awareness

Section 6.3 – Infrastructure

To meet quality objectives and product requirements Bairstow Lifting Products, Inc. has determined the infrastructure needed. The infrastructure includes buildings, workspace, utilities, process equipment and supporting services. As new infrastructure requirements arise, they will be documented in manager and quarterly management review meeting minutes. Existing infrastructure is maintained to ensure product conformity. Maintenance requirements are documented in preventive and regular maintenance logs.

ASSOCIATED DOCUMENTS

- QOP-63-01: Equipment Maintenance

Section 6.4 – Work Environment

A work environment suitable for achieving product conformance is maintained. Requirements are determined during manager and quarterly management review meetings. 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.

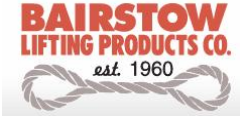
Internal auditing along with the safety committee will evaluate the suitability of each process work environment.

ASSOCIATED DOCUMENTS

- QOP-62-01, Training and Awareness

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7.0 Product Realization

Section 7.1 – Planning of Product Realization

Quality planning is performed before new products or processes are implemented. Planning activities may include but are not limited to:

- Processes, documentation and resources required
- Verification, validation, monitoring, inspection and test requirements, and
- Criteria for product acceptance
- Resources necessary to support fabrication and inventory of the product
- Resources to support fabrication and maintenance of the product.

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

ASSOCIATED DOCUMENTS

- QOP-72-01: Order Processing for Catalog Products
- QOP-74-03: Verification of Purchased Product
- QOP-82-04: Product Inspection and Testing

Section 7.2 – Customer-Related Processes

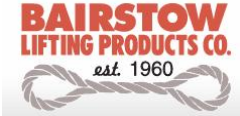
7.2.1 Determination of Requirements Related to the Product

Bairstow Lifting Products 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 related to the product
- Additional requirements determined by Bairstow

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Customer requirements are specified in the customer documentation (e.g. PO, kit documentation, print, specifications) and are reviewed by the Sales, Operation and Fabrication Departments.

7.2.2 Review of Requirements Related to the Product

Bairstow has a process in place for the review of requirements related to the products. 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
- Bairstow has the ability to meet the defined requirements
- 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, Bairstow communicates changes to relevant personnel and amends relevant documents
- Risks (e.g., new technology, short delivery time scale) have been evaluated.

7.2.3 Customer Communication

Bairstow has implemented an effective procedure for communicating with customers in relation to:

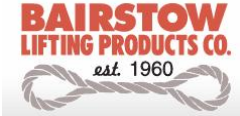
- Product Information
- Enquiries, contracts and order handling, including amendments
- Customer Feedback, including customer complaints

ASSOCIATED DOCUMENTS

- QOP-72-01: Order Processing for Catalog Products
- QOP-72-03: Customer Feedback and Complaints

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Section 7.3 – Design and Development

Note: Excluded in its entirety because Bairstow Lifting Products does not do any design and development with products or customers.

Section 7.4 – Purchasing

7.4.1 Purchasing Process

A documented procedure 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. The organization is responsible for the quality of all products purchased from suppliers, including customer-designated sources.

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 outlined in the Purchasing Procedure.

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

7.4.3 Verification of Purchased Product

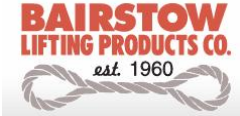
The Purchasing procedure describes the process used to verify that purchased product meets specified purchase requirements. Purchased product is not used or processed until it has been verified as conforming to specified requirements unless it is released under positive recall procedure. If test reports are used to verify purchased product, the data must meet applicable specifications. Test reports for raw material are periodically validated.

When verification activities are delegated to the supplier the requirements are defined.

If Bairstow 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. Where specified in the contract, the customer or the customer's representative is given the right to verify at the suppliers premises and organization's premises that product conforms to specified requirements

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ASSOCIATED DOCUMENTS

- QOP-74-01: Supplier Evaluation and Monitoring
- QOP-74-02: Purchasing
- QOP-74-03: Verification of Purchased Product

Section 7.5 – Production and Service Provision

7.5.1 Control of Production and Service Provision

Bairstow plans and carries out production and service provision under controlled conditions according to documented procedure. Planning considers, as applicable:

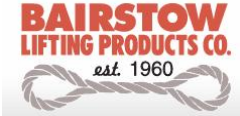
- The establishment of process controls and development of control plans where key characteristics have been identified,
- The identification of in-process verification points when adequate verification of conformance cannot be performed at a later stage of realization,
- The use of tooling so that variable measurements can be taken, particularly for key characteristics, and
- Special processes

Controlled conditions include, as applicable:

- The availability of information that describes the characteristics of the product
- The availability of work instructions
- The use of suitable equipment
- The availability and use of monitoring and measuring devices
- The implementation of monitoring and measurement
- The implementation of release, delivery and post-delivery activities
- Accountability for all product during fabrication (e.g., parts quantities, split orders, nonconforming product), part accountability to ensure bad parts have been destroyed
- Evidence that all manufacturing and inspection operations have been completed as planned, or as otherwise documented and authorized,
- Provision for the prevention, detection, and removal of foreign objects,

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- Monitoring and control of utilities and supplies such as water, compressed air, electricity and chemical products to the extent they affect product quality, and criteria for workmanship, which shall be stipulated in the clearest practical manner (e.g., written standards, representative samples or illustrations).

7.5.1.1 Production Documentation

Production operations are carried out in accordance with approved data. This data contains as necessary:

- Drawings, kit/job ticket (process flow) including inspection operations, production documents and inspection documents
- A list of specific or non-specific tools and numerical control (NC) machine programs required and specific instructions associated with their use.

7.5.1.2 Control of Production Process Changes

Authorized personnel who have been identified to approve changes to production processes are identified in the Procedure. Bairstow identifies and obtains acceptance of changes that require customer or regulatory authority approval in accordance with contract or statutory and regulatory requirements. Changes affecting processes, production equipment, tools and programs are documented and procedures are available to control the implementation of changes.

The results of changes to production processes are assessed to confirm that the desired effect has been achieved without adverse effects to product quality.

7.5.1.3 Control of Production Equipment, Tools and Numerical Control (N.C.) Machine Programs

Production equipment, tools and programs are validated prior to use and maintained and inspected periodically according to documented procedures. Validation prior to production use includes verification of the first article produced to the design data/specification. Storage requirements, including periodic preservation/condition checks, have been established for production equipment or tooling in storage as needed.

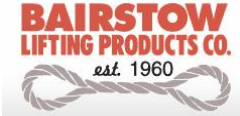
7.5.1.4 Control of Work Transferred, on a Temporary Basis, Outside the Organization's Facilities

When planning to temporarily transfer work to a location outside the organization's facilities, the organization defines the process to control and validate the quality of the work.

7.5.2 Validation of Processes for Production and Service Provision

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Bairstow validates any processes for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement. 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.

Bairstow has documented the process for validation including:

- Defined criteria for review and approval of the processes, qualification and approval of special processes prior to use
- Approval of equipment and qualification of personnel
- Use of specific methods and procedures,
- Requirements for records

7.5.3 Identification and Traceability

Bairstow identifies the product throughout the product realization process.

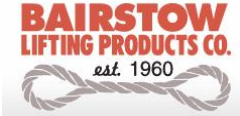
- Bairstow maintains the identification of the configuration of the product in order to identify any differences between the actual configuration and the agreed configuration.
- Product is identified with respect to monitoring and measurement requirements.
- When acceptance authority media such as stamps, electronic signatures or passwords are used Bairstow has established and documented controls for the media.
- According to the level of traceability required by contract, statutory and regulatory, or other established requirement, Bairstow's system provides for:
 - Identification to be maintained throughout the product life;
 - All the products fabricated from the same batch of raw material or from the same manufacturing batch to be traced, as well as the destination (delivery, scrap) of all products of the same batch;
 - For a given product, a sequential record of its production (fabrication, assembly, inspection) to be retrieved.

7.5.4 Customer Property

Bairstow exercises care with customer property while it is under the organization's control or being used. Bairstow verifies, protects and safeguards 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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NOTE: Customer property can include intellectual property, including customer furnished data used for configuration, fabrication and/or inspection.

All customer property is labeled and entered into the SysPro system for tracking order and products.

Intellectual property such as prints and specifications are controlled through the Operations Department and are retrieved using SysPro Product Management System.

7.5.5 Preservation of Product

Bairstow preserves the conformity of product during internal processing and delivery to the intended destination. This preservation includes identification, handling, packaging, storage and protection. Preservation also applies to the constituent parts of a product.

Preservation of product also includes, where applicable in accordance with product specifications and/or applicable regulations, provisions for:

- Cleaning;
- Prevention, detection and removal of nonconforming parts;
- Special handling for customer-designed products;
- Marking and labeling including safety warnings;
- Shelf life control and stock rotation;

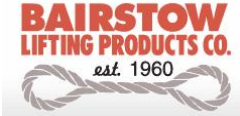
The organization ensures that documents required by the contract or order to accompany the product are present at delivery and are protected against loss and deterioration.

ASSOCIATED DOCUMENTS

- QOP-63-01: Equipment Maintenance
- QOP-74-03: Verification of Purchased Product
- QOP-75-01: Production Control
- QOP-75-02: Work Instructions
- QOP-75-03: Product Identification and Traceability
- QOP-75-04: Product Handling and Preservation
- QOP-75-05: Storage Areas
- QOP-75-06: Packaging, Labeling and Shipping
- QOP-82-04: Product Inspection and Testing
- QOP-83-01: Control of Nonconforming Product

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Section 7.6 – Control of Monitoring and Measuring Devices

Bairstow has determined the monitoring and measurement to be undertaken and the monitoring and measuring devices needed to provide evidence of conformity of product to determined requirements. A documented procedure outlines the process used to ensure that monitoring and measurement to be carried out are carried out in a manner that is consistent with the monitoring and measurement requirements may include:

- Calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards.
- Adjusted or re-adjusted as necessary
- Identified to enable the calibration status to be determined
- Protected from damage and deterioration during handling, maintenance and storage
- Be recalled according to a defined method when requiring calibration

In addition, the approved calibration subcontractor assesses and records the validity of the previous measuring results when the equipment is found not to conform to requirements.

Bairstow takes appropriate action on the equipment and any product affected. Records of the results of calibration and verification are maintained

Bairstow maintains a register of these monitoring and measuring devices. The process used for their calibration is defined in the calibration procedures and includes details of equipment type, unique identification, location, frequency of checks, check method and acceptance criteria.

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

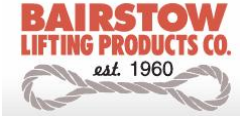
Calibration services are delegated to sub contract services and Bairstow expects the subcontractor to verify and validate all gages to be accurate and ready for use upon completion of the calibration performed.

ASSOCIATED DOCUMENTS

- QOP-76-01: Measuring and Monitoring Equipment

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8.0 Measurement, Analysis, and Improvement

Section 8.1 – Planning of Monitoring and Measurement

Bairstow plans and implements the monitoring, measurement, analysis and improvement processes as needed:

- To demonstrate conformity of the product,
- 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.

NOTE

According to the nature of the product and depending on the specified requirements, statistical techniques may be used to support:

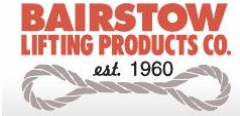
- process control
- selection and inspection of key characteristics
- process capability measurements
- statistical process control
- inspection matching sampling rate to the criticality of the product and to the process capability
- failure mode and effect analysis

ASSOCIATED DOCUMENTS

- QOP-74-03: Verification of Purchased Product
- QOP-82-01: Customer Satisfaction
- QOP-82-02: Internal Audit
- QOP-82-04: Product Inspection and Testing

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Section 8.2 – Monitoring and Measurement

8.2.1 Customer Satisfaction

As one of the measurements of the performance of the quality management system, Bairstow 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 Customer Related Processes, Customer Satisfaction and the Management Responsibility procedures.

8.2.2 Internal Audit

Bairstow conducts internal audits at planned intervals to determine whether the quality management system:

- Conforms to the planned arrangements of the requirements of this International Standard and to the quality management system requirements established by the organization
- 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.

The management responsible for the area being audited is responsible for ensuring that 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.

Detailed tools and techniques such as check sheets, process flowcharts, or any similar method to support audit of the quality management system requirements are developed, maintained and used according to the Internal Audit Procedure. The acceptability of the selected tools is measured against the effectiveness of the internal audit process and overall organization performance.

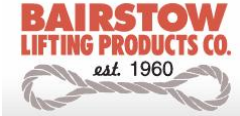
Internal audits meet contract and/or statutory and regulatory requirements.

8.2.3 Monitoring and Measurement of Processes

Bairstow applies suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These methods demonstrate the ability of the

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processes to achieve planned results. When planned results are not achieved, correction and corrective action is taken, as appropriate, to ensure conformity of the product. In the event of process nonconformity, the organization:

- Takes appropriate action to correct the nonconforming process,
- Evaluates whether the process nonconformity has resulted in product nonconformity, and
- Identifies and controls the nonconforming product in accordance with clause 8.3.

The process for identifying and carrying out the required monitoring and measuring of processes is documented in the Management Review QOP-56-01.

8.2.4 Monitoring and Measurement of Product

Bairstow 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 identified through the work order traveler.

Evidence of conformity with the acceptance criteria is maintained. Records indicate the person authorizing release of product. Product release and service delivery 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.

When key characteristics have been identified, they are monitored and controlled.

When the organization uses sampling inspection as a means of product acceptance, the plan is statistically valid and appropriate for use. The plan precludes the acceptance of lots whose samples have known nonconformities. When required, the plan is submitted for customer approval.

Product is not shipped to our customers until it has been inspected or otherwise verified as conforming to specified requirements.

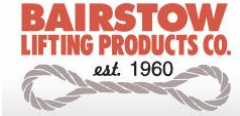
8.2.4.1 Inspection Documentation

Measurement requirements for product or service acceptance are documented. This documentation is part of the production documentation, and includes:

- Criteria for acceptance and/or rejection,
- Where in the sequence measurement and testing operations are performed,
- A record of the measurement results, and

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- Type of measurement instruments required and any specific instructions associated with their use.
- Test records shall show actual test results data when required by specification or acceptance test plan.
- Where required to demonstrate product qualification the organization shall ensure that records provide evidence that the product meets the defined requirements.

ASSOCIATED DOCUMENTS

- QOP-74-03: Verification of Purchased Product
- QOP-82-01: Customer Satisfaction
- QOP-82-02: Internal Quality Audits
- QOP-82-04: Product Inspection and Testing

Section 8.3 – Control of Nonconforming Product

Bairstow 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 Nonconforming Product procedure.

The term “nonconforming product” includes nonconforming product returned from a customer.

Responsibility for review and authority for the disposition of nonconforming product and the process for approving personnel making these decisions is defined in the procedure.

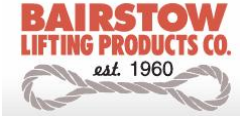
Unless otherwise restricted in the contract, organization-fabricated product which is controlled via a customer specification may be dispositioned by Bairstow as use-as-is or rework, provided the nonconformity does not result in a departure from customer-specified requirements.

Product dispositioned for scrap is conspicuously and permanently marked, or positively controlled, until physically rendered unusable.

In addition to any contract or statutory and regulatory authority reporting requirements, Bairstow provides for timely reporting of delivered nonconforming product that may affect reliability or safety. Notification includes a clear description of the nonconformity, which includes as necessary parts affected, customer and/or organization part numbers, quantity, and date(s) delivered.

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NOTE: Parties requiring notification of nonconforming product may include suppliers, internal organizations, customers, distributors, and regulatory authorities.

ASSOCIATED DOCUMENTS

- QOP-74-03: Verification of Purchased Product
- QOP-82-04: Product Inspection and Testing
- QOP-83-01: Control of Nonconforming Product

Section 8.4 – Analysis of Data

Bairstow 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 Review procedure. [QOP-56-01] Appropriate data includes data generated as a result of monitoring and measurement and from other relevant sources. Analysis data may be recorded using the appropriate statistical format. [As needed]

The analysis of data provides information relating to:

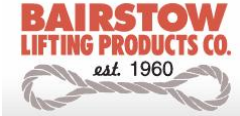
- Customer satisfaction
- Conformance to product requirements
- Characteristics and trends of processes and products including opportunities for preventive action
- Suppliers

ASSOCIATED DOCUMENTS

- QOP-56-01: Management Review
- QOP-85-01: Continual Improvement

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Section 8.5 – Improvement

8.5.1 Continual Improvement

Bairstow 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 review.

8.5.2 Corrective Action

Bairstow takes action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered.

Continuous Improvement, Corrective and Preventive Action procedure 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 corrective action taken.
- Flow down of the corrective action requirement to a supplier, when it is determined that the supplier is responsible for the root cause, and specific actions where timely and/or effective corrective actions are not achieved.
- Root cause is determined as needed.

8.5.3 Preventive Action

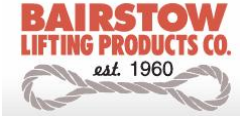
Bairstow determines action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential problems.

A documented procedure defines requirements for:

- Determining potential nonconformities and their causes
- Evaluating the need for action to prevent occurrence of nonconformities
- Determining and implementing action needed

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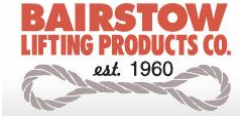
- Records of results of action taken
- Reviewing preventive action taken

ASSOCIATED DOCUMENTS

- QOP-56-01: Management Review
- QOP-85-01: Continual Improvement
- QOP-85-02: Corrective and Preventive Action

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- QOP-42-02: Control of Documents
- QOP-42-03: Control of Quality Records
- QOP-54-01: Quality Objectives
- QOP-56-01: Management Review
- QOP-62-01: Training and Awareness
- QOP-63-01: Equipment Maintenance
- QOP-72-01: Order Processing for Catalog Products
- QOP-72-03: Customer Feedback and Complaints
- QOP-74-01: Supplier Evaluation and Monitoring
- QOP-74-02: Purchasing
- QOP-74-03: Verification of Purchased Product
- QOP-75-01: Production Control
- QOP-75-02: Work Instructions
- QOP-75-03: Product Identification and Traceability
- QOP-75-04: Product Handling and Preservation
- QOP-75-05: Storage Areas
- QOP-75-06: Packaging, Labeling and Shipping
- QOP-76-01: Measuring and Monitoring Equipment
- QOP-82-01: Customer Satisfaction
- QOP-82-02: Internal Audit
- QOP-82-04: Product Inspection and Testing
- QOP-83-01: Control of Nonconforming Product
- QOP-85-01: Continual Improvement
- QOP-85-02: Corrective and Preventive Action

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