BUSINESS MANAGEMENT SYSTEM

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1. REVISION RECORD

QMS Ref	Page #	Revision	Approved	Rev #	Date	DCR Ref
Quality Manual	4	Update issue status.	I.S	2	02/02/2010	2679
Quality Manual	4	Add '(REV B)' after AS9100 in the column header. Add '(REV C)' after '7.1.2' and '7.1.3'.	I.S	3	08/02/2010	2680
Quality Manual	All	Update issue number and DCR number on each page.	I.S	4	23/02/2010	2698
Quality Manual	16	Change 'Specific responsibilities of the Director of Quality (defined as Executive responsible for Quality) and the Technical Products and Approvals Manager (defined as CECC System Manager) are as defined in BS EN 100114-1 and 2' to ' Specific responsibilities of the Director of Quality (defined as Executive responsible for Quality) and the Designated Management Representative(s) are as defined in IEC QC 001002-3.'	I.S	5	14/06/2010	2723
Quality Manual	4 & 5	Add Revision Record for all DCR's raised against the Quality Manual.	I.S	6	27/07/2010	2734
Quality Manual	16	Change 'designated management representative(s)' to 'CESS Systems Manager (or DMR, Designated Management Representative)'	I.S	7	05/08/2010	2741
Quality Manual	9	Add details of Level 4 addition to QMS	I.S	8	21/09/2010	2745
Quality Manual	2	Update contents page. Configuration management, insert 4.3(Rev B)	I.S	9	24/03/2011	2798
Quality Manual	16	Replace 'as defined in QC 001002-3' with 'as defined in IEQC 03-1'	I.S	10	06/04/2011	2803
Quality Manual	6	Update Quality Policy accordingly	I.S	11	20/09/2011	2831
Quality Manual	All	Review quality manual in line with requirements of revision C	I.S.	12	09/03/2012	2872
Quality Manual	10 & 11	Update process map and list to include Purchasing and reword Despatch to Packing Despatch	I.S.	13	21/05/2012	2894
Quality Manual	All	General review of Quality Manual to ensure process approach is achieved	I.S.	14	30/06/2012	2914
Quality Manual	All	Make minor adjustments as per DCR documentation	T.H	15	24/01/2013	2959
Quality Manual	34	Change statement of Continual improvement and detail of activity	T.H	16	18/04/2013	2978
Quality Manual	All	Various Minor Amendments and inclusion of FOD Policy p38	T.H	17	26/01/2014	3022
Quality Manual	14 & 16	Organisation Chart and Company Objectives	T.H	18	09/03/2015	3070
Quality Manual	All	Annual Review, Title change and various minor amendments	T.H	19	04/01/2016	3110
Quality Manual	ALL	UPDATE TO AS9100:2016 Rev D	TH	20	10/05/2018	3196
Quality Manual	1, 4-5, 9, 15 - 20	MVV, Awareness, Product Safety, Planning, Commercial Process Zero Defect & APQP	TH	21	06/01/2020	3297
Quality Manual	P10	6.1 Risk, 9.2 Internal Audit, Annual Review	TH	22	10/02/2022	3349
Quality Manual	ALL	Update to include references to AS13100	TH	23	13/04/2023	3389

2. DISTRIBUTION

This Business Management System (BMS) is Amphenol Limited's top-level Policy document and has been developed to the requirements of AS9100 Rev D. The General Manager and Senior Management Team (SMT) are to ensure that all lower-level policy, process and procedures flow down these AS9100 Rev D requirements essential for the design, development, manufacture and dispatch of Amphenol product. The BMS is held on the company's intranet as a read only document with one hard copy held by the Quality Manager. All other copies of this document other than those listed below will not be revised; such copies will be marked as **UNCONTROLLED IF PRINTED**.

Internal
Hard copy (Quality Manager)

All employees Intranet

3. INTRODUCTION

Amphenol UK Operations is an innovative and leading manufacturer of connectors, cable Assemblies and interconnect systems for applications within the Civil Aero, Mil-Aero, Defence and Industrial markets.

Our products cover technologies within both fibre optic and copper products. Specific recent solutions incorporate signal conditioning, electro-optic transceivers and line protection units. Cabled systems utilise over moulding and open loom manufacture of both copper and fibre products.

Our UK Operations consists of two divisions with 150,000 square feet of manufacturing space, allowing Amphenol UK to supply the world with a diverse range of interconnect solutions. The Whitstable location manufactures Military and Avionics, RF connectors, Power Connectors, Filter/EMP products, Fibre Optics, Cable Assembly and Hermetic products.

The Nottingham office provides customer service and technical support to key accounts in the region. The Nottingham office specialise in Aero Engine connectors, Rail connectors and their associated assemblies.

Amphenol Limited is committed to **Zero Defect** methodology and as such is endeavouring to standardise all its quality systems to the **AS9100, and AS13100 standards** and deliver product to the **APQP AS9145** Standard. This ensures our customers receive the best quality product and benefit from the cost reductions of standardisation. Deviation form AS standardisation will only be at the expense of a customer request.

4. CONTEXT

4.1 Context of the Organisation

A fundamental requirement of the QMS AS9100 standard is an understanding of the context of the business environment, the organisation, and the market within which it operates. This is defined as a combination of internal and external factors and conditions that will influence Amphenol Limited's future approach to its products, services, investments and interested parties within its operating environment. Executive orders (EO) have been introduced within the Business Management System (BMS) and EO-01 – Context of the Organisation, has been introduced for this purpose.

4.2 Needs and Expectations of Interested Parties

Understanding the needs and expectations of Amphenol Limited's interested parties will inform the decision-making process, which formulate the policy directly impacting the Business Management System's ability to deliver its intended results. The aim is to provide products and services that consistently meet customer, statutory and regulatory requirements to enhance customer satisfaction.

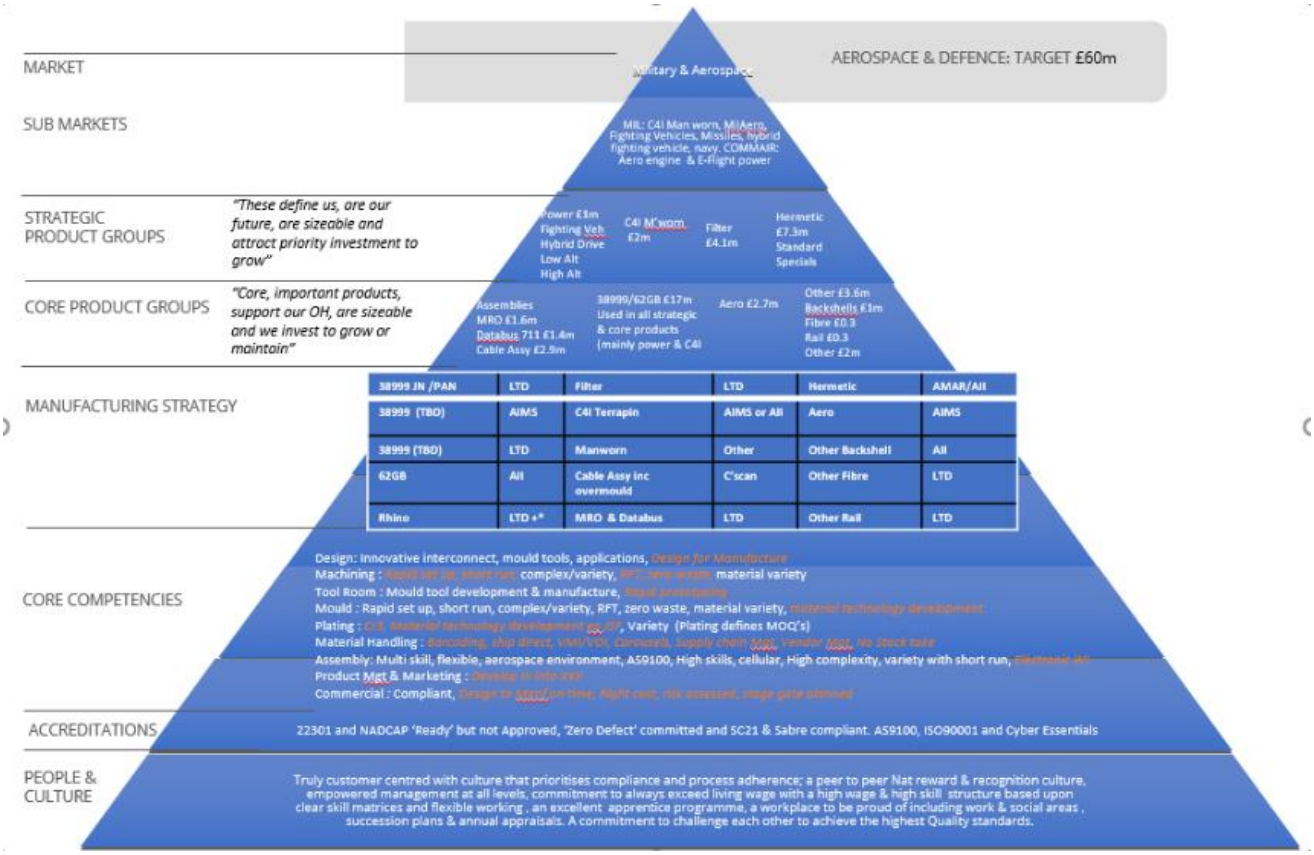
Amphenol Limited has committed to introducing Advanced Product Quality (**APQP**) and Production Part Approval Process (**PPAP**) IAW **AS9145** as the standard for NPI to ensure the capture and deployment of customer requirements on NPI products. Amphenol Limited will also support the Aerospace Engine Supplier Quality (AESQ) Supplementary Requirements as detailed in **AS13100,** including right of on-site access to facilitate all customer or regulatory requirements even if not explicitly defined in this document, albeit it will take some time and resource to fully comply.

The following methods are used to monitor and gather information:

1. Customer Account Reviews
2. Supplier reviews
3. Compliance Meetings
4. Town Meetings
5. JCC Meetings
6. Formal management review meetings

Internal Interested Party	Needs and expectations:	Capture key issues:
Leadership Team/Employees	Shared culture, attitudes and job security and skills development	Employee meetings, consultation and feedback
Intercompany Sales Network	Favourable commercial terms and joint strategies	Performance Reviews
Corporate HQ	Profitability, growth and sustainability	Corporate Strategy, ALtd Strategy, Operational Reviews
External interested parties:	**Needs and expectations:**	**Capture key issues:**
Customers	Conforming product (Quality), delivered on-time (Dependability)	Client/customer reviews and relationship management/customer feedback
Suppliers	Beneficial supplier-client relationships	Supplier reviews and relationship management
Insurance Provider	No claims, risk management	Yearly reviews and inspections
Regulatory Bodies	Compliance and reporting	Critical product specification issues and conformity to regulation/laws

Strategy Triangle



4.3 Scope

The purpose of this Business Management System is to formally document the company's quality management system in order to demonstrate the company's quality systems, planning and top management involvement. The Scope of ALtd's QMS covers the design, manufacture, inspection, test and release of electrical and fibre optic connectors, cable assemblies, interconnection systems and associated fittings to the military and aerospace sectors. This includes certifying the conformance of semi-finished and/or finished products to proprietary or customer design drawings.

It is also a working tool to instruct and guide all employees on the relationships between system processes and product quality and to inform customers of any additional, agreed, quality requirements. Conformance to the Quality Management System standards ISO9001:2015 and EN 9100:2018 (technically equivalent to AS9100D), relevant legislation, industry specific and customer requirements are primarily measured by internal compliance checks, internal audits, and external audits conducted by both BSI and our customers.

The contents of the Business Management System may not be copied or duplicated in any form or made available to any third party without prior consultation with the Quality Manager. All Quality Management System documentation is available for review by customers and the regulatory authorities.
If this manual, or part of it, becomes damaged or lost it must be reported immediately.

Amphenol LTD reserve the right to deviate from any procedure contained within this manual subject to approval by the General Manager [or in the GM's absence] a nominated alternative Director as long as there is no breach of any imposed legal or regulatory requirements.

Note on Exclusions

There are no exclusions to the content of ISO 9001:2015 or AS9100 Rev D.

References, Terms and Definitions:

For the purposes of this document, Terms and Definitions of the latest revision of AS9100 & ISO 9001 apply.

4.4 Quality Management System

The Business Management System documentation has ***four*** levels to its structure:

Level 1 - The Manual – Includes **Executive Orders** and systematically prescribes the policy and orders to achieve the quality system. Figure 1 illustrates core processes and interaction of the process.

Level 2 - Procedures - describe the main processes and include any regulatory or customer certified procedures. Level 2 procedures sets out the control of activities and policy within each department and their interaction. Level 2 documentation, when required, is supported by instructions, drawings, flowcharts and methods of manufacture as appropriate for individual processes (this list is not exhaustive).

Level 3 – Work Instructions - controlled documentation comprises of 'How To' work instructions, for the business indirect element of the Company. Manufacturing Instructions (MI's) and Process Instructions (PI's) are controlled through PDM.

Level 4 – Blank Forms - Controlled documentation blank forms with reference to work instructions and general requirements as detailed

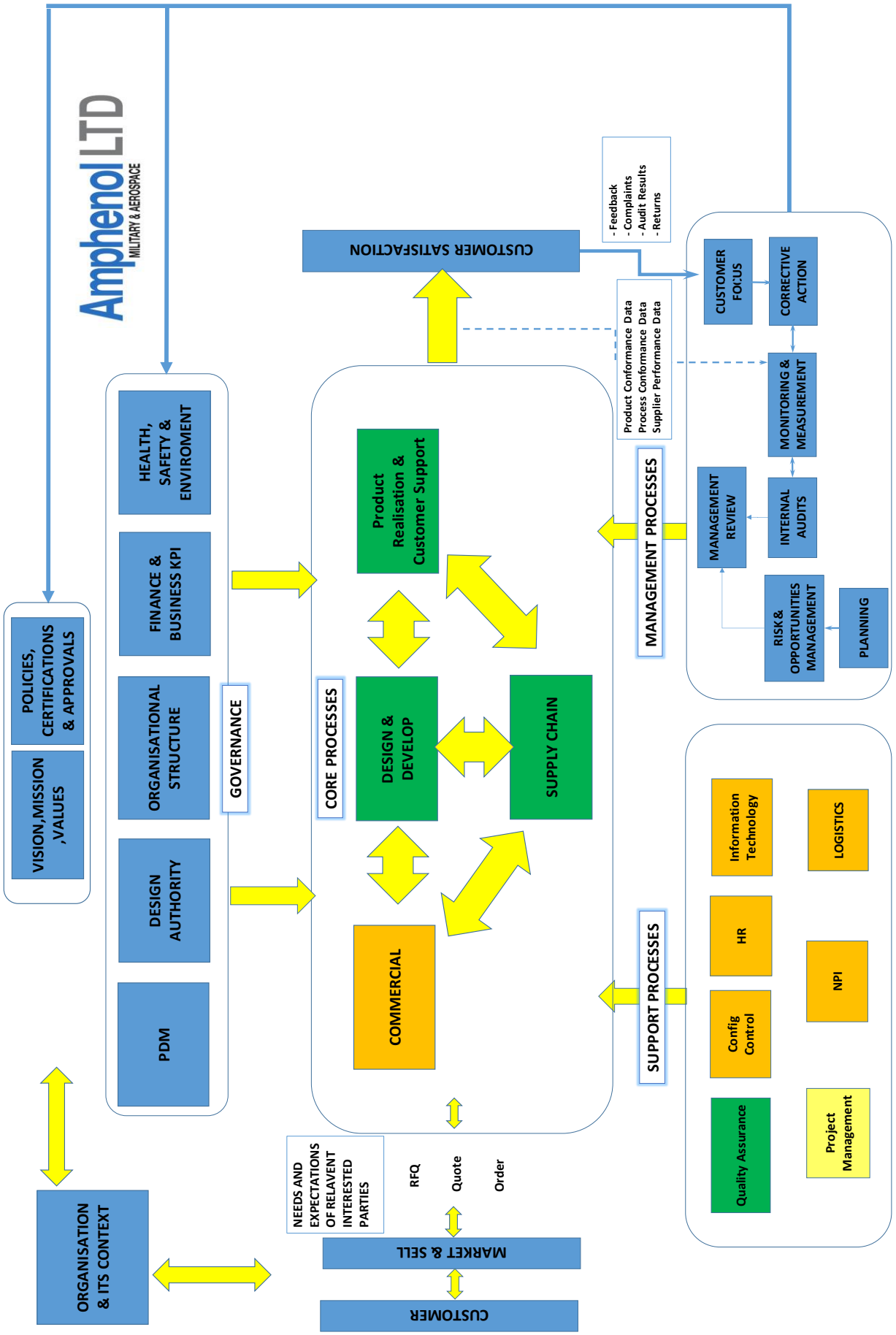
The overall function of the business management system is to establish documented criteria by which all activities within the company affecting quality are planned, deployed and maintained.

The Business Management System shall enhance customer satisfaction, providing a framework for continuous improvement.

Standards/Legislation

Where the quality system, product or service is required to comply with national or international standards, legislation, customer specific or defence, requirements, controlled copies of the relevant documents will be retained. These may relate to the company as a whole, particular products or markets. During the contract review stage consideration shall be given to any special regulatory requirements.

Core Processes



Process List

Process Name	Process Owner	Process Effect Measures
Commercial	Commercial Manager	Customer Concerns PPM On Time Delivery
Design Engineering & Development	Technical Director	On Time Delivery Customer Returns Specific to Design Press Log
Purchasing/Supply Chain	Purchasing Manager	Vendor On Time Delivery CAR Response Time - Vendor PPM
Manufacturing / Process	Operations Director	Scrap % of Revenue - Number of Concerns On Time Delivery - Customer Delivery PPM

5 LEADERSHIP

5.1 Leadership and Commitment

The General Manager has direct responsibility for quality, having the authority and responsibility of ensuring that the quality programme is implemented and maintained.

He shall ensure that at all appropriate levels, the commitment to quality is understood throughout the organisation; He is committed, on a regular basis, to review the following areas:

- Quality Management System
- Compliance Management
- Senior Leadership Team (SLT)
- Quality Management Review
- Needs of employees (JCC)

The Quality Manager is the appointed Management Representative, with responsibility for the maintenance of the quality system and has the freedom and unrestricted access to higher levels of management in order to resolve quality management issues. He ensures that all processes are established and compliant with any legal requirements imposed by regulatory bodies and that agreed customer requirements are complied with.

The Quality Manager reports directly to the General Manager and has responsibility as follows:

- Ensures maintenance and implementation of the Business Management System (BMS) and processes.
- Reporting to SMT & SLT on the performance of the BMS and the need for any improvement
- Ensures the promotion and communication of customer requirements throughout the company.

5.1.1 Leadership Team

The Leadership Team formed from Senior Managers from within Major departments of the organisation are responsible for cross functional ownership of defined objectives set against the Business Strategy Plan. The objectives set are to drive continual improvement to increase efficiency, reduce waste and improve working conditions in order to achieve Safety, Quality, delivery and service.

Leadership Team Members

- Quality Manager
- Operations Manager
- Design Engineering Manager
- Manufacturing Engineering Manager
- Finance Manager
- Customer Service Manager
- Marketing Manager
- HR Manager

5.1.2 Customer Focus

Amphenol Limited is committed to ensuring that customer requirements are met and we exceed their expectations.

The senior management team ensure that our customer requirements are clearly communicated.

The management team will ensure that product conformity and on time delivery performance are measured and reviewed ensuring that appropriate action is taken if planned results are not or will not be achieved.

Every opportunity is to be taken to promote the voice of the customer to employees. Regular reiteration at 'Town Planning Meetings, individual briefings and Customer delivered road shows are aimed at getting across the importance of compliance to regulations and customer requirements.

5.2 Quality Policy

QUALITY POLICY

Amphenol Ltd Quality Policy is:

"Customer Satisfaction through People Dedicated to Excellence"

- Our Goal is to exceed our customer expectations through the quality of our products. This is achieved through our drive for continuous improvement in quality, cost and delivery.
- Quality and Improvement is every Amphenol employee's responsibility and objective.
- Our directives, processes, systems and goals are based on requirements from international standards, the expectations of our customers, our knowledge and experience. Compliance with these directives and processes is the foundation of our improvement activities.
- Preventing failures is more important than stopping defects. We apply methods and tools from preventative Quality Assurance in a systematic way, learning from opportunities to eliminate root causes without delay. We operate a just culture by recognising people make mistakes and promoting employees to raise their hand to report errors without fear of inappropriate action.
- Our suppliers contribute substantially to the quality of product; therefore, our suppliers must live up to the same high-quality standards we have adopted.
- Communication and employee empowerment is the cornerstone of our principles; this is accomplished by our ongoing commitment to training and our employees' direct involvement in continuous improvement, Human Factor deployment and Zero Defects

Our Business Management System will meet the requirements of:

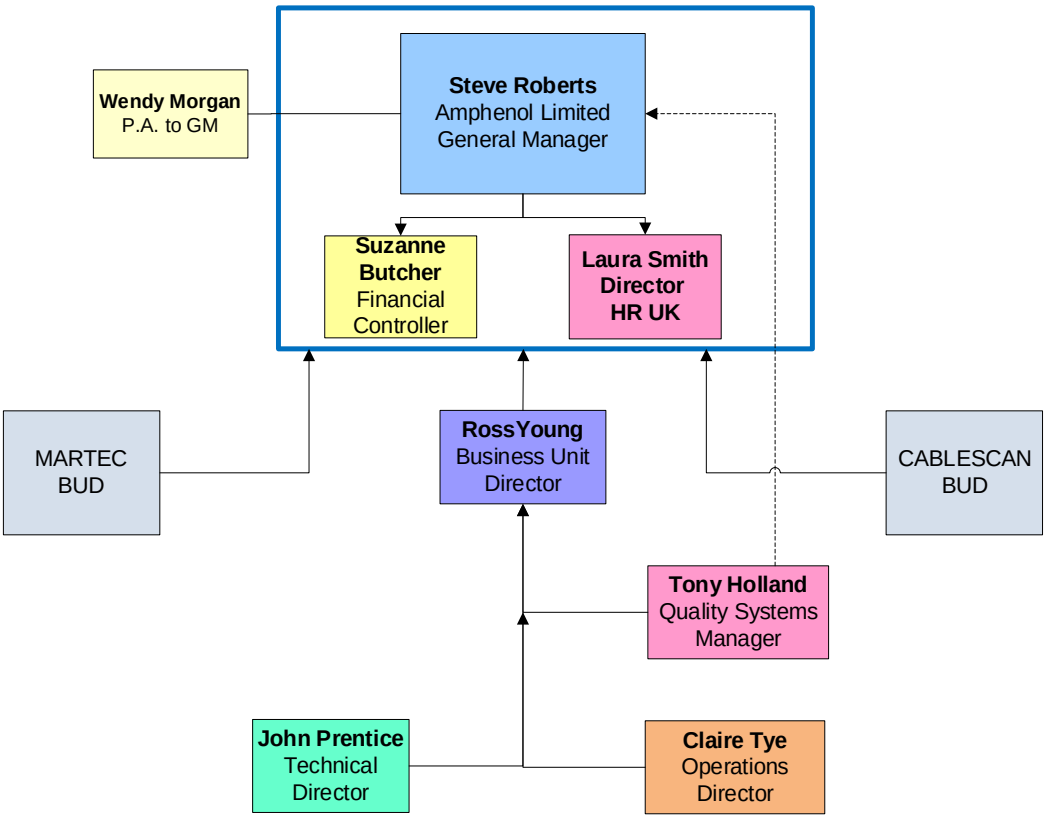
EN AS9100:2018 (Equivalent to AS9100 *Rev D)*
ISO 9001: *2015*
AS13100
AS9145

S Roberts
General Manager

5.3 Company Organisation

Top level organisation is shown below; all individual quality management system responsibilities are contained within related procedure and policies. It is accepted also that appropriate delegation of authority can be given to an appointed representative.

Organisational Charts exist within Amphenol Limited Intranet. HR hold Roles and Responsibilities for all managers, this is also being flowed out for all new employees on HR Ceridian Dayforce system.



6 PLANNING

6.1 Actions to address Risks and Opportunities

EO-01, Context of the Organisation SWOT Analysis is reviewed annually prior to defining the Strategic plan. This is presented to Corporate before being flowed down into Leadership Team Objectives. For individual business Opportunities, a risk analysis (WI-Eng-06 & BF-WI-Eng-06) is conducted in conjunction with the design review (WI-Eng-005 & BF-WI-Eng-005).

Amphenol has established a process for identifying and managing risk to ensure that the applicable requirements are met in relation to the organisation and product (WI-RM-001).

The Company has also formulated a business continuity plan "The Red Book" to limit the effects to our customers in the event of significant disruptions to our manufacturing customer service process. It is not possible in this market space, to always provide a second source of supply due to diversity and size of orders and sealed route restrictions. The Risk Management process is defined as below:

Risk management shall be a company-wide process and all areas of the business are evaluated for potential risk. Risk may be identified and associated as either internal or external.

Responsibility for risk management is clearly at the top management level, during the day-to-day operation of the company and each individual manager has responsibility to identify and evaluate any risks. Additionally, it is the responsibility as defined within any defined procedures or processes, that individual employees must

take responsibility for risk management, for example contract review, design review and failure mode effect analysis activities.

Identification and definition of risk is as listed below but not limited to:

Management Review
Contract Review
FMEA
Design Review
Internal Audit
Customer Audits
Supplier Audits and Supplier Performance Evaluation
Planning (such as production planning)

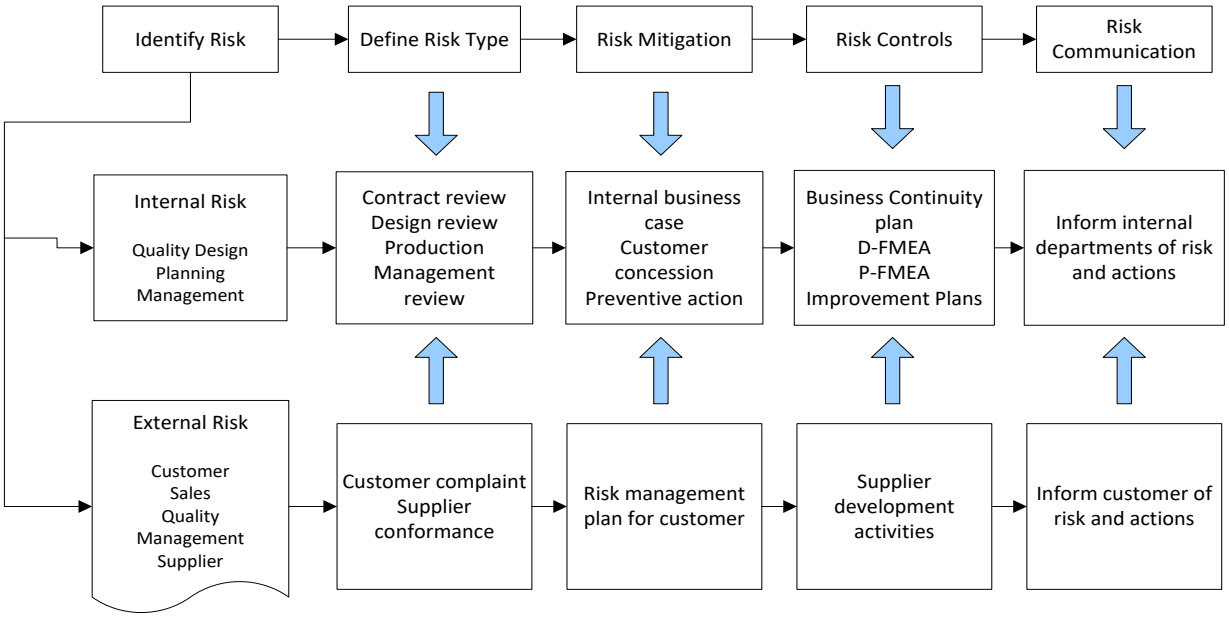
Risk Mitigation is instigated as appropriate to the level of risk, this may be clearly defined numerically during the FMEA process or more commonly via the output from a contract or design review process, in each case risk mitigation may take the form of pre-determined and planned actions, or formal preventive actions, to either remove the risk or reduce the level of risk to an acceptable level.

Where identified the customer may wish to approve the mitigation this may be via a risk management plan, or quality plan submitted to the customer for approval.

Risk controls shall be managed and monitored for effectiveness and all plans and actions are subjected to either review or audit.

Communication of the whole process as appropriate shall be conducted to all interested parties as defined within the scope of the area of risk and its own actions and controls.

Risk Management Overview

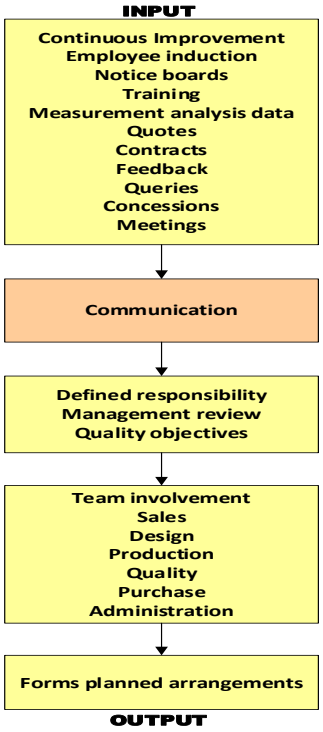


Quality planning is the responsibility of the Senior Management Team who define and document how the responsibilities for quality within the company will be met. Plans will be consistent with the BMS, and documented to suit Limited's method of operation, ensuring that customer requirements are met.

Satisfaction of these requirements is achieved by effective implementation of all processes and related Quality Systems procedures and work instructions in day-to-day activities.

Quality system planning and reviewing is performed prior to the addition of significant changes that may have an impact on Amphenol Limited's, Business Management System in order to minimise the risk of negative effects.

Business Management System Model



Communication and flow of information is of vital importance. This can be demonstrated as an integrated part of processes that require customer awareness. The process model above demonstrates the overview of this process.

6.2 Quality Objectives

Amphenol Limited's SMT ensures that quality objectives are generated and flowed down from the Strategic Review to drive business direction. These are communicated to the SLT before the start of the next fiscal year.

The SMT will hold a monthly meeting with the SLT to relay the strategic plan and define the objectives and define the project plan. These will be defined on the Policy Deployment Matrix (PDM). Every month the SMT will review the PDM and Risk plans to ensure they remain on track. The SLT will hold meetings every other week to ensure individual projects remain on plan, seek assistance where required and review risk.

In addition, performances to the key defined objectives are reviewed at the management reviews. In the absence of any overriding contractual requirements the safety and reliability of the product will be considered and addressed.

6.3 Change To BMS

The integrity of the BMS must always be maintained when planning changes and must be carried out in a planned manner. All drawings, specifications and quality documents used within the scope of the Business Management System are subject to issue control and authorisation.

Large projects which affect the business and subsequently the BMS are to commence with Senior Management Team and Leadership Team and the use of Tools such as Gap Analysis or a Project Management Plan to communicate the potential consequences and resource required.

Control of Documents: Changes to process and procedure are managed using Document and Data control processes. For the BMS this is the Document Change Request (DCR) and for Manufacturing drawings, specifications, routings, Manufacturing Instructions (MIs) and Process Instructions (PIs), the Engineering Change Note (ECN) is to be used.

The retention of quality records shall be achieved in such a manner that no significant deterioration of the records will take place and that any customer and regulatory requirements are met

Prior to destroying records, permission must be gained from the Quality Management Representative. Retention of specific record is contained in WI-QA-016. Customers with signed contractual agreements must be notified prior to the destruction of any records.

7 SUPPORT

7.1 Resources – (People/Environment/Infrastructure)

The Managing Director shall ensure that sufficient physical resources and personnel are available to undertake required management, performance of work, inspection, test and auditing activities.

Individual managers identify the need for such resources and personnel and ensure that when available they are either deployed or employed effectively and consistently.

7.1.1 CMM Lab

The CMM Lab is fully equipped with 2 Axiom High Speed Co-ordinate Measurement Machines and a and a Micro Vu Vertex Multi-sensor Optical Vision System for product verification, ISIRs and FAIRs.

7.1.2 Independent Test House

The Test House is predominantly an independent facility used for the test and qualification of product. The Test House operates its own manual, for Testing and Environmental functions. Technicians located within the Test House also conduct calibration of mechanical and electrical equipment. For this function processes exist within the BMS.

The Test and Environmental Compliance Manager with responsibility for test house functions reports to the Technical Director.

The boundaries, authorities and responsibilities of the Test House are summarised as follows:

- Qualification Approval and Maintenance of Approval testing for all MIL-DTL (DESC) and proprietary products, including liaison with the various approval authorities and the preparation and submission of reports.
- Carrying out mechanical, electrical and environmental testing associated with the development and approval of ALtd's product range.
- Operation of the Test House as an Independent Approved Test House as defined in accordance with the Test House Manual, 123GB-0347.

7.2 Competence

Executive Order EO-02 ensures that effective training has taken place prior to the employee being authorized to carry out that activity unsupervised on the departmental skills matrix. The individual **SHALL** be trained to the relevant processes and procedures required to carry out a particular activity, understand the requirements of the process, where to access the required instructions, the correct equipment to be used, inspection processes required IAW EO-03 and understand the significance of the signature for carrying out these activities.

All employees involved in management, performance of work and verification activities that have a discernible effect on the quality of product or service provided for the customer shall be trained to an appropriate level of competence as determined by the planning of the defined processes or associated to process objectives.

Each functional manager is responsible for the identification of training competence requirements for all employees whose work in any way affects the quality of the product or maintenance of the quality system. All employees will receive induction training, which incorporates an explanation of the company's:

- Quality Policy Statement
- Health and Safety and Environmental Policies
- The company mission and vision
- Key departmental and any specific objectives and key performance indicators

Amphenol Limited considers and addresses many differed aspects of the work environment

- Facilities
- Health & Safety
- Environment laws and regulations
- Housekeeping
- Special working conditions – i.e. ESD / Lighting, Authorised, Access, Environmental controls

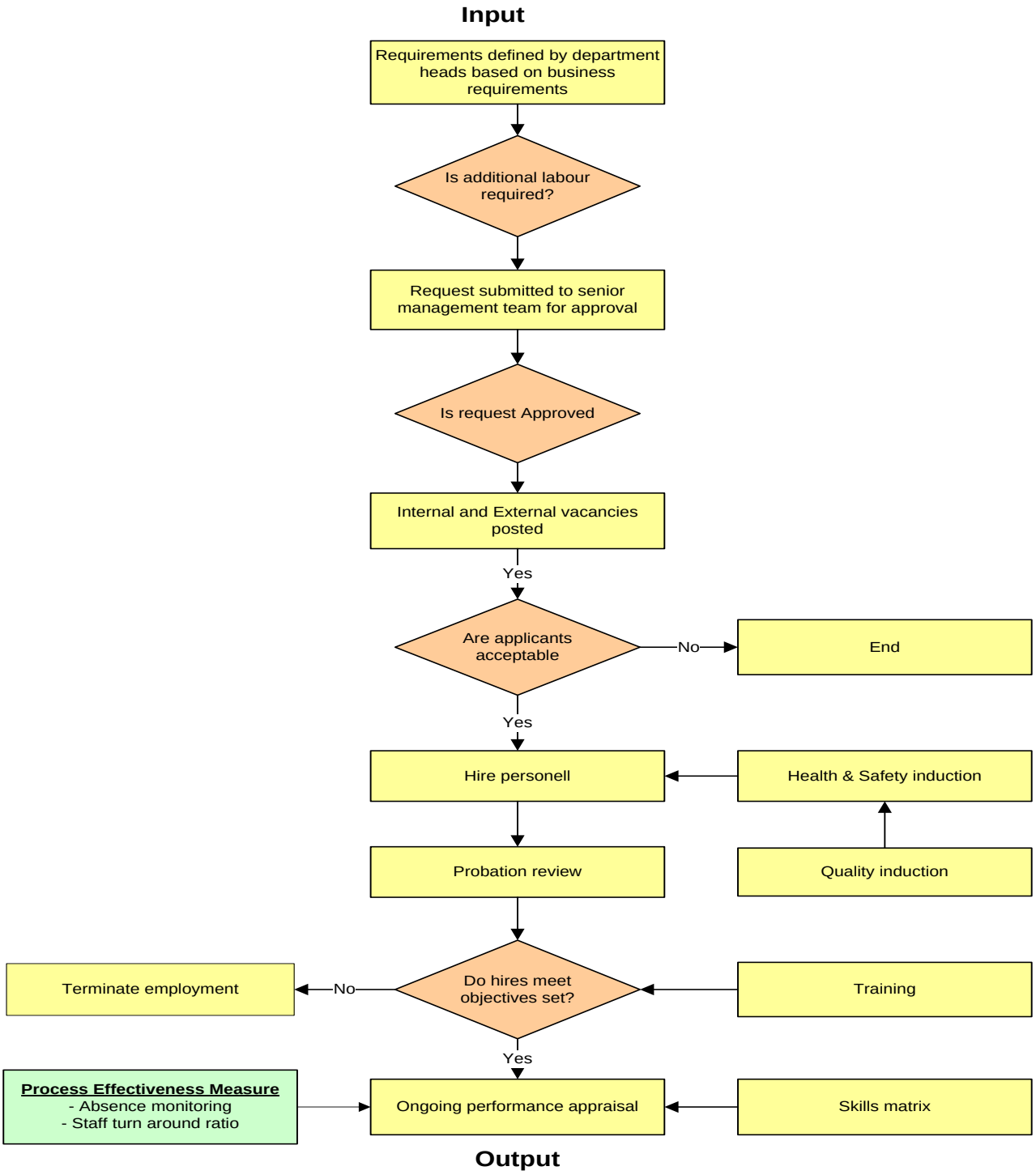
Organisational and Product Knowledge

Product knowledge training is being developed and is available via eLearning on the intranet https://elearning.amphenol.co.uk/. The concept is to provide product knowledge and basic standards & practices at all levels within the business. Managers are responsible for determining which modules to be undertaken.

Additionally Amphenol Limited ensured that for new procedures or significant changes to an existing process consideration is given to:

- Workspace
- Associated facilities for the workspace
- Equipment required
- Services for support

Process Flow Chart: Provision of Resources
Process Owner: Human Resources Manager



7.3 Awareness

All new members of staff go through Induction Training, one of which is a Quality Induction to raise awareness of Amphenol Limited policy and BMS requirements. An induction pack is given to each employee on joining which contains the ethics policy, drugs and alcohol policy and behaviour expected when becoming a member of the Amphenol Team. In addition, production areas have notice boards and there are team meetings every morning to bring emergent issues to light, which are forwarded to the daily Accountability meeting.

Each manufacturing area has its visual management boards, which display departmental contribution to quality. Additionally, the monthly PPM results are shared with the company, so all employees are aware of the contribution to overall performance.

Implications of non-conformance are communicated from Zero Defect Induction training, Town Hall Meetings and Voice of the customer Meetings or Quality Notices.

Quality updates are not only updated in the intranet, but also a Quality Dissemination Quality Notice is issued to inform all employees of the latest changes to documented information.

Employee contribution to product safety and conformity is always reiterated at town hall meetings with promotion of Zero Defects material. The company has also launched a Zero-Defect award scheme for cells to get involved with zero defect implementation, although currently held in obeyance until routing operations and full on-site working reinstated.

Emergent production Issues are raised using Quality Care Points or Quality Alerts

7.4 Communication

Amphenol Limited ensures that the performance and effectiveness of the Quality Management System is shared in the following ways:

- Company Intranet
- Employee team briefs – General Manager.
- Senior Leadership Team Meetings
- Area Morning Meeting and shift change meetings
- Performance data posted on visual management boards
- Accessibility to Fracas Database for the status of corrective and preventative action
- Let's Connect media displayed in the factory and the canteen
- JCC Meeting (Joint Consultative Committee) between workers and Senior Management.

7.5 Documented Information

Changes to process and procedure are managed through the use of Document and Data control processes. For the BMS this is the Document Change Request (DCR) is used to propose an amendment to the BMS and are authorised by the Quality Manager.

For Manufacturing drawings, specifications, routings, Manufacturing Instructions (MIs) and Process Instructions (PIs), the Engineering Change Note (ECN) is to be used. This document outlines the changes required and contains an Authorisation Sign Off Box, the Sign Off approvals is contained within WI-ENG-002.

The retention of quality records shall be achieved in such a manner that no significant deterioration of the records will take place and that any customer and regulatory requirements are met

Prior to destroying records, permission must be gained from the Quality Management Representative. All records shall be retained for 7 years unless otherwise specified by contract or regulation. Customers with signed contractual agreements must be notified prior to the destruction of any records. WI-QA-16 Refers.

All controlled documents are only available in their latest version from the Intranet or PDM system. Once printed, documents are uncontrolled and for reference only.

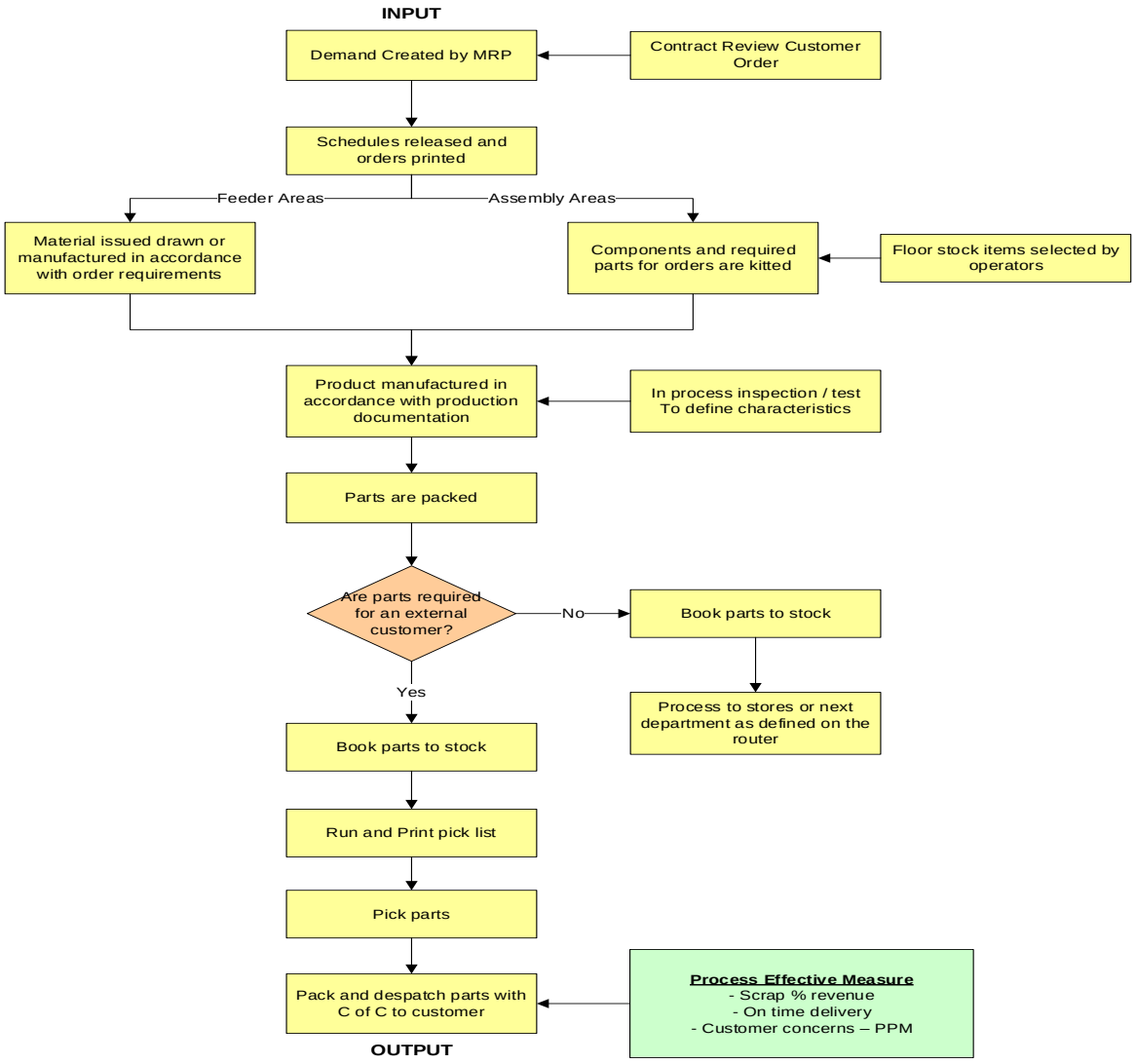
8 OPERATION

8.1 Operational Planning and Control

Phase 1 of the APQP Process - Planning of product realisation is achieved via the review of the customer requirements in conjunction with the existing known capacity and programmed work, all new work is reviewed via the contract review process. 'Plan to succeed'!

- Understand 'Customer Needs' and expectations to formulate a plan
- Understand the risk before committing cost and resource
- Understand capacity to meet customer Requirement and Demand Rate
- Obtain correct information to build solid foundations of a plan
- Main Objective, deliver to agreed commitments and **Do Not commit if not capable**

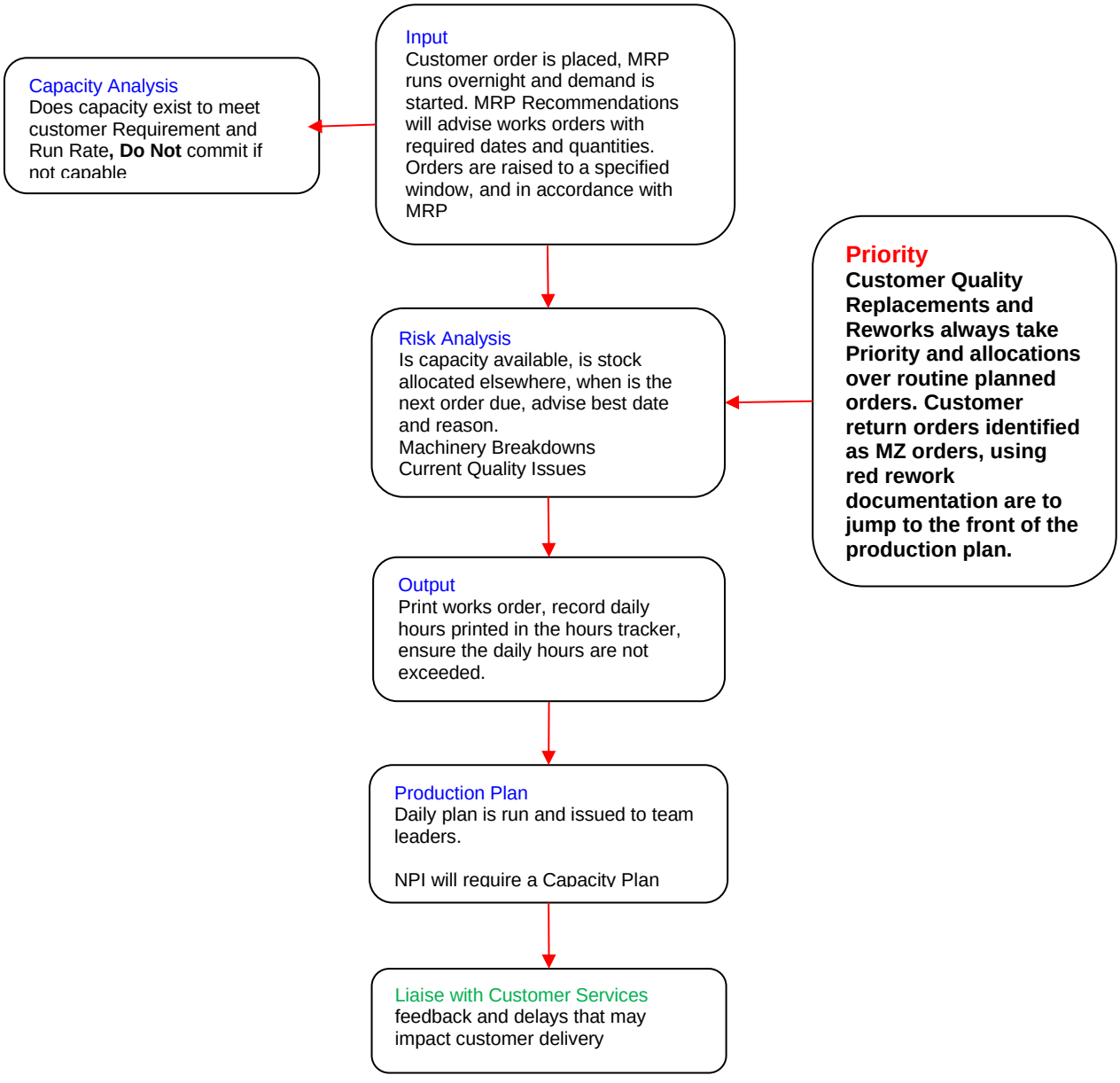
Manufacturing Process
Process Owner: Planning/Operations Manager



8.1 Operational Planning Cont.'

Planning product realisation is carried out for all PO. Where catalogue, low volume orders may be processed at risk, but care must always be taken that capacity is allocated as orders accumulate. For NPI and Large volume catalogue orders, a capacity plan **SHALL** be produced to de-risk potential capacity issues. Capacity Planning includes the required verification, validation, measurement, inspection and test activities specific to the product or approval specification defined. The capacity Plan must always consider the supply chain.

Planning Process
Process Owner: Planning Manager



8.1.1 Operational Risk Management

New and updated designs are subject to the Pre-Production Design Engineering Process (WI-PRE-001), once the gate stages of the Design Review have been passed, the ownership of the package will transfer between Design Engineering to Pre-Production. The Aim of this process is to identify and mitigate any risks in the design and/or production processes before transfer to Operations. Successful adherence to these processes will ensure On-Quality and On-Time Delivery of the customers' product.

8.1.2 Configuration Management

Configuration control is managed through the Engineering Database within XA for routings and PDM for the product Drawings, Specifications, Manufacturing Instructions (MIs) and Process Instructions (PIs) to enable control the physical and functional attributes throughout the product lifecycle.

Configuration Management is covered by the four basic functions, below:

1. Item Identification
2. Change Control
3. Database
4. Configuration Audits, prior to release

Control of Work Transfers - If business needs dictate that work is to be outsourced or Sub-Contracted outside of Amphenol's approved manufacturing facilities, this process will be facilitated under control conditions ensuring that all customer specific requirements are always adhered to. Outsourced activities are to be planned and used companies on the Approved Supplier List.

8.1.3 Product Safety

Where appropriate, operational controls shall be implemented to assure product safety during the entire product life cycle. These activities may include:

a) Assessment of hazards and management of associated risks covered by 8.1.1; new contracts/NPI and changes to contract will go through Design review (WI-Eng-005) which contains the Requirements Review (RR), Preliminary Design Review (PDR), Critical Design Review (CDR) and Production Readiness Review (PRR) processes. Contained within this process is a Risk Assessment (WI-ENG-006).

b) Amphenol Limited components are not in themselves deemed as critical. However, customers' utilisation and deployment in service may deem the product critical by association. Customers are to state the criticality of component usage when placing a purchase order. Where doubt as to the exact requirements of the customer, ALtd is to ensure that the customer is fully aware of the usual inspection and test criteria and should an independent and separate requirement exist IAW Def-Stan 05-61 Part 9, the standard Lead Time and Cost will not apply.

c) All failure reports are analysed and where safety has been deemed a factor, appropriate action is taken, such as Product Alerts, Customer Notifications, Internal Alerts.

d) Where product safety has been deemed an issue, this is communicated to employees via one or all the following means, Specific Employee Meetings, Town Hall Meetings, Voice of Customer, Internal Alerts and incorporated into the training of personnel where appropriate.

e) Product details, specifications and safety information is detailed in product catalogues, Declarations of Design Performance (DDP) and data sheets where applicable.

8.1.4 Prevention of Counterfeit Parts

Amphenol Limited operates Counterfeit Prevention Guidelines (WI-QA-042) which works in association with the Product Receiving Inspection and Test process (WI-QA-018) and Purchasing Policy P-QA-014.

Amphenol Limited shall only purchase or source active components directly from the OCM, OCM authorised (e.g. franchised) distributers or aftermarket manufacturers. The use, sourcing or purchasing of non OCM authorised independent distributors or brokers is not permitted. Components delivered via Amphenol Approved Sources will only be accepted if the OCM CofC accompanies the product and direct links and traceability can be established with the vendors CofC.

All BAE active components must only be procured from the OCM or their authorised distribution. Brokers represent a significant source of counterfeit product and must be avoided.

Counterfeit or suspect counterfeit parts shall be controlled to prevent re-entry into the supply chain.

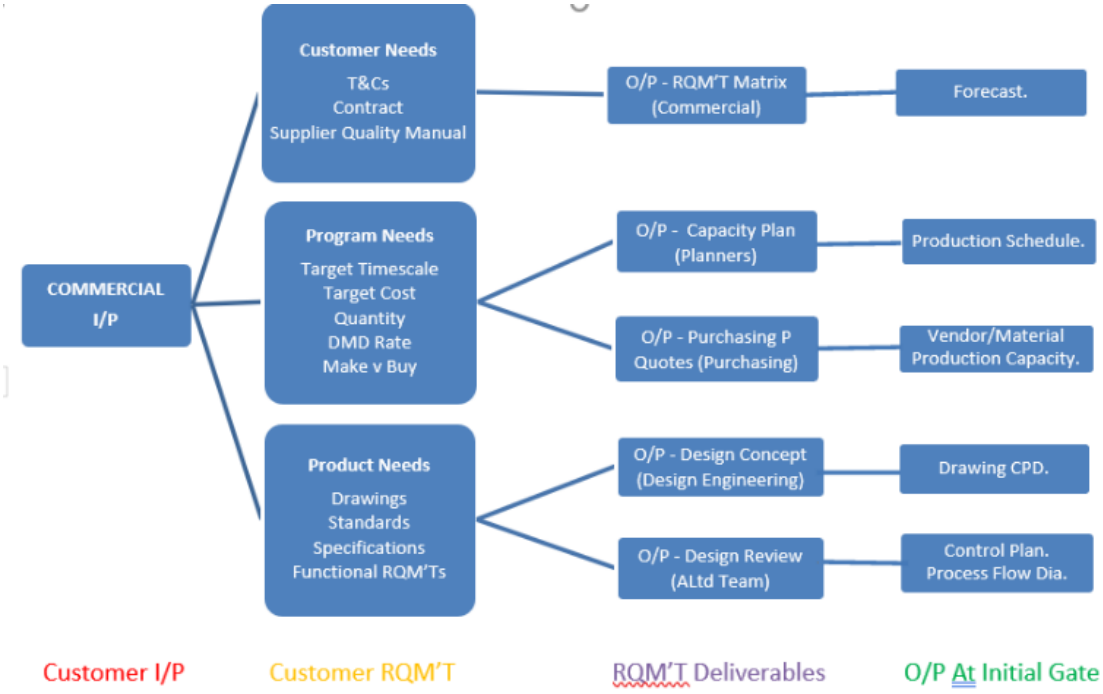
8.2 COMMERCIAL PROCESS - Requirements for Products and Services

APQP Phase 1: Define the Program elicit Customer Requirements and Expectations.

The goal is to capture customer inputs and needs, benchmark data, lessons learned, regulatory requirements, technical specifications, company know-how and strategy into a product concept and realization plan. This includes identification of the high-level technical, quality, and cost targets.

The output of this work includes: Requirements Matrix; Data Pack; Capacity Plan; Design Concept, Cost and Delivery target agreements.

New contracts/NPI and changes to contract will go through Design review (WI-Eng-005) which contains the Requirements Review (RR), Preliminary Design Review (PDR), Critical Design Review (CDR) and Production Readiness Review (PRR) processes. Contained within this process is a Risk Assessment (WI-ENG-006).



8.2.1 Customer Communication

Formal communications channels are initially established by the Commercial Department during NPI discussions. For customers purchasing catalogue parts direct from the catalogue, communication is established through the Customer Services Department. A website is also maintained which provides information relating to the extensive product range company data, supported by an information email system which is always monitored.

More established customers will also benefit not only from their allocated Customer Services Representative, but also an Account Manager, who will handle enquires, facilitate contracts and orders and make regular visits at the customers site.

There is a RMA@amphenol.co.uk email as well as info@amphenol.co.uk email for the raising of product complaints or customer returns, as well as seeking advice.

8.2.2 Determining the Requirements for Products

The Commercial Department will take the project lead for all NPI product entering ALtd, and for products that have been deemed to expose the business to increased commercial risk in quality, cost or delivery. A multidisciplinary approach will be used throughout this process to ensure effective communication. This will typically include Design Engineering, Manufacturing Engineering, Quality, Production Staff and Purchasing.

Other stakeholders will be included as appropriate such as Customers and Vendors and other internal departments as required.

The Commercial Department is to identify and review:

- The Needs of the Customer, (Customer, Regulatory and Internal Requirements including special requirements), Supporting Technical Specifications/Approvals, Timescale, Demand Rate, Target Cost;
- Lessons Learned from Previous Designs, benchmark data, current manufacturing capability, reliability data and FRACAS Data;
- Targets for product safety, performance, service life and durability;
- ALtd can meet the claims and specifications of the product it offers.

NOTE: Commercial - Where the customer has not formally specified customer/product requirements, it is up to ALtd to define these requirements, which in most cases will be as per standard product specifications and approvals.

NOTE: Purchasing - It should be noted that a preliminary Sourcing Plan should be instigated in this phase and 'Make v Buy' decisions.

NOTE: Planning - A capacity Plan is to be developed and issued to the customer taking into consideration current capacity, Lead-times and external deliveries.

NOTE: Where a Commercial Lite process is followed, i.e. APQP Phases 2 [Product Design & Development], 3 [Process Design & Development] & 4 [Product & Process Validation] will not be carried out, a PPAP will not be required.

8.2.3 Review of Requirements for Products

ALtd SHALL ensure it can meet the requirements for the products it offers. As such ALtd shall, before committing to supply products to the customer review the requirements and expectations, this will include:

- Requirements specified by the customer, including requirements for delivery;
- Requirements not stated by the customer but necessary for specification or intended use;
- Requirements specified by ALtd
- Statutory and Regulatory requirements applicable to the product;
- Contract or order requirements differing from those previously expressed are resolved and cost and or Leadtime adjusted where required.

NOTE: If upon review ALtd determines that some of the customer requirements cannot be met or only partially met, Commercial Department SHALL negotiate a mutually acceptable requirement with the customer.

Note: Customer Requirements shall be documented and confirmed with customer before acceptance of contract. **Do not commit if ALtd cannot deliver!**

8.2.4 Changes to Requirements.

The above process is designed to ensure fluid communication exists between Customer and Supplier to ensure the right product is delivered On Time, Right First Time, and a degree of flexibility and negotiation is required on both sides to meet the customer requirements and expectations. Once the requirements have been agreed, any further changes to requirements will need to be costed and will impact Leadtime as resource will need to be reallocated.

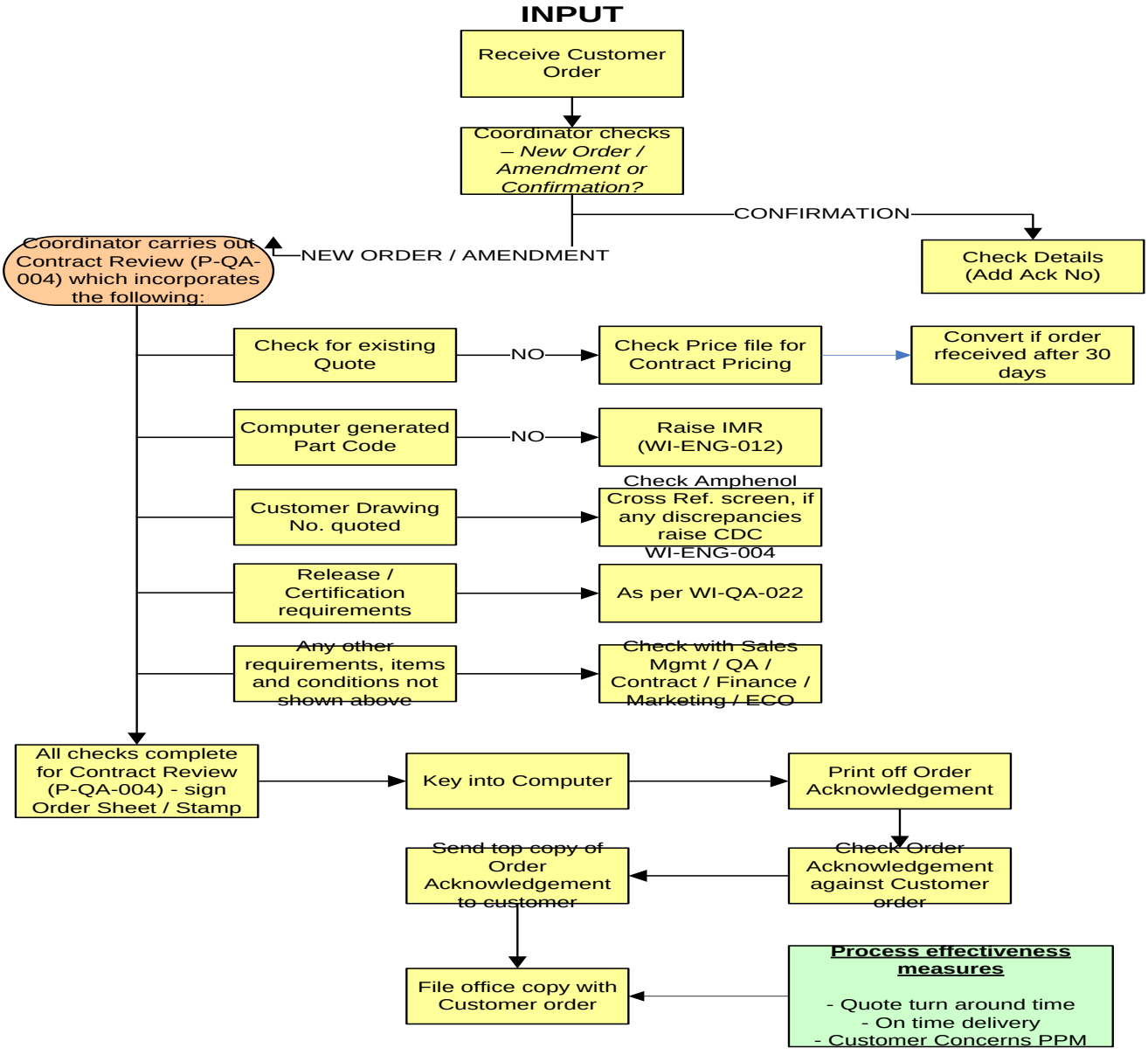
8.2.5 Customer Services

Customer Services are responsible for Commercial-off-the-Shelf (COTS), Modified-off-the-shelf (MOTS) and resale items (catalogue Parts) where reliance on system Leadtime, MRP information and published pricelist is essential to enable orders to be processed within an acceptable timeframe.

COTS parts flagged on MRP system as EREV or PPROD etc or not made for over 2 years and represent some form of risk to the business or customer that needs mitigation before proceeding. A Commercial **Lite** Process will be invoked for these orders under the responsibility of the Commercial Department.

A High-Value/High-Volume COTS/MOTS order may expose the business and customer to increased commercial risk in cost and/or delivery. Values or quantities (yet to be determined) outside normal order quantities are to be highlighted to management as a risk, and action taken to mitigate before committing to the customer order.

Contract Review and Order Processing Process
Process Owner: Customer Service Manager



8.3 Design and Development of Products – APQP Phase 2

Determination of Requirements Related to the Product

Prior to the acceptance of a contract the customer requirements are defined and communicated to the responsible or affected functions e.g.

- Project Management
- Design Engineering
- Operations
- Quality Assurance
- Sales & Marketing
- Continuous Improvement
- FOD prevention. Training and awareness of all employees.

In order to ensure proper documentation of all requirements and importantly to determine if they can be met.

Review of Requirements Related to the Product

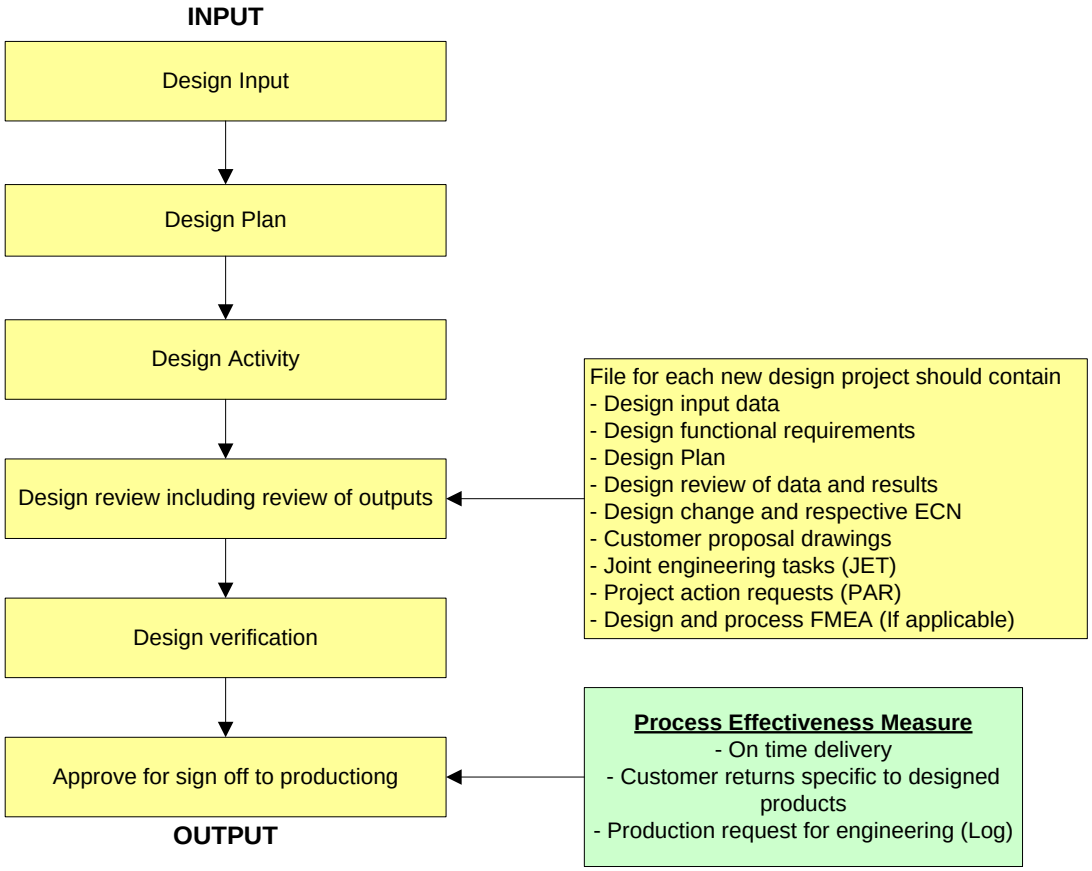
The scope of work and all customer requirements and associated risks are fully understood and if necessary, clarify with the customer.

Any discrepancies between the contract and the order are resolved before acceptance of the contract.

Design

Where components, products or systems are required, and are outside the scope of our standard products they will be subjected to our design process. All new designs are subjected to final sign off approval prior to release to production. This approval for product released is dependent on sign off and approval by the Quality Assurance and Operations.

Process Flow Chart: Design
Process Owner: Technical Director



8.4 Control of Externally Provided Processes, Products and Services

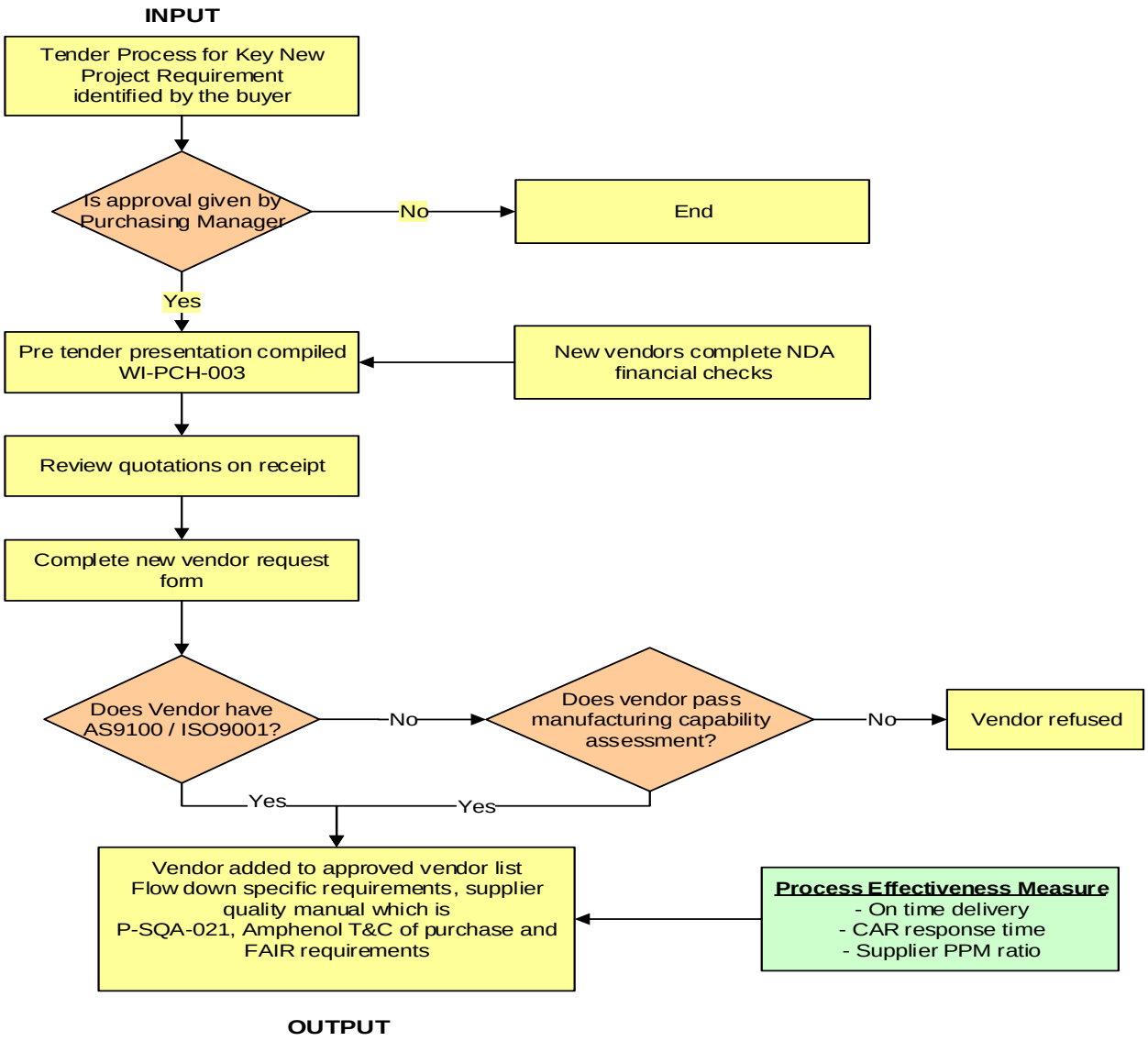
Purchasing

Sub-contractors and suppliers will be selected on the basis of cost, delivery, technical competence and including their ability to meet and maintain quality requirements in accordance with pre-defined criteria, this criterion is defined by both commercial and quality assurance departments

Before a new sub-contractor is used for the purchase of goods, material or service, they will be fully evaluated to establish suitability. Raw material will not be sampled nor will separate approval testing be undertaken on delivery, as the nature of the product is not structural, not under high tensile loads nor causing a direct safety issue. Material certification, data sheet and CofCs will suffice. Any critical or safety features provided by these products a functional based on the finished product, therefore approval testing and in process testing is deemed suitable.

Existing suppliers will be evaluated on an ongoing basis, to ensure development and improved performance,

Process Flow Chart: Purchasing
Process Owner: Purchasing Manager



8.5 Production and Service Provision

Processes for the manufacturing, inspection, verification test are identified and carried out under controlled conditions to ensure the quality of product and services.

Documented procedures defining these processes are provided by means of drawings, specifications, workmanship standards, process and manufacturing instructions.

Inspection and test is conducted at specific points during the manufacturing process.

Manufacturing routers provide evidence that all manufacturing and inspection/verification operations have been completed. Controlled conditions also include as applicable:

- Accountability of products in production (e.g. part quantities, split orders, non conforming product)
- Provision for the prevention, detection and removal of foreign objects.
- Human Factors – Implementation of actions to prevent human error.

Note on Special Processes:

- Amphenol Limited operates the Plating Shop for its own internal use for surface finishes developed and approved in connector manufacture. ALtd do not offer plating services to any customers. As such ALtd will comply with all legislation, but do not intend to certify to NADCAP.

8.5.1 Product Process Verification

A representative item from each production run is used to verify that production process & documentation can maintain product quality. 1st Offs and where required ISIRs are used to verify conformity.

First article inspection is performed in compliance to AS9102

8.5.2 Identification and Traceability

Amphenol Limited maintains the identification of the product by way of coding product with a unique Amphenol Whitstable reference 'AMB' in addition to part description and week of manufacture.

Traceability is maintained to unique batch number referencing for example, unique serial numbers, date codes and part descriptions to determine the source of material used to build the product.

Appropriate records are maintained for the retrieval of the traceability of delivered/manufactured product.

8.5.3 Customer Property

All customer property shall be identified verified and stored in a manner so as not to cause any deterioration or compromise its intended use.

Customer property is also the provision of intellectual property including but not limited to:

- Drawings
- Specifications
- Electronic data

All Documents, Records, gauging, stamps or other customer supplied products is to be returned on notification from the customer or when business with the customer has ceased.

8.5.4 Preservation of Product

The movement, protection and identification of materials is the responsibility of the relevant departments where material reside, this responsibility includes the safe handling and protection of materials and products during transfer between departments.

Secure storage is provided for the isolation and protection of materials and goods pending use or despatch. At regular intervals stock levels are assessed for accuracy along with deterioration where appropriate stock rotation shall apply.

All goods despatched by the company are suitably packed to withstand all expected commercial handling conditions enroute, packaging for protection during transportation and storage is to be considered during the Design Review PRR process.

Where there is contractual packaging requirement this will be met during contract review.

8.5.5 Post-Delivery Activities Warranty & RMA

ALtd Shal meet post-delivery activities associated with its products and customer contracts.

In all instances where Amphenol becomes aware of a product non-conformity, it will endeavour to alert its customers at the earliest opportunity, usually in 24 hours or receiving evidence.

ALtd standard catalogue part warranty is 6 Months, except where separate contacts have been agreed and signed that extend this requirement. Items outside warranty will not be accepted back for replacement or repair, unless there is a clear non-conformity made during manufacture and the product is unused and traceable.

All products being returned for investigation are to be returned by requesting Return Material Request (RMA) on email at RMA@amphenol.co.uk and an RMA number will be issued for the return of product and an entry made in the FRACAS - Failure Reporting and Corrective Action System.

8.5.6 Control of Changes – Source Change

The standard requires that that all changes SHALL be controlled for production, to the extent necessary to ensure continuing conformity with requirements.

The following personnel are required to approve proposed changes:

- Critical features affecting Fit Form or Function - Quality Manager and Design Engineering Manager.
- Process Changes - Quality Manager and Manufacturing Engineering Manager
- Purchasing Source Change - Quality Manager, Design Engineering Manager and Purchasing Manager.
- Where products are 'Sealed Route' by either customer drawing, CPD, contract or Approval Body (Mil, JN, PAN, ESC) the customer or approval body must be informed before the change takes place and their approval obtained.

NOTE: Due to the governance and due diligence required for aviation product, source changes are required for sealed route product. Where it is deemed approvals may have been affected, product reapproval may be required. As such Source change of Sealed Route product should always be considered as a long-term process, instigated for the product family and not just an individual item, as the process will inevitably incur lengthy delays and considerable cost.

Due to the severity and adverse consequences of violating regulatory or contractual obligations, all proposed source changes that affect QPL product are to be process through the AMAO Group General Manager and AMAO Group Legal Counsel IAW Amphenol Memorandum from AMAO Legal Counsel. (Copy \\STORAGEB\Public_Share\Q A\QMS\Quality Manual\Quality Memorandum).

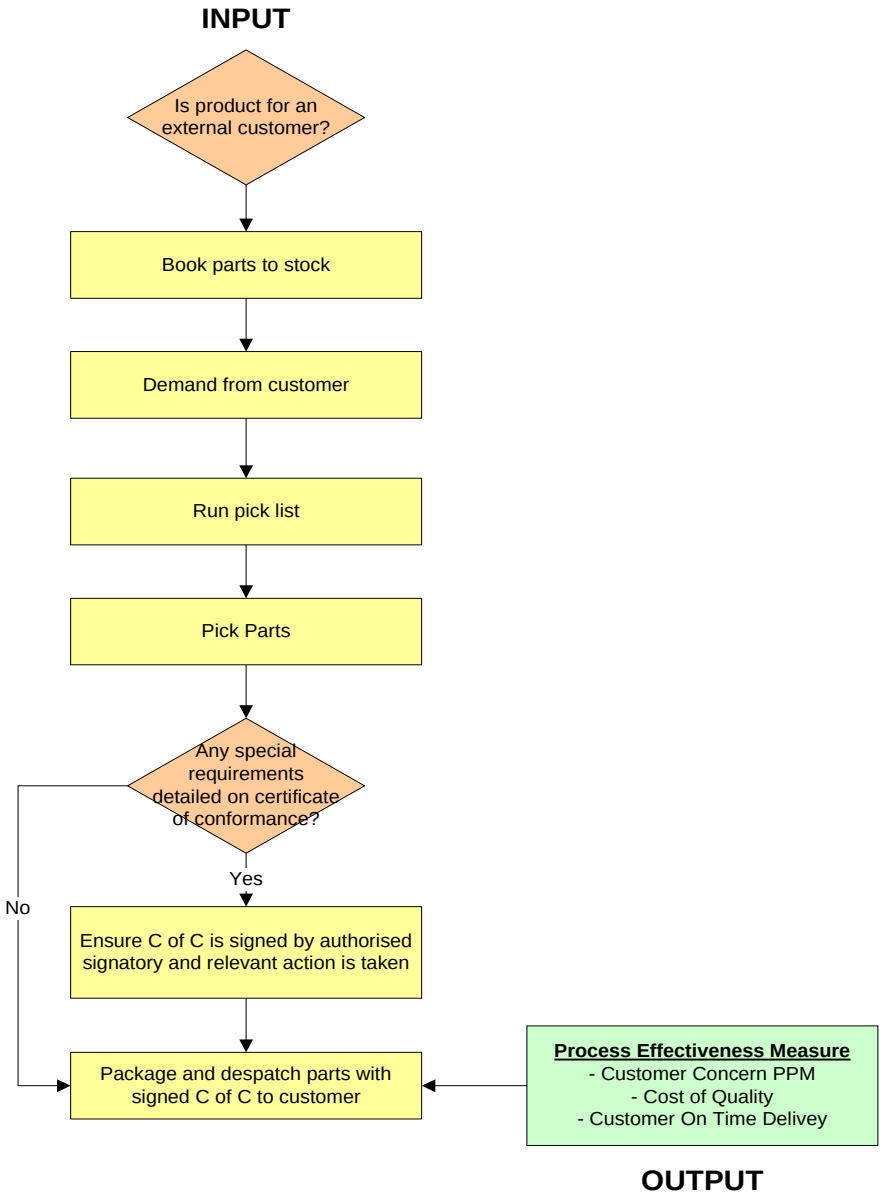
ALtd is to retain documents of any such changes approved.

A Last Article Inspection (LAIR) before source change (where production continuous) and First Article Inspection (FAIR) would be the minimum requirements to verify such changes.

8.6 Release of Products

Release of Products refers to both internal and external customers. Certification of an operation or a CofC signifies that all product requirements have been met. Release to internal or external customer SHALL not proceed until all manufacturing operations and testing has been satisfactorily completed and certified. ALtd SHALL retain such documented information with traceability to the person(s) authorising the release.

- Mandatory requirement to Print Name, Employee Number and sign on 1st entry made by any individual on a Router. Further entries on the same routing can be either signature or employee number.
- All trainees and personnel not authorised to work unsupervised SHALL have their signature countersigned by their supervisor. The supervisor is signing to ensure the trainee has carried out their work using the correct instructions, processes, tooling and their work has been fully inspected and compliant to specification, drawings and build documentation.
- All Individual Operations (Ops) SHALL be individually certified; numerical activities within an Op may be bracketed. Brackets must never carry over the page; new signature/number SHALL be added on the new page.
- All operators SHALL sign for work completed, it is a serious offence to falsify legal traceability documentation or deviate from the operations prescribed.
- Authorised person carrying out the final inspection SHALL is to do so IAW the mandatory requirements of WI-OPS-002.



8.7 Control of Non-Conforming Product

The standard requires that any product that does not meet the requirement of the customer order, drawing or specification are identified and controlled to prevent their unintended use or delivery.

For this purpose, ALtd have QC locations. Feeder Cell and Assembly have Red shelving separated from their product workbenches and given a QC location number. Product suspected of any non-conformance, shortage or problem is to be transferred to one of these locations to prevent its unintended use. If a non-conformity is confirmed it will be moved into Bonded QC locations (QC15), ME location QC25, transferred to a rework or scrapped.

Non-conforming goods received from a supplier are clearly identified and segregated with QC documentation being raised to record the nature of the fault and to accompany the goods back to the supplier.

Internal and Customer Non-Conforming parts are documented on the FRACAS system.

9 PERFORMANCE EVALUATION

9.1 Monitoring, Measurement, Analysis and Evaluation

Control of Monitoring and Measuring Devices

All equipment within the company that is used for the purpose of test and measurement is subject to a periodic test of its accuracy. All equipment is therefore maintained to a known standard with records for each piece of equipment being maintained by Test House.

The frequency of calibration is defined within the database of records for each piece of equipment. The system is worked so as not to allow any piece of equipment to be out of calibration.

Monitoring and Measurement of Process

Amphenol Limited processes are monitored to ensure their continuing ability to achieve planned results. If planned results are not achieved corrective action is taken.

In the event of process nonconformity, appropriate actions are taken to correct the non-conforming process, evaluate whether the process non conformity has resulted in product non conformity, if this is the case then the relevant remedial action is taken in accordance with Amphenol Limited non-conformance control and corrective and preventative action process.

Monitoring and Measuring of Product

The extent and sequence of inspection and tests are specified in documented procedures, including process and manufacturing instructions in order to demonstrate that specified requirements are met. The amount and nature of the inspection or test required is completed to ensure that the specified requirements are met.

Sampling inspection in accordance with statistical sampling plans may be used when required.

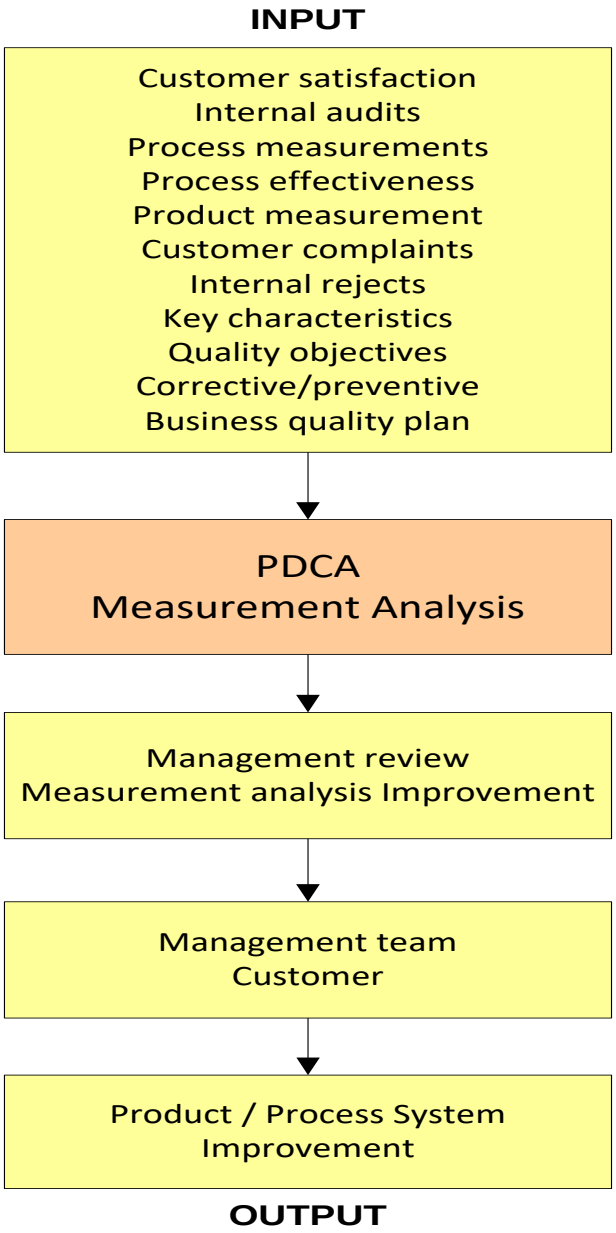
9.1.2 Customer Satisfaction

ALtd SHALL monitor customers' perceptions to which their needs and expectation have been fulfilled.

ALtd is a complex organisation with an extensive range of product sold to a diverse customer base utilising eclectic assortment of contracts, POs, direct sales and direct ship methods. As such monitoring customer perceptions is challenging.

ALtd monitors its Customer Satisfaction by monitoring Customer PPM, Customer Complaints and corrective action requests (FRACAS Raised), OTD and Customer Supplied Vendor Performance Data where supplied along with Key Account customer meetings.

Measurement Analysis and Improvement Model



9.2 Internal Audit

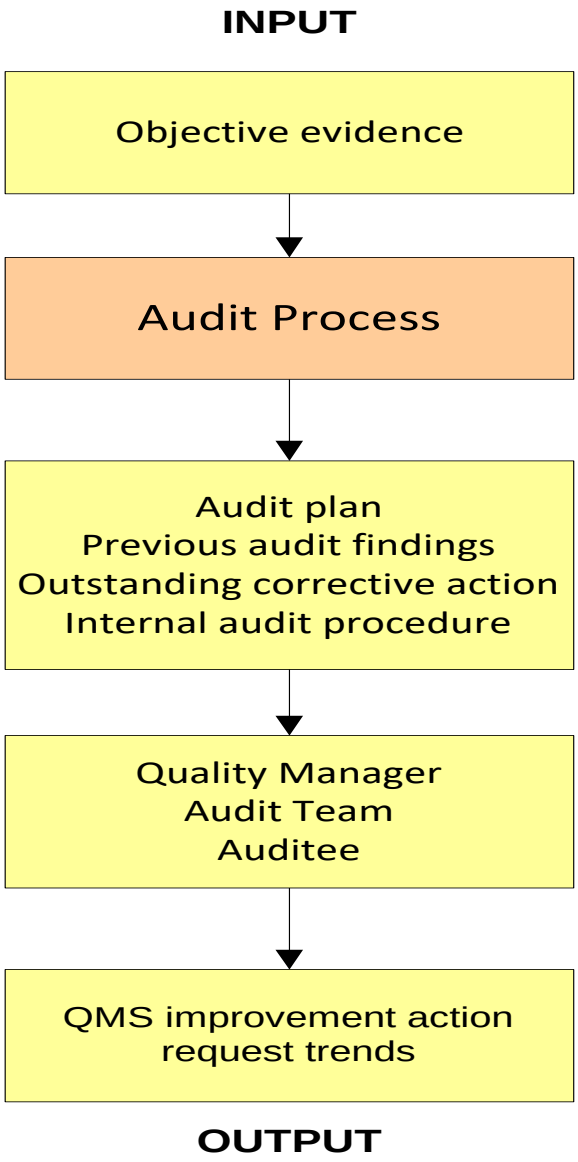
The Quality Manager is responsible for ensuring that the requirements of the Quality Management System are effective and implemented. Audits will be planned on the internal Audit Schedule, the aim to cover every product Value Add area within the business in a 3-year period more frequently where appropriate. This allows more flexibility to focus on changes, current issues and continual product changes or dormancy of production cells.

Audits are carried out IAW Departmental Checklist with reference to the latest AS9100 standard and Amphenol Limited's Business Management system (BMS). The aim of the checklist is to provide guidance for the auditor to ensure minimal time is spent on administration and report writing with maximum time focused on the audit and auditee. Reporting of audits will be on a Turtle Diagram as required.

The audits will take into account the company quality management systems and the requirements of BS EN ISO 9001: 2016 and AS9100 Rev D. The Audit shall take a process approach with the scope based around the process and controlling documentation. With the output objective of process-based improvements via the identification of non-conformance or opportunities for improvement.

Auditors shall be competent Internal audit practitioners and have appropriate knowledge of ISO9001 and AS9100 standards appropriate to their auditing scope.

Internal Audit Model



9.3 Management Review

Management Review

The Senior Management Team reviews the organisation's performance against the Strategic Plan in the weekly Ops Review. The main point of this review is to monitor Limited's performance against the Strategic Plan in terms of Production Amphenol Limited's Key KPIs published on Qlik.

An annual Quality Management Review of the Business Management System is to be carried out. Where specific concerns arise through other management reviews, these may be carried out on a more regular basis. Each review shall have a risk-based thinking approach and consider process inputs and subsequent output of departmental interrelated processes.

The BMS Review takes place on an annual basis and is attended by the Senior Management Team (SMT) and the Leadership Team. Its purpose is to review the continuing effectiveness and ensure alignment with the strategic direction of the company.

Additional reviews can take place at the discretion of the Quality Manager.

Amphenol Limited is to retain minutes of the meeting as evidence of results of the meeting.

Management Review Model

Management Review Inputs

Status of Actions from Previous Management Review

Changes in external & Internal issues relevant to the BMS

Performance and Effectiveness:

- Customer Satisfaction and feedback;
- The extent to which quality objectives have been met;
- Process Performance and Product Conformity;
- Non-conformity and Corrective actions;
- Monitoring and measurement results;
- Performance of external providers;
- On Time Delivery performance;
- Adequacy of resources;
- Effectiveness of actions to address risk and opportunities;
- Opportunities for improvement.

Management Review Outputs

- Opportunities for improvement;
- Changes to BMS;
- Resource needs;
- Risks Identified.

10 CONTINUAL IMPROVEMENT

10.1 General

The General Manager along with the company's Leadership Team is committed to the activity of continuous improvement. This can take the form of audit results, corrective/preventative actions, analysis of data, Zero Defects Initiatives, BOS Observations etc to improve current process or drive key objectives out Management and strategic reviews.

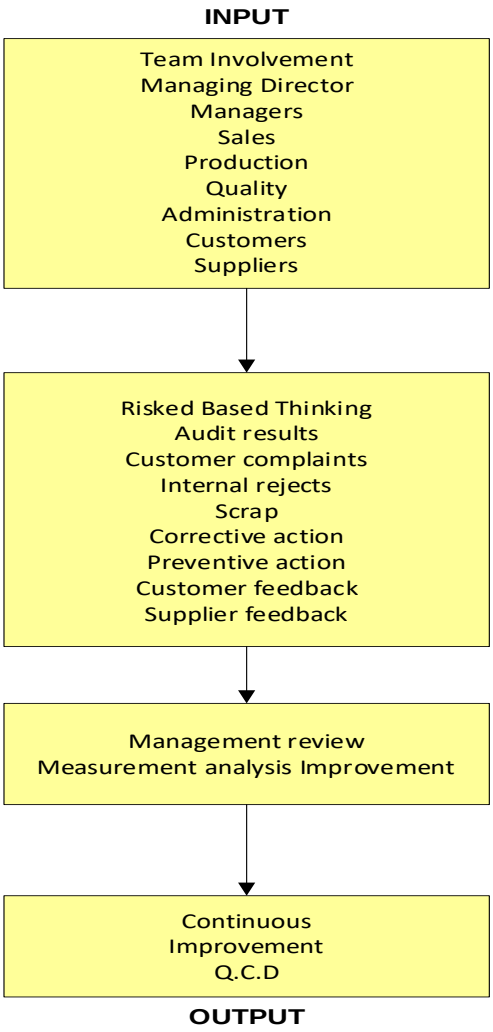
Key to the organisation is the effective use of measurement and analysis and Improvements, this is achieved via the identification of Objectives and targets along with key performance information. There is also a projects file A:\Quality\Public\CONTINUAL IMPROVEMENT containing improvement projects aligned with strategic objectives.

This activity is summarised in the list and process model below:

- Customer satisfaction
- Conformance to product requirements
- Characteristics of processes, product and trends
- Suppliers performance
- Business objective improvement
- Continuous Improvement

This list is not limited. See process model below:

Continuous Improvement Model



10.2 Non-Conformity and Corrective Action

Amphenol Limited have established a corrective and preventative action system used for the recording and analysis of quality related problems to determine trends and root cause of non-conformances.

The system is used for the tracking of corrective and preventative actions in order to measure effectiveness.

Corrective/preventative action may be because of internal, customer system or product audits, customer and internal reject or the results of the management review.

Amphenol will ensure that all products in the value stream affected by the concern will be identified and actioned in accordance with Amphenol corrective and preventive action procedures.

Corrective Action
Requests for corrective action can be in the form of:

- Audit non-conformance reports
- Supplier quality corrective action request
- Customer return note
- Internal/external Fracas report

These maybe submitted to the process owner or supplier for the identification of root cause to initiate the appropriate corrective action.

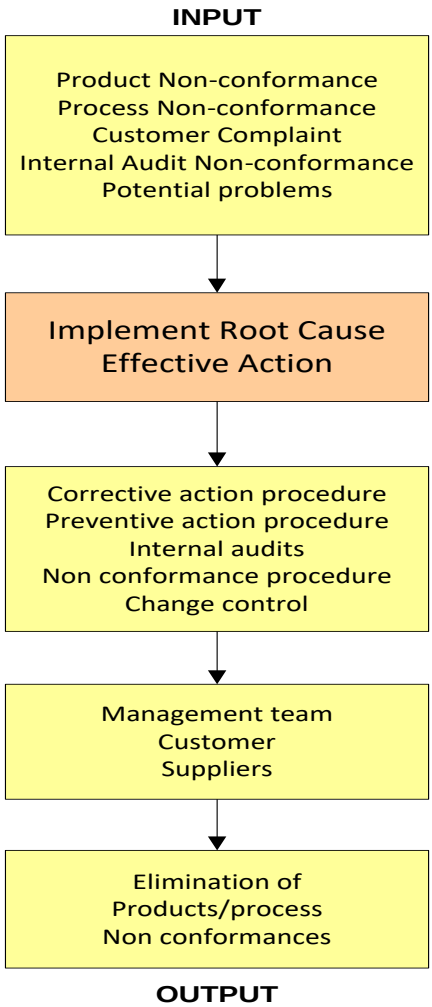
The originator ensures that the necessary corrective action request is in place ensure that the corrective action request is closed in a timely manner.

Routine quality activity centre held where status of corrective action reviewed escalation invoked to senior management team if corrective action is not actioned appropriately

Preventative Action
Non-conformances are analysed to determine the preventative actions needed, this analysis may include a review of dispositions of non-conforming batches, operations during internal and customer audits, internal and customer rejects.

The depth of this analysis is dependent upon the criticality of the non-conformance in relation to quality, cost, delivery and safety. Relevant information on preventative actions taken may be submitted for the management review process.

Corrective/Preventive Action Model



BS EN ISO 9001: AS9100:2016 cross – reference

Title	ISO 9001: 2015 EN9100-2018 AS9100 Rev D	Ref Page Quality Manual	Procedures	Work Instructions
Context of Organisation	4.1	4	EO-01	
Interested Parties	4.2	4		
Scope and Company Profile	4.3	6		
Quality Management system	4.4	7		
Leadership & Commitment	5.1	8		
Customer Focus	5.1.2	9	P-QA-018	
Quality Policy	5.2	9		
Organisation Roles & Responsibilities	5.3	10		
Planning	6	10	P-QA-016 P-QA-022	WI-PL-001 to WI-PL-011
Actions to address risks & opportunities	6.1	10	-	WI-ENG-006 WI-QA-026 WI-ENG-028
Quality Objectives	6.2	12		
Change to BMS– DCR	6.3	12		
Resource/environment/infrastructure	7.1 - 7.1.1 - 7.1.2	13	P-QA-011 P-QA-017	WI-HR-003/004
Infrastructure	7.1.3	13		
Competence	7.2	13	EO-02	
Awareness	7.3	16		
Communication	7.4	16	P-HS-016	
Control of Documents DCR/ECN	7.5.2 – 7.5.3	16	P-QA-007	WI-QA-016 WI-QA-005
Operation	8	17		
Operational planning & control	8.1	17	P-QA-011 P-QA-020 P-QA-022	WI-PL-001
Operational Risk management	8.1.1	18	P-QA-016	WI-PRJ-001
Configuration management	8.1.2	19	P-QA-003	WI-ENG-008
Product Safety	8.1.3	19	P-QA-006	WI-ENG-005 & WI-ENG-006
Prevention of Counterfeit Parts	8.1.4	19		WI-QA-018 WI-QA-042
COMMERCIAL PROCESS	**8.1**	**20**		
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Determination of Requirements Related to Product	8.2.2	20	P-QA-004	WI-ENG-001 WI-ENG-005 WI-ENG-028
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Changes to Requirements	8.2.4	21		
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Control of externally provided processes and products	8.4	23	P-QA-014	WI-PCH-001-003
Type and Extent of Control	8.4.2			
Information for External Providers	8.4.3		P-SQA-021	
Production and Service Provision (Special Process – NADCAP)	8.5 / 3.5	25 Note		
Production Process Verification	8.5.1	25	P-QA-011	WI-QA-044 WI-QA-017
Identification and Traceability	8.5.2	25	P-QA-011	
Customer property	8.5.3	25	P-QA-011	WI-ENG-004
Preservation	8.5.4	25	P-QA-011	
Post Delivery Activities – Warranty & RMA	8.5.5	26		
Control of Changes – Source Change (FAIR – LAIR)	8.5.6	26		WI-QA-038
Release of Product	8.6	26	P-QA-015	WI-QA-021
Control of Non-Conforming Product	8.7	28	P-QA-012	WI-QA-008
Performance Monitoring and Measurement, analysis and evaluation	9.1	28	P-QA-002 P-QA-011	WI-TH-003 WI-OPS-002
Customer Satisfaction	9.1.2	28	P-QA-018	WI-QA-040
Internal Audit	9.2	29	P-QA-009	WI-QA-007
Management Review	9.3	30		WI-QA-013
Continual Improvement Zero Defects	10	31	P-QA-018 P-QA-023	
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