

# Quality Assurance Program

April 27, 2015



**ARMSON USA**  
**COMBAT SIGHTING SYSTEMS**

Revision 1.1

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## Approvals:

Title		Date	Title		Date
Rev	Description of Changes				Release
1	Initial Release				1/20/2013
1.1	Corrected typographical errors				4/27/15

Description of Changes Since Last Revision:

Revision 1.0	Initial release
Revision 1.1	corrected typographical errors

## Definitions

**Applicant**--Any person, persons, or company licensed or applying for a license to manufacture, distribute, or redistribute devices.

**Assembler**- a person who performs assembly and inspection of gunsights; may also include repair, tritium upgrade, packaging, and shipping.

**Deviation**--A departure from the specifications for a device, or a departure from the information supplied to NRC pertaining to the device.

**Device**--Any product (e.g., gauge, sealed source), registered in accordance with 10 CFR 32.210, that is manufactured, distributed, or redistributed by Armson.

**Document**--Any drawing, procedure, instruction, or record pertaining to the production of the device.

**Material**--Any item that is raw material, subassembly, or a component used in the production of the device.

**NRC Contact**--The person identified by the licensee as being responsible for ensuring compliance with NRC regulations.

**Operational Check**--A test or set of tests performed on a completed device to ensure that the device operates in its intended manner and to its intended specifications. This includes verification device safety features.

**Production** --The process of assembling or fabricating a device or any part of a device. Production includes all operations associated with a device or any part of a device from the time it is received from a supplier until it is distributed to the customer.

**QA Director**--Person in upper management who does not have direct responsibility for production of a device but is responsible for ensuring that the QA program is established and maintained.

**QA Manager**--Person responsible for ensuring that an appropriate QA program is running properly and verifying that the activities affecting device quality have been correctly performed.

**QA Program**--The planned and systematic actions necessary to provide confidence that a firm or product will meet the required specifications. The program must provide a means to control and measure characteristics of an item, process, or facility to the established requirements of the program.

**Quality Control**--Actions taken to prevent or detect product deficiencies.

**Radiation Safety Officer**- Person designated for maintaining the radiation safety program. The radiation safety program is conducted according to the radiation safety manual, which is a separate document from the QA program. The radiation safety officer may be an Armson employee or a consultant.

**Redistributor**--Any person, persons, or company licensed to redistribute completed devices or sealed sources that have been registered with NRC by the initial distributor.

**Repair**--Fixing an unacceptable item by a means different than that specified in the production procedures (as opposed to reworking an item).

**Repair technician**--An individual trained only for repairs to a product.

**Rework**--Fixing an unacceptable item by methods included in an approved procedure.

**Sample**--One or more units of product drawn from a lot or batch, the units of the sample being drawn without regard to their quality.

**Sample Size**--The number of units of product in the sample selected for inspection.

**Service**--Any operation pertaining to production of the device or operation performed on any part of the device.

**Shipper/Receiver**--Person designated for shipping and or receiving packages.

**Specifications**--Requirements imposed by Armson, customer, or NRC that, if not followed, may affect the use or operation of the device.

**Supplier**--Any person, persons, or company that supplies material, equipment, or service to an applicant.

## **Content**

### **1. ORGANIZATION**

This is the quality assurance program for Armson USA, LLC for the purpose of assembling gunsights, including those containing tritium. This QA program has been developed in order to comply with the QA requirements for products containing radioactive material as specified in Appendix G of US NRC Regulatory Guide NUREG 1556, Vol 3., Revision 1. The structure of this QA manual is based on the suggested format of NRC Regulatory Guide 6.9, Revision 0.

The organizational structure, functional responsibilities, and levels of authority are documented in this manual, starting with the Chief Executive Officer down to each employee position. Tasks shall be designated by position and not by individual employee. For example the duties of “an assembler” shall be spelled out as opposed to duties of “John Smith.”

The radioactive materials possession and manufacturing license was issued by the Maine Division of Environmental Health, Radiation Control Program. The exempt device registration and distribution license shall be issued by the US NRC.

Contact person for state of Maine: Jay Highland, Ph: 207-287-5677, email: [jay.highland@maine.gov](mailto:jay.highland@maine.gov)

Contact person for US NRC: Richard Struckmeyer Ph: 301-415-5477,  
email: [richard.struckmeyer@nrc.gov](mailto:richard.struckmeyer@nrc.gov)

At Armson US the QA Manager and QA Director positions are combined. The QA Manager/Director (hereafter, QA Director) has continued involvement in ensuring that the QA department is running properly. The QA Director has the authority to access to work areas, and the organizational freedom to identify quality problems, recommend or initiate solutions, verify implementation of solutions, and halt production at any time to ensure that the device or production procedures conform to all regulations and specifications. Any individual is empowered to issue a halt order.

1.1 The organizational structure is documented in the form of an organizational chart, with a brief explanation of each position and the responsibilities associated with the position. Position titles are used in the org chart in lieu of the names of the persons occupying the positions. A separate list shall be maintained as to who occupies these positions, including the date of hire. There are currently 5 employees.

Appendix A- Organizational chart

Appendix B- List of Armson, USA LLC personnel

The following positions are recognized:

- CEO, QA Director
- Assembler
- Repair Technician
- Shipper/Receiver
- Radiation Safety Officer

All employees report directly to the CEO. Employees are cross trained as necessary. Any training performed will be documented.

1.2 The company president/CEO is the QA Director. Quality must first be measured against the device specifications before other factors, such as production schedules.

1.3 The QA Director is responsible for the everyday workings of the QA program and is responsible for reviewing and approving all changes to, or changes affecting the QA program.

1.4 Involvement by the QA Director at a minimum, consists of reviewing the audits of the QA program and periodically reviewing any updates, changes, problems, or concerns with the QA program. The QA Director must initiate changes to the QA program as deemed necessary.

## **2. PERSONNEL**

Armson USA, LLC has written procedures to ensure that employees have appropriate qualifications and training for the jobs they are performing. We keep records of each employee's education, experience, training, and either examination results or capability demonstrations, including re-evaluations.

Armson must have written procedures for all training and indoctrinations.

2.1 Training of personnel will be formal, including a written outline of the training with a written or hands-on objective examination, and informal, including on-the-job training that includes a qualitative determination of the trainee's ability. Both formal and informal training must be documented. After training, individuals must sign off that they received an understood the required training.

Workers will be observed and evaluated in the conduction of their assigned task.

Appendix C- Subjects to be covered during job training

2.2 All employees upon hire are subject to an initial evaluation of their skills, and re-examination on an annual basis. The evaluation will include a statistical analysis of inspection results of work performed by the employee and observation of the employee's work habits and skills, to ensure compliance with the appropriate specifications. All evaluations and re-evaluations must be documented.

See Form 1-Employee Evaluation Form.

2.3 Armson maintains a list of employees qualified to perform each operation. This is achieved by maintaining a list of all persons qualified to perform an operation including the date of attendance at training, and the qualification date. The employee's supervisor has access to this information to verify the employee's qualifications.

2.4 Employees will inform the employer of any changes in their health could impair their job function. This could include vision changes, injuries, etc.

2.5 The employee training form is included as Form 2 to this manual.

### **3. EQUIPMENT**

Equipment used will typically consist of an inspection microscope, dial calipers, and hand tools. No equipment to be used is required to be calibrated.

3.1 Equipment shall be maintained in good working order. Any equipment worn out will become obvious at the time of use. If there is any doubt as to the further usefulness of equipment it must be repaired or replaced. The QA Director will make determinations regarding the replacement of equipment.

3.2 Records shall be maintained for each piece of equipment including model and serial number, date of repaid, and description of what was repaired.

3.3 The equipment log is included as Form 3

#### **4. DESIGN AND DOCUMENT CONTROL**

Armson USA, LLC has written procedures to ensure that all documents conform to the appropriate specifications and pertinent regulations.

Armson will maintain a hard copy, master copy QA plan. Employees will work to this plan as opposed to one on the server. Controlled copies issued shall be numbered and dated. The manual will contain revision dates and revision history. All forms shall have a revision and date. Uncontrolled copies shall be shredded in a cross-cut shredder.

Documents may be stored in hard copy or electronic format. Electronic records shall also be stored on a backup system. It is also suggested that they also be backed up to an offsite location for disaster mitigation.

Documents must be stored in a clean, dry, secure location. The level of security for documents must be appropriate for their level of importance. Proprietary information shall be kept in a lockable filing cabinet.

Each document is released only after it has been reviewed and approved by someone other than the person who prepared that document, such as the QA manager.

Any changes to the documents are controlled by measures commensurate with those applied to the original document.

Updated copies will be distributed and employees notified through email, written memos, and/or verbal indications.

Minor corrections such as spelling, grammar, or obvious word usage errors do not require secondary review.

Revision numbers shall be as follows: 1.0 initial release , 1.1 minor procedural edits, 2.0 major procedural edits. The criteria for major edits including adding new sections or paragraphs that directly affect work output.

4.1 A controlled list of recipients of QA manuals will be maintained. Each recipient will sign off that the most current document was received and is being used.

4.2 As soon as a document is revised, approved, and effective, Armson must ensure that all previous copies of the document are pulled from production to ensure that the documents are not being used for production, and that they are destroyed (with exception listed in 4.6)

4.3 Armson ensures that the master copies of documents are controlled so that no previous revisions of the documents are issued or used. All master copies shall have the word "MASTER COPY" on them. All controlled copies shall have the word "CONTROLLED" on them.

4.4 Armson maintains a list that reflects all current documents and their appropriate revisions.

4.5 The NRC must review and approve all major document revisions if the document was submitted as part of the device registration or license application.

4.6 A file must be kept for each document including all previous revisions of the document, all changes to the document, the reasons for the changes to the document. Each page will be marked “not for use”

4.7 Procedures for reviewing the documents include a checklist of the types of items that must be included in the documents. If any item on the checklist is missing, the reviewer must ensure that it was not inadvertently excluded from the document. This is important for revision control when items can be inadvertently dropped.

4.8 Any new models to be produced require an amendment to the NRC device registration, NRC distribution license, and state of Maine possession and manufacturing license in regards to possession incident to exempt distribution.

4.9 In order to ensure changes to devices are properly implemented, used the following forms to document, approve and record changes.

Form 4 Engineering change request

Form 5 Engineering change notice

Form6 Drawing issue checklist

## **5. MATERIAL AND SERVICE PROCUREMENT**

All materials and procedures used to produce gunsights must meet specifications and pertinent regulations. Procurement of materials or services must be controlled to ensure conformance with specifications.

Suppliers must demonstrate that they are capable of supplying material or services in accordance with the requirements and specifications.

Receipt inspections are performed on all items received from suppliers upon receipt. The extent of receipt inspection must depend on the supplier and are left to the discretion of the QA Director. Armson does not perform supplier audits

Before issuance of an order for materials or services, Armson provides the supplier the scope of the work, technical requirements, identification of the documents that must accompany the material or service, any relevant changes in their QA program identification of the documents that the supplier must keep on file, requirements for reporting and approving dispositions of non-conformances, delivery times. and the signature of an authorized purchasing agent.

Armson maintains written procedures and records for procurement for materials or services, and inspection upon their receipt.

5.1 Selection of a supplier must be based on the supplier's past history of providing identical or similar materials or services and the supplier's technical capability, as determined by either direct evaluation of



the facility or by analysis of the quality of previously supplied materials or services. Suppliers selected are referred to as qualified suppliers.

5.2 For each supplier, the level of receipt inspections will be 100 percent of the materials or services received from suppliers. No onsite audits are required to be performed.

5.3 Armson maintains a qualified supplier list. The list includes all suppliers who have demonstrated that they are capable of supplying the materials or services to Armson. Materials or services are only procured from suppliers on the qualified supplier list. The qualified supplier list will be controlled so that no unqualified suppliers are included on the list.

5.4 An initial written contract shall be made with a supplier. The contract shall at minimum reference the bill of materials for building a component, the requirement to be notified of any changes in materials used or subcontractors, the expected delivery due date (i.e. within 30 days of receipt of order). The person placing the order must ensure that the supplier has copies of, and is using, the most current documents pertaining to the order.

5.5 Verification must be performed that existing batches of components are compatible with new batches received.

5.6 A trend analysis shall be performed on a minimum of an annual basis to look for any supplier problems. The criteria for the analysis shall be established by the QA Director.

5.7 Samples of a purchase requisition and a purchase order are included as Appendix D.

## **6. INVENTORY**

Armson has written inventory procedures that include procedures for handling, marking, tagging, labeling, segregating, recordkeeping, non-conforming material. The inventory procedures account for material that has a shelf life and ensure that the proper materials are used in the production process.

The inventory procedures must include provisions for in-process material and finished devices. The procedures ensure that only items that have passed inspection are used in the production process, and that completed devices have passed their final inspections and testing before distribution.

All inventory that has a shelf life, such as adhesives, o-rings, and tritium vials (GTLS), must be used on a first-in/first-out basis, and the inventory system must be controlled so that items that have exceeded their shelf life are not used. This is achieved by marking the containers with the expiration date of the material, and rotating stock as necessary.

Handling and inventory procedures must ensure that materials or devices that are segregated or identified as complete, have passed their final inspections and tests. This may be achieved by having the inspector mark or tag the product as having been inspected, or by having the inventory area controlled and only having items that have passed inspection enter the controlled area.

To ensure that the correct materials are used in production and that the items have passed their inspection, Armson designates a single assembly area in which, all materials needed for production are brought

together by inventory personnel. The inventory personnel must verify that the correct materials are used and that they have passed their inspection.

6.4 Inventory items or containers must be clearly marked or segregated to prevent use of the wrong materials. Materials which are similar may be confused with other materials (e.g., different alloys of steel, similar size screws) must not be located next to each other.

Armson designates a single assembly area in which, all materials needed for production are brought together by inventory personnel. The inventory personnel must verify that the correct materials are present prior to assembly.

## **7. PRODUCTION PROCEDURES AND PROCESSES**

Armson has written procedures for all production processes. The procedures must include all necessary instructions, including the machinery, equipment, and qualifications of the worker needed to perform the task. The procedures must also include inspection or testing hold points. Not all tasks need to be listed in the procedures. For example, procedures for cutting stock material to length may not need to be listed in the procedures.

7.1 Production procedures must be adequate for the operation to be performed. They may be as simple as a detailed engineering drawing of the part or device, with notes indicating any special instructions, cautions, or methods of construction. More detailed, step-by-step written procedures are necessary for more complex assembly or repair operations.

### **Light Gathering Unit/Light Source Assembly**

See Appendix E for the Bill of Materials to be used.

Place reticule silver side up inside reticule cup. Insert the base of the light gathering unit into the reticule cup, on top of the reticule, line up the edges correctly and press firmly into place. Using a pin or small needle and a small amount of super glue, apply super glue into the edges of reticule cup to secure the light gathering unit in place. Alternately, first apply super glue to the sides of the flats on the base of the light gathering unit and insert into reticule cup pressing firmly to ensure that it is fully seated.

### **Rear Lens Assembly**

Holding sight body in one hand with the back end held upward, insert o-ring (size) into the internal bore so that it sits on the machined ledge. Make sure that it is fully seated. Drop lens in curved side up. Do not touch lens with fingers. Drop a second (size) o-ring into the internal bore on the top side of lens. Slide the plastic spacer into the internal bore on top of the (size) o-ring. Using the required snap ring pliers install (size) circlip, flat side down, over the dome ensuring that it seats securely in groove.

### **Front End Assembly**

Screw (2) adjuster push rods into the (2) adjuster bodies. Place cup housing into the body with the two larger openings oriented to the adjuster holes in the sight body. From the inside of the sight body insert adjusters into the adjuster holes with the smaller diameter section of the adjuster body facing out of the

sight body. Install knobs ensuring that they are properly indexed. Install knob screws and tighten until snug but not fully tight. Face the angles on the adjuster push rods towards each other. Place light source assembly into the body, base first, with flat sides touching adjusters. Using a small screwdriver gently push the light source assembly into the adjusters until seated. Insert spring into the slot in the cup housing and using a small screwdriver manipulate the position until it is seated in the corresponding area of the light source assembly. Rotate the adjuster knobs counter clockwise two or three turns and observe the spring to ensure that it is properly seated. Place top housing cover into body with the raised notch, face down, fitting directly over the spring. Insert o-ring (size). Place dome into sight body. Using the required snap ring pliers install (size) circlip, flat side down, over the dome ensuring that it seats securely in groove. Turn adjusters until the red pointer is in the approximate middle of the dome.

7.2 Production procedures must include appropriate hold points. These may be detailed as part of the production procedure or indicated as a note on the production drawing.

7.3 Armson specifies the flow of materials and processes in assembly procedures that accompanies the item, see Form 7- Inspection Traveler. Inspection hold points are referenced and include pictures and use exploded view.

7.4 As necessary, procedures specify the qualifications of the workers needed to perform each operation. This may be accomplished by classifying workers to certain skill levels. If the worker's qualifications are not identified in the production procedures, there must be a mechanism to ensure that the worker performing the task is qualified to perform the task and to operate the equipment needed to perform the task.

7.5 Procedure for repair or exchange of tritium sources is kept in an active file.

7.6 Fabrication step images are located in Appendix F.

## **8. INSPECTION AND TESTING**

Armson ensures that all materials, devices, and production procedures conform to the appropriate specifications and regulations. Armson must have written procedures for in-process inspection and testing of materials, production processes, and final inspection and testing of gunsights. The procedures include acceptance criteria and procedures for receipt inspection, generating sample sizes, final inspection and testing, packaging and transportation inspections, and audits of production procedures. The final acceptance inspection must be performed by someone other than the person who performed the work being inspected.

The procedures also include an inspection schedule that includes mandatory hold points beyond which work must not proceed without successful completion of the inspection or test. The procedures include provisions for bypassing inspections or tests and provisions for non-conforming materials. Records must be maintained of all inspections and tests results and must include the date and person performing the inspection or test.

Armson segregates items that have passed inspection and testing.

8.1 Armson will perform illumination tests and wipe testing on a minimum of 1% of all completed gunsights.

8.2 Hold points are specified on a traveler that follows the device through the production process. The traveler indicates the hold points and the types of inspections and tests to be performed. The traveler is designed to be a record indicating that the inspections or tests have been performed. The traveler must be approved by the assembler and indicate that the inspection hold points are acceptable.

8.3 After tritium lights are installed, all sights must be inspected to confirm they are securely in place.

8.4 After the inspection, the acceptable items must be segregated from unacceptable items. Segregation of items may be achieved having the items placed in a controlled stock room or holding area.

8.5 Inspection of production processes uses a checklist that lists the acceptance criteria. Inspections may be performed by qualified production staff instead of the QA Director, however, the QA Director must inspect the processes at least yearly. All inspections must be documented.

8.6 If a production process is found to be insufficient, the inspection results and their impact on previously manufactured products, must be evaluated by the QA director. Appropriate corrective actions must be taken.

8.7 Inspection traveler is included as a Form 7. Form 8 is the incoming inspection report form. Form 9 is the verification of conformance form. It is not necessary to issue a certificate of conformance for each order; they shall only be issued upon customer request.

## **9. NON-CONFORMING MATERIALS**

Armson has written procedures to ensure that materials and devices that do not conform to the specifications are not used in production or distributed. The procedures have provisions for non-conforming materials found through receipt inspection, in-process and final inspection and testing, and devices returned by customers. The procedures include identification of the non-conforming materials, disposition procedures, and provisions for returning reworked items back to production. Before non-conforming materials are returned to production or distributed, they must pass appropriate inspections and tests. Armson keeps records of all non-conformances and their disposition.

9.1 Non-conforming materials must either be segregated in a controlled area or be marked as non-conforming.

9.2 Rework may be performed without prior approval, provided it is done according to procedures. Repair to material must not be performed without appropriate approval.

9.3 Records of all non-conforming materials must be kept for trend analysis and for verification that rejected materials have not been used in the production process.

9.4 A traveler form must be used to identify non-conformances. The traveler must indicate the inspections and approvals needed. The QA Director must approve the disposition of non-conformances.

9.5 Samples of a Non-conforming Materials Report are included as Form 10.

## **10. PACKAGING AND TRANSPORTATION**

Armson has written procedures to ensure that all materials or devices shipped by Armson are packaged and transported according to the regulations and specifications governing the material. The procedures include provisions for inspections of packaging and transportation. The packaging and transportation must ensure the product is delivered intact to the customer.

The procedures ensure that the instructions will accompany the gunsight.

Records must be kept of all packaging materials used, shipping reports, and inspections.

10.1 Armson has a standard procedure for packaging all items leaving the facility or a unique packaging procedure for each item as it leaves the facility. The packaging procedure must include the form of transportation, including the name or type of transportation company, and the labeling of the packaging.

10.2 Before distribution of any material or device, it must be verified that all items, including paperwork, are included with the material or device or are being shipped separately. The customer must be notified if items are missing and that they will be sent at a later date. The system must ensure that back-ordered items are sent when they become available.

10.3 Return materials authorization numbers (RMAs) shall be issued to customers who wish to return devices for service. Form 11 is the RMA form.

## **11. DEVIATIONS AND CUSTOMER COMPLAINTS**

Armson has written procedures for evaluating and recording deviations, whether reported by customers, suppliers or found during internal audits. The procedures must adequately address the evaluation and notification requirements listed in 10 CFR 21.21. Records must be kept of each deviation or complaint that Armson receives. The records must contain the device type and model number, serial number (if applicable), name of complainant, nature and date of the complaint, reply to complainant, corrective action taken, and root cause of the failure if known. The procedures must ensure that the QA Director and the department that was responsible for the failure are notified of the deviation or complaint and the corrective action. All known customers that may be affected by the failure or complaint must be instructed to take appropriate corrective action.

Trend analysis must be performed on all deviations. The analysis must be on-going and be performed at least yearly.

11.1 Armson maintains a log of complaints received from customers by phone or in writing. The log must include: device type and model number, serial number, name of complainant, nature and date of the complaint, reply to complainant, corrective action taken, and root cause of the failure, if known.

11.2 Trend analysis must be, at a minimum, by type of failure and model number of the device. Any trends arising must be investigated for possible generic problems.

11.3 Armson must have written procedures for contacting affected customers and procedures for determining whether customers are affected by a failure or complaint. If it appears that the failure or complaint is a result of a generic design or manufacturing problem, all known users of a device that may have the same failure must be notified. The procedures must ensure that the NRC is notified of failures or generic design or manufacturing problems that may be related to their license or registration of the product.

11.4 The department responsible for the deviation must be notified as soon as practicable to prevent additional deviations.

11.5 The customer complaint form is included as Form 12.

## **12. AUDITS**

Armson must have written procedures for auditing and evaluating its QA program. Audits must ensure that the program encompasses all the requirements of the applicable regulations. Audit procedures must include acceptance criteria and assurance that all procedures are up to date.

Audits may be performed by an employee or a consultant. Ideally the person performing audits must have no responsibility for the matters being audited. Since Armson is a small company it may be advantageous to have an independent auditor perform the audit.

Records of all audits must be kept on file and reviewed by the personnel responsible for the matters being audited. Audit records must indicate deficient areas in the program and corrective actions. Follow-up actions must be taken to verify that corrective actions are accomplished. All records must be signed and dated by the appropriate company officer.

Internal audits must be performed at intervals not to exceed 1 year.

12.1 Armson has standard written procedures for auditing its QA program and for auditing its suppliers. A written checklist specifying the necessary components of the QA program must be completed as a record of the audit.

12.2 The completed audit checklist must include the signature of the auditor, signature of the person responsible for the area being audited, and the date of the audit. If the audit reveals deficient areas of the program, the deficient areas must be noted on the checklist, and the deficient areas must be re-audited. The auditor must again sign the checklist when all deficiencies have been corrected. If the deficiencies are minor, the auditor may allow them to be corrected before completion of the audit or may agree with the corrective action to be taken. In these cases a re-audit is not necessary.

12.3 If audits are used to verify employees' performance, the procedure for the audits must specify the acceptance criteria for the job being performed. A record of the audit must be kept.

## **13. RECORDS AND DOCUMENTATION**

The QA Director must ensure that all appropriate pertinent records are maintained and filed. This includes the results of tests, inspections, and audits, as well as copies of up-to-date written procedures. The objective is to ensure that each component of the QA program has been properly implemented. The records must be accessible to each appropriate regulatory agency.

13.1 Records of audits and inspections and all necessary documentation must be available to the necessary departments.

13.2 The QA Director must have access to the master copies of all records and documentation.

13.3 Information regarding the total number of gunsights distributed per year by model and activity level shall be maintained for the life of the product, and will be provided to the NRC on an annual basis and at the time of inactivation of the device registration.

13.4 All documents must be maintained for a minimum of 5 years, with the exception of QA audit reports, prototype testing, distribution reports, and files related to decommissioning the facility, which must be kept for the life of the device registration and licenses.

13.5 Form 13 is the annual QA audit form.

**Forms:**

Form 1- Employee Evaluation Form (revision and date)

Form 2- Employee Training Record (revision and date)

Form 3- Equipment Log (revision and date)

Form 4- Engineering Change Request (revision and date)

Form 5- Engineering Change Order (revision and date)

Form 6- Drawing Issue Checklist (revision and date)

Form 7- Inspection Traveler Form (revision and date)

Form 8-Daily Incoming Materials Report (revision and date)

Form 9- Certificate of Conformance

Form 10- Non-conforming materials Log (revision and date)

Form 11- Return Material Authorization Form (revision and date)

Form 12- Customer Complaint Log (revision and date)

Form 13- Annual QA audit form (revision and date)

**Appendices:**

Appendix A- Organizational Chart

Appendix B- List of Armson, USA LLC Current Personnel

Appendix C- Subjects to be covered during job training

Appendix D- Purchase Order

Appendix E- Bill of Materials

Appendix F- Fabrication Step Images