1. **Purpose**

1.1. The Purpose of this document is to define the Quality Management System for Waterjet West

2. **Scope**

2.1. This document applies to all product and processes performed at Waterjet West.

2.2. Waterjet West Scope - Waterjet West is a precision manufacturer of build to print components for aerospace, spacecraft, defense, manufacturing, and other industries.

3. **Scope of QMS**

Our Quality Management system is designed to be compliant with AS9100d and ISO9001:2015. It includes all our procedures relating to major and support processes as well as product specific instructions and requirements/documents flowed down by our customers.

4. **Exceptions**

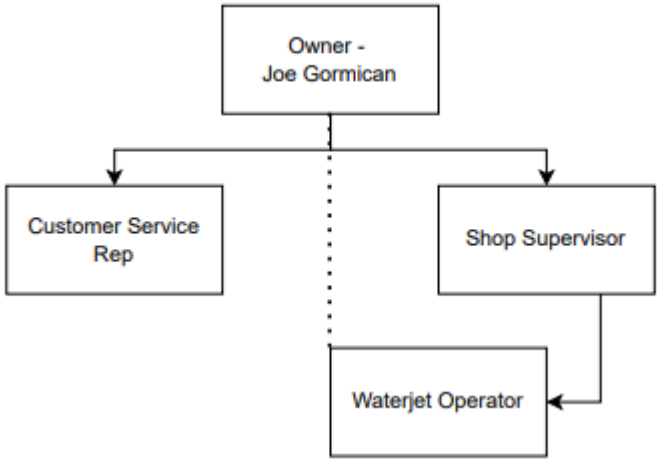
Section 8.3 – Design and Development - We do not design any product. Rather we build products that meet our customer's specifications and requirements.

5. **Quality Policy**

"Waterjet West's highest priority is to provide a ***Quality Service*** *that meets our customer's expectations. We are committed to excellence through on-time performance at fair and reasonable prices. Our objective is to achieve total customer satisfaction by:*

- *Providing engineered solutions to complex cutting requirements that bring value to our customers*
- *Maintaining a culture that encourages creativity and emphasizes responsibility to the customer*
- *Focusing on "Quality First"—a strategy of discrepancy prevention through comprehensive quality records, education and continuous improvement*
- *Providing on-time delivery through accurate scheduling with the flexibility to meet our customer's changing needs."*

6. **Org Chart**



Owner: Oversees effectiveness of QMS and strategic operations including growth and risk/opportunity management. Ensures that adequate resources are available. Ensures adequate pricing at quoting and offers mechanical technical support. Ensures awareness of the financial condition of the organization.

Shop Supervisor: Ensures that conforming products are delivered to customers on time and that adequate personnel are available to perform operational tasks required

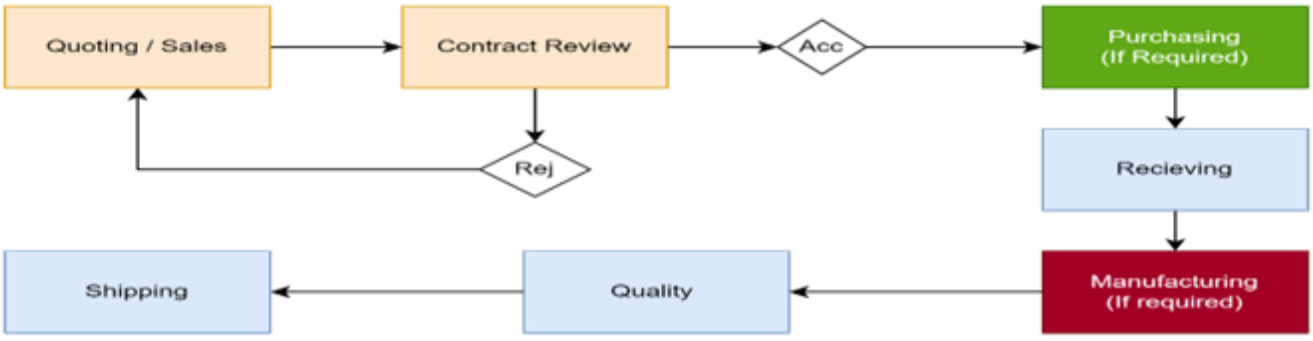
Quality Manager: Oversees the effectiveness of the QMS and ensures that trends in Quality are known. Serves as Management Representative.

Sales manager: Ensures adequate sales that align with the strategic goals of the organization.

Buyer: Ensures adequate supply chain is maintained including approval and continued maintenance of Approved Supplier List

Management Rep: Communicates internally and externally to interested parties any concerns with the effectiveness of the QMS as well as communicates with registrars any changes to the organization that affect certification eligibility, duration or scheduling of audits and other factors that may impact the audit process.

7. **Sequence and interaction with KPIs**



Process level objectives and resources will be referenced in Turtle Diagrams for major processes.

8. **Interested Parties**

Parties	Expectation
Customer	Good parts delivered on time
Vendors	Good information flow and prompt payment
Certification Bodies	Compliance with QMS
Employees	Satisfactory work environment
Co-Owner	Business remains successful and viable
Competitors	Waterjet West will make it easy for them

9. **Issues**

Internal Issues	**External Issues**
Communication	Supply Chain
Manpower	Market Dependency
Equipment	Import/Export regulation
Space	Trends in public health and safety (Covid)
Knowledge and Skill Set	Climate Change (insignificant to our organization)
Marketable presence	
Technology	

10. **Control of Documented Information**

10.1. All internally created documentation will include a document #, description of the document and revision.

10.2. New documents or revisions made will undergo review and the reviewers will be included in the revision history.

10.3. Approval is indicated by the document available in Waterjet West drive. All drafts will be stored outside of the Waterjet West drive or “WIP” will be added to the file name until they have gone through approval.

10.4. All printed documents are considered reference only and may be used only if the revision has been verified against the system prior to use.

10.5. Retention and disposition is defined in the retention log.

10.6. Documents from external sources will be stored in the Specs and Standards drive as they are delivered without alteration.

10.7. If there is a suspicion that documents or records have been lost or corrupted the process owner will review and restore prior versions that were intact prior to the issue from the drive history and will investigate and restore subsequent documented information.

11. **Control of nonconformities –**

11.1. Reference SOP006

12. **Control of Resources**

12.1. Turtles are used to define resources needed to support our processes.

12.2. This manual, SOPs and part specific work instructions are maintained in support of the processes.

12.3. Quizzes will be administered for SOP competency evaluation and will be provided prior to permitting the employees to work independently.

12.4. When necessary, the organization will offer on the job or specialized training to address gaps in skill sets.

12.5. Training quizzes and group training records will be retained in the training folders.

12.6. The environment for product up to quality operations is considered a general environment and does not require FOD prevention except to the extent that FOD would negatively impact the product.

12.7. Quality areas and final shipping will be clean work areas and will be FOD controlled when required.

13. **Internal Audit**

13.1. The internal audit will be performed at least annually.

13.2. The QMS and its processes are audited against the standard and applicable requirements.

13.3. 3rd party audits will be the primary method of conducting internal audits.

13.4. Companies selected will be qualified as suppliers per SOP002.

14. **Management Review**

14.1. Management review will occur annually at minimum and will consist of the senior leadership team as well as process owners as determined applicable by the leadership team.

14.2. Management review inputs and outputs are defined in the management review template.

14.3. The results of the management review will be retained in the Waterjet West drive.

15. **Continual Improvement – SOP007**

16. **Contract Review – SOP001**

17. **Purchasing – SOP002**

18. **Manufacturing – SOP003**

19. **Customer Property**
    19.1. Customer property will be inspected upon receipt and if not already identified it will be labeled as customer property.
    19.2. Customer property will be used only as intended and stored in manners appropriate to preserve the good working order of such equipment.
    19.3. If it is damaged or lost the customer will be notified.

20. **Quality - SOP004**

21. **Gage Selection/Traceability**
    21.1. Gages selection will ensure that the device is either specifically intended for the features being inspected (Go/no gages, Thread plugs/rings etc.) or shall be capable of producing reliable repeatable results within the tolerances measured.
    21.2. 10:1 ratio is used when possible but a minimum of 4:1 is required unless a gauge R&R has been performed.
    21.3. Gages will be stored indoors and kept free from excessive exposure to harsh environments. When exposed to liquids or debris they will be regularly wiped down during use and before storage.
    21.4. The Calibration log will contain all gauges used by Waterjet West including those that are calibrated, Reference only, or verify before use.
    21.5. Gage IDs will be permanently engraved or etched when possible and will be labeled to identify their status.
    21.6. Gages and inspection Devices are verified prior to use or calibrated.
    21.7. Gage Specific calibration work instructions will be used when in-house calibration is performed.
    21.8. Standards used for calibration will be traceable to NIST or other internationally recognized standards.
    21.9. If a gage is determined to be out of tolerance in the as found condition a gage impact assessment will be performed. The record of impact assessment will be attached to the calibration cert and retained.

22. **Calibration - SOP008**

23. **Shipping/Receiving SOP005**

24. **Control of changes**
    24.1. If change to a process is required after start of production the change will be reviewed by the Shop Supervisor or designee to ensure that the change does not impact the ability to meet requirements.
    24.2. When applicable the change will be re-verified or re-validated and the qualification documents (FAI, PPAP, Etc.) will be amended.

24.3. Changes to documented information will be handled by either replacing the existing document and removing old versions from shop access or by redline. Records that have been started cannot be replaced and will require redline in a manner that does not obscure any previously recorded result.

24.4. Redlines will be made using red ink and will consist of either a single line strike through with initials and date or where large sections require amended a strike through with initial and date near the cross line.

24.5. Document changes may be approved by Supervisor level and above.

25. **Post Delivery Activities**

25.1. Waterjet West does not offer warranty nor do we service, install, train or monitor performance of products post delivery.

25.2. Our post delivery activities are limited to ensuring that any non-conformity detected after delivery is dealt with in accordance with the customer requirements, the QMS and our internal procedures.

25.3. All non-conformities identified after delivery will be issued corrective action.

26. **Planning of Changes**

26.1. When the QMS needs to be changed as a result of planning the leadership team will review impacted portions of the QMS and ensure that risks associated with the change are identified and appropriately considered.

26.2. They will ensure that the change does not destabilize the integrity of the QMS making compliance with requirements unlikely

26.3. They will review the resources including: infrastructure, people, knowledge, equipment, technology and any other pertinent resource that either needs reassigned or procured and a plan to ensure their availability will be made.

26.4. When necessary, the reassignment of persons will occur and their authorities will be updated to ensure there is responsibility over the process

27. **Product Safety**

27.1. Product safety is ensured by consistently meeting all requirements and ensuring that products are packaged and stored in manners that do not create potential risks. Some ways to ensure that product safety is ensured include:

27.2. Breaking or covering; sharp edges, hardware with points/edges or items that protrude that could snag or cut skin.

27.3. Stacking packages/boxes with heavier items on bottom and lighter items on top

27.4. Labeling or otherwise identifying items that have hazards built into the design such as heavy items, unbalanced, fragile etc.

28. **Maintenance/Facilities**

28.1. Equipment will be evaluated to determine the maintenance levels.

28.2. **Level 1** – Determined to be Critical to Quality

28.2.1. Parts will be replaced at its specified lifespan. It may be acceptable to exceed the specified lifespan for jobs that do not require tolerances <0.020". This is typically the

waterjet focusing tube (nozzle) as failures could be expensive from pushing the lifespan of the part. These parts hours will be logged a minimum of once per week.

28.3. Level 2 - Scheduled maintenance

28.3.1. Applies to equipment that requires scheduled maintenance and is not planned for obsolescence. Typical components are some Waterjet pumps and components like major and minor pump rebuilds.

28.4. Level 3 - Run to failure

28.4.1. This is common for many waterjet components that are expensive to replace and have failure rates that can vary by 100s or 1000s of hours, and where a defect will typically be easily noticed.

28.5. All Capital equipment valued over $10,000 will be logged in the Preventative Maintenance Log with their level noted - This does not apply to tooling and fixtures

28.6. Level 2 equipment will have the descriptions of service at planned interval stated and will be completed as scheduled

28.7. Equipment that cannot be completed on schedule due to parts availability, scheduling conflict or other reasons will be noted as to why and will be serviced at the first available time frame.

28.8. Maintenance needs that pose a safety risk or will likely lead to damaged equipment will not be permitted to be postponed.

28.9. Equipment repair that is required between scheduled service will be logged and evaluated to determine if scheduling adjustments are necessary

29. **Reference Documents**

29.1. **SOP001 - Contract Review**

29.2. **SOP002 - Purchasing**

29.3. **SOP003 - Manufacturing**

29.4. **SOP004 - Quality**

29.5. **SOP005 - Shipping and Receiving**

29.6. **SOP006 - Control of Nonconformities**

29.7. **SOP007 - Continual Improvement**

29.8. **SOP008 - Calibration**

29.9. **Calibration Log**

29.10. **Document Training Matrix (with current revisions)**

29.11. **Preventative Maintenance Log**

30. **Revision History**

Rev	Created By	Reviewed By	Description of Changes	Date	Training Req'd
A	Dereck W	Joe G.	New procedure	12/2/24	Yes
B	Joe G.	Joe G.	Revise document storage locations Rewrite maintenance section Reformat to current template	29 Sep 2025	Yes