

Integra Quality System

- ◆ **Quality Registration: AS9100 / ISO9001:2000**
- ◆ **Registrar: SGS Systems**
- ◆ **Certificate Numbers: US07/1001 (KS),
US07/1002 (CA)**
- ◆ **Initial ISO Registration: May 1993**
- ◆ **MIL-STD-883 Lab Suitability approved by DSCC**
 - Test Methods 1005, 1010, 1015, 2003, 2011, 2015
 - DSCC approved for electrical test.



Quality Manual

- ◆ **Structured to address all sections of the AS9100 / ISO 9001:2000 standards**
- ◆ **Addresses Customer Satisfaction, Continuous Improvement and Preventive/Corrective Actions.**
- ◆ **Provides for Internal Audits of Quality System**
- ◆ **Defines ESD control requirements**



Documentation Structure

- ◆ **Top Level: Quality Manual**
- ◆ **Level 2: QDM's (Quality Documentation Manual)**
 - Policies
 - Procedures
- ◆ **Level 3: Internal Travelers**
 - Job specific
- ◆ **Level 4: Operation aids**



Internal Audits

- ◆ **Defined schedule of internal audits**
- ◆ **All functional departments audited**
- ◆ **4 trained auditors from various functional departments**
- ◆ **Audits based on AS/ISO standard, industry standards and internal procedures**
- ◆ **Review effectiveness of previous corrective actions.**
- ◆ **Continuing AS/ISO assessments by 3rd party.**



Corrective Action System

◆ Sources:

- Internal Audits
- Customer Audits
- 3rd party Audits
- Customer satisfaction surveys
- Customer complaints

◆ **Quality Assurance reviews all CAR action plans**

◆ **Responses with planned actions time sensitive**

◆ **All CAR's reviewed by management**



Monitoring and Improvements

- ◆ **Weekly QA meetings with key department managers**
 - Review open CARs and any internal issues
 - Review operational requirements
 - Identify new equipment requirements
 - Discuss opportunities for improvements

