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Introduction

Datum Technologies has implemented a Quality Management System (QMS) in order to document and continually improve the company's business practices, better understand and satisfy the requirements and expectations of its customers and to improve the overall performance of the company.

Datum Technologies's QMS complies with the intent of International Standard SAE AS9100D. This system addresses the development, production, and servicing of the company's products and services.

The manual is divided into sections that correlate to the QMS sections of SAE AS9100D.

This manual describes the QMS and the Responsibilities, Authorities and Interrelationship between Datum Technologies Personnel. The manual also provides procedures and references for activities ensuring compliance to the requirements of the standard.

This manual is used internally to guide the company's Employees through the various requirements of the SAE AS9100D Standard and the Company's employment of the Plan-Do-Check Act (PDCA) cycle and risk-based thinking in our daily operations. These practices are dynamic and are maintained in order to ensure Customer Satisfaction,Statutory and Regulatory requirements, and Continuous Improvement.

This manual may also be used externally to introduce our QMS to Customers and other external organizations or individuals. The manual is used to familiarize them with the Controls that have been implemented and to assure them that the integrity of the QMS is maintained and that Datum Technologies is focused on Customer Satisfaction and Continuous Improvement.

Signature: Jordan Hunt (Mar 20, 2023 17:52 PDT)

Operations / Quality Manager: _____ **Email:** jordan@datumtechnologiesinc.com

APPROVING OFFICIALS

NAME	TITLE	SIGNATURE	DATE
Analisa Hunt	CEO	**Signature:** Analisa Hunt (Mar 23, 2023 12:36 PDT) **Email:** analisa@datumtechnologiesinc.com	032323
Richard F. Hunt Sr	President/Owner	**Signature:** Richard Hunt **Email:** dick@datumtechnologiesinc.com	032323

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Quality Manual Distribution Policy

Datum Technologies's QMS documentation, Quality Manual, Procedures, Process Flows and Quality Forms are On-line documents. The most current revision of each document is the On-line version. All paper copies of the QMS documents are considered to be "Reference only" and their current revision level shall be verified before use. Training on how to access the QMS documentation will be provided to all employees as part of their employee orientation.

Employee training records are kept for all permanent employees of Datum Technologies.

Access to this manual is provided to Datum's Employees, Customer and/or Regulatory Agencies upon request or where appropriate to satisfy contractual obligation or compliance to our Customer's Internal Quality Systems.

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Section 1: Scope

1.1 General

This Quality Manual outlines the Policies, Procedures and Requirements of the Datum Technologies Quality Management System (QMS). The system is structured to meet and/or exceed the conditions set forth in the International Standard ISO 9001:2015 and AS9100D.

Datum Technologies is a multi-faceted New Product Development and Production CNC Precision and Close Tolerance Machining and Manufacturing Organization with a wide range of Customers. Datum's Customer base includes Organizations within the Analytical Test, Medical, Semiconductor, Aerospace, Oil and Energy, and Automotive industries. To assure all Customer needs are met, Datum has defined a system for determining the required levels of Quality Assurance and Quality Control for each Customer Job. The Quality Control "Risk Level" is identified by the Operations Manager during the initial Contract Review and Order Entry Process.

Datum Technologies maintains three distinctly different Quality Control Risk Levels, and are defined in Section 4.3 of this Manual. (see Section 4.3).

By defining the necessary level of Quality Control, Datum Technologies is capable of meeting each Customers' Industry Standard and/or unique stated and/or implied requirements as well as the core objectives to provide quality products, reliability, deliver on-time, increase Customer satisfaction, and continually improve and comply with the Quality Management System. Datum Technologies utilizes its production and new product development facility to manufacture elite, high-quality American-made products for the development and application of innovative solutions and progressive technology in the aforementioned industries. The elite, high-precision close tolerance manufacturing and Quality Control of Customer products is both cost competitive and provided to every Customer, to ensure the integrity and legacy of Quality, American Manufacturing, continues to compete at the forefront of technology advancement .

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Section 2: Normative References

2.0 Quality Management System References

The following documents were used as reference during the preparation of the Quality Management System:

✓ ISO 9001:2015 Quality Management Systems

✓ SAE International Aerospace Standard AS9100:D

✓ SAE International Aerospace Standard AS9102:B

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Section 3: Terms and Definitions

3.0 Quality Management System Definitions

✓ **Contract Review / Order Entry –** The response to a customer's work scope requests. This is where the intent to meet specific customer requirements is initiated and documented. Datum maintains a Standard Operating Procedure for the control and integrity of the Contract Review and Order Entry Process.

✓ **Customer Owned Property** - Any type of instrumentation, accessories, manuals, or shipping containers that belong to a customer

✓ **Customer Supplied Material** - Any type of service or material supplied to be utilized in the manufacture, modification or repair of customer-owned property

✓ **Job Folder –** This refers to the Directory created on the Datum Technologies Private Network for each Job. All physical data (to include but not limited to- material certification, outside process certifications of conformance, packing slips, etc.) in the Physical Job Folder shall be scanned into this folder for easier access to all and for simple storage.

The job folder is the final collection point for all paperwork associated with a specific job that serves as the historical documentation for the work performed. All pertinent documents will be contained in the folder; drawings, work order routers, material certifications, inspection sheets, etc. The job folder is considered the historical record of note for each job.

✓ **Material Review-** Material Review is the activity performed by the Material Review Board (MRB) to determine the disposition of products that do not meet specification. This activity is performed by Shop Management and Quality Personnel and may rework, repair, scrap or Use as is any component under their review.

✓ **DTMF-** Datum Technologies Flow Diagrams or Forms. These are also considered support documentation for this manual.

✓ **DT-SOP**- Datum Technologies Standard Operating Procedure. These are also considered support documentation for this manual.These procedures also include any standard procedures that Datum Technologies has developed for recurring and/or specialized work. These SOPs are referenced in the Work Order Routers as required for additional process control.

✓ **Conforming Product –** The end item result of meeting all contract terms and conditions (manufactured goods, merchandise, services etc.)

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✓ **QCRMT** - Datum Technologies Quality Control Form

✓ **Quality Records –** Documentation of those activities where records must be maintained – this will be specified in the procedure or work instruction level documents, as applicable

✓ **Source Inspection**- An agreement made with the customer, government or their designee, to verify conformance of a product at Datum Technologies or at Datum Technologies Supplier's premises

✓ **Traveler-** The traveler is the printed document package that defines the sequence of operations to be performed in the execution of a specific Work Order, including inspection points. This package contains the appropriate inspection forms, material certs and other data gathered as the Job progresses towards completion. This document package is enclosed in a clear envelope which contains pertinent in-process documentation that travels with the parts on the shop floor.

✓ **WIP –** The `Work in Process` status for the operations performed on a project.

3.1 Counterfeit Part

An unauthorized copy, imitation, substitute, or modified part (material, part, component), which is knowingly misrepresented as a specified genuine part of an original or authorized manufacturer. May include; false identification of marking or labeling, grade, serial number, date code, documentation or performance characteristics.

3.2 Critical Items

Those items (functions, parts, software, characteristics, processes) that have significant effect on the product realization and use of the product; including safety, performance, form, fit, function, manufacturability, service life, etc.; that require specific actions to ensure they are adequately managed. Examples of critical items include safety critical items, fracture critical items, mission critical items, key characteristics, etc.

3.3 Key Characteristic

An attribute or feature whose variation has a significant effect on product fit, form, function, performance, service life or manufacturability that requires specific actions for the purpose of controlling variation.

3.4 Product Safety

The state in which a product is able to perform to the designed or intended purpose without causing unacceptable risk of harm to persons or damage to property.

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3.5 Special Requirements

Those requirements identified by the customer, or determined by Datum Technologies, have high risks to be achieved, thus requiring their inclusion in the risk management process. Factors used in the determination of special requirements include product or process complexity, past experience and product or process maturity. Examples of special requirements include performance requirements imposed by the customer that are at the limit of Datum Technologies's capacity, or requirements determined by Datum Technologies to be at the limit of its technical or process capabilities.

3.6 Risk

Risk is defined as an undesirable situation or circumstance that has both a likelihood of occurring and a potentially negative consequence. Formal Risk Analysis must be performed on each job at the time of Contract Review, ***prior*** to order acceptance.

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Section 4: Context of the Organization

4.1 Understanding the Organization and its Context

Datum Technologies, Inc. has a Customer base encompassing the following industries: Analytical Test, Medical, Semiconductor, Aerospace, Oil and Energy, and Automotive.

Because of the Customer diversity and the nature of the services we offer, we believe that the work will never run out. There are many competitors in these industries and Datum continues to strive to maintain an *elite* reputation and legacy that keeps us competitive.

4.2 Needs and Expectations of Interested Parties

1) Customers that work with us because of our AS9100D or ISO: 9001-2015 certifications require that we maintain that certification during the time their work is being completed. They require us to provide all requested quality documentation with reference to their applicable purchase order and flow down requirements, as well as timely reporting of any nonconforming product and disposition of same. Some Customers require Datum Technologies to subject its Quality Management System to the customer requested audits. In any case, all customers require their contracts to be acknowledged and delivered on time, meet all applicable specifications and stated/implied flow down requirements.

2) The Regulatory Body (ABS Group) certifying that Datum Technologies conforms to AS9100D and ISO: 9001-2015 is a critical interested party of Datum Technologies Quality Management System and how it is implemented. ABS Group expects Datum Technologies to maintain a Quality Management System in compliance with the applicable standards and regulations governing the scope work, and to provide evidence of compliance annually.

3) Datum Technologies Employees expect clear work instructions and adequate Job Training. They expect their leave and earning statements to be correct and on time. They expect to have and are required to have a safe and proper work environment.

4) Our Suppliers (Suppliers) expect all purchase orders to be clear, accurately describe in writing all requirements, provide applicable flow downs from Datum's Customers, and to be compensated for the materials or services provided as contracted.

5) Datum Technologies Managers at all levels expect to follow an approved Quality Management System to achieve results for the Organization. They expect to have and are required to have resources, access to said resources as well as competent workers under their direct management/supervision. For efficient and effective management of the QMS, Datum Management ensures Company Expectations and procedures are well documented and followed.

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6) Emergency Responders and Law Enforcement Personnel expect that we conduct business in a manner that keeps our Employees safe. This includes Federal Occupational Safety organizations such as OSHA and MSHA.

4.3 Scope of the Quality Management System (QMS) – QUALITY RISK LEVELS DEFINED

Datum Technologies, Inc. is a Service and Production Organization providing services to a wide range of Customers. We specialize in fabricating and machining and inspecting components for Aerospace, Defense, Mining, Power and other Industrial Customers.

We manufacture prototype components per customer requirements and provide Low-Mix, High-Volume production runs as requested. Datum Technologies provides elite service from its facility located in Santa Rosa, CA. Datum Technologies maintains elite competitive capabilities within the respective industries, and is lauded as a top 10 Small Business within the North Bay. Datum Technologies is located at:

327 O'Hair Ct

Santa Rosa, CA 95407

TEL: 707 738 3914

Due to the variety of work that is performed at Datum Technologies, it is standard to assign a "Risk Level" to each Job during initial Contract Review and Order Entry Process. This is done to alert each department performing work as to the applicable DPAS rating, documentation required, and extent of inspection.

In practice, Customer Purchase Orders define Defense Priority Allocations Systems requirements, Defense Federal Acquisitions Regulations, expected delivery date, level/amount of quality documentation and inspection reporting required. In the event, a Customer Purchase Order does not accurately define requirements, the Datum Technologies Operations Manager must define these requirements. Definition by the Manager must be approved by the applicable Customer Contact.

✓ **Risk Level I (SIMPLE)**- Applies to work that is simplistic in nature and has minimal quality, inspection and documentation requirements. This work is initiated at the customer's discretion and communication of requirements and results may be verbal, however must still be documented and stored within the applicable Job Folder. Approval of quality and release of finished product or related activities is made by the Datum Technologies Operations Manager or President.

✓ **Risk Level II (MEDIUM COMPLEXITY)**- Applies to work that has some degree of complexity where margin of error is less than that of a SIMPLE but more than that of a

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COMPLEX. More extensive and critical quality planning is required through the Contract Review Process. Specifications for Quality and Performance are determined for each Job by the Operations Manager. Datum Technologies reserves the right to perform all Material Review activities on Risk Level II projects.

✓ **Risk Level III (COMPLEX)-** Applies to work where the Customer implies or provides requirements specified orally, in writing or by contract, all specifications, engineer drawings, CAD files, applicable inspection plans and quality requirements that meet or exceed the requirements of the Quality Management System, ISO, AND AS9100D. This information must be provided *before* any related process is started. The Customer may be closely involved in all stages of planning, production, assembly, and inspection. The Customer must provide acceptance criteria and procedures or provide for source inspection of the work performed, and shall reserve the right to conduct the Material Review activity on these programs.

4.3.1 Applicability of Standards – NO DESIGN

Datum Technologies has determined that the following requirements are not applicable to the current operations at this site:

1. Datum Technologies is primarily a manufacturing supplier specializing in elite close-tolerance high precision CNC *machining*. As such, Customers *normally* provide all design specifications, CAD data, and/or drawings for components they require Datum's service for. For this reason, Design and Development of Products and Services (Section 8.3 of the AS9100D Standard) will not be applicable.

4.4 Quality Management System and its Processes

DATUM Technologies developed and implemented a Quality Management System to better satisfy the needs of its customers and to improve management of the company. The Quality System complies with the AS9100:2016 (techn. equiv. to EN9100:2018 & JISQ 9100:2016) and ISO 9001:2015. Datum Technologies has determined key processes needed for the effectiveness of the Quality Management System.

The processes within the Quality Management System are maintained and continually improved by using the Quality Policy and Objectives as a critical guidance tool. Audit results, corrective & preventive action and Management Reviews are key components in monitoring Datum's progress towards meeting Quality Policies and Objectives as an elite team. Datum Technologies's Quality Management System must adhere to all Customer and applicable statutory and regulatory requirements.

The Datum Technologies Quality Management System is composed of the following Main Documents:

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Datum Technologies Standard Operating Procedures:

DT-SOP Control of Documented Information Control
DT-SOP Control of Non-Conforming Material and Outputs
DT-SOP Control of Externally Provided Products, Processes and Services
DT-SOP Customer Purchase Order Entry and Contract Review
DT-SOP Control of Performance Evaluation and Internal Auditing

There are other documents used, including but not limited to:

-Datum Technologies Standard Operating Instructions (DT-SOI)
-Root Cause Analysis Form
-CAPA Request Form
-NCMR Form
-QC Raw Material Tag Form
-Purchase Order Form
-Request For Quote Form
-AS9102 B Forms 1, 2, and 3
-Daily Production Quantity Verification Form

Each document is Revision Controlled. Documents are to be reviewed to assure that they are relevant and up to date. This is the responsibility of the Operations Manager with the assistance of Administrative Team Members as necessary.

DT-SOP Documents are written and controlled with the intent to implement the procedures in day to day operations, including the following clarifications:

1) Inputs and Outputs expected from the Process
2) Interaction with other Processes
3) Criteria and Methods (including monitoring, measurement and related performance

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indicators) needed to ensure effective operation and Process Control.

4) Resources needed to carry out the Process
5) Assignment of Responsibility and Authority for the Process
6) Address Risks and Opportunities
7) How to evaluate the Process and implement Changes to achieve intended results
8) Steps to improve the Process and the QMS
9) Documentation required to support the operation of the Process
10) What documentation must be retained to show Process is being carried out as planned.

4.4.1 Quality Manual

This Quality Manual has been prepared to describe the Datum Technologies Quality Management System (QMS). The scope of the QMS is described in Section 1.

Documentation was developed to provide *evidence* of the Quality Management System's Process Interactions. This document defines the QMS Processes as: 1) Contract Review, 2) Production / Services, 3) Purchasing and 4) Management. The document discusses responsibility, Risks and Opportunities as well as Metrics used to assess the effectiveness of these Processes.

4.4.2 Control of Documented Information

All of Datum Technologies Quality Documents and Records are controlled and maintained to provide evidence of conformity to QMS requirements. The controls needed for identification, storage, protection, retrieval, retention time and disposition are defined within Datum Technologies Standard Operating Procedure: Control of Documented Information. This procedure requires that Quality Documents and Records remain legible, readily identifiable and retrievable. The procedure defines the following information:

✓ Approving documents for adequacy prior to issue

✓ Reviewing and updating as necessary and re-approving documents

✓ Ensuring that changes and current revision status of documents are identified

✓ Ensuring that relevant versions of applicable documents are available for use

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✓ Ensuring that documents remain legible and readily identifiable

✓ Ensuring that external documents are identified and their distribution controlled

✓ Preventing the unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose

Datum Technologies coordinates document changes with customers and/or regulatory authorities in accordance with contract or regulatory requirements.

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Section 5: Leadership

5.1 Leadership and Commitment

Datum Technologies is managed with a very hands-on approach by the Company President. The President and his Management Team are actively involved in implementing the Quality Management System (QMS). This Team, led by the Quality Operations Manager, provides the vision and strategic direction for the QMS, establishes Quality Objectives and the Quality Policy.

5.1.1 Management Responsibility

Datum Technologies requires all Managers, Supervisors, and Leads to provide leadership and show commitment to the Team and improvement of the QMS.

Top Management will do the following:

✓ Treat all Datum Team Members, regardless of status or position within the organization, with unparalleled respect and professionalism.

✓ Take accountability for the effectiveness of the QMS

✓ Establish the Quality Policy and Quality Objectives

✓ Ensure the QMS integration into the organization's business processes

✓ Promote the use of the Process Approach and Risk-Based Thinking

✓ Ensure the availability of Resources for QMS

✓ Communicate the importance of effective Quality Management

✓ Communicate the importance of conforming to the QMS requirements

✓ Ensure that the QMS achieves its intended results

✓ Conduct Management Reviews as required to achieve planned results

✓ Promote improvement

✓ Support those in Management Roles to demonstrate their Leadership

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5.1.2 Customer Focus

Datum Technologies strives to identify current and future customer needs, to meet Customer Requirements and exceed Customer Expectations.

Top Management shall demonstrate Leadership and Commitment by assuring that:

✓ Customer and Statutory/ Regulatory requirements are met

✓ Risks and Opportunities affecting Product and Service Conformity are addressed

✓ Focus on enhancing Customer Satisfaction is maintained

✓ Support those in Management Roles to develop their Leadership abilities

✓ Product and Service Conformity and On-Time delivery performance are Measured and appropriate action taken if planned results are not, or will not be achieved.

5.2 Quality Policy

As the name implies, Datum Technologies strives to be the "Origin Point" for Industry Leading Customers. The Quality Policy can be seen below-

> **"DATUM Technologies is committed to meeting the Customers' stated and implied requirements. Our key objectives are as follows: provide quality products, reliability, deliver on-time, increase Customer satisfaction, and continually improve and comply with the Quality Management System. We utilize production facilities that are designed to achieve world class ratings in the development and application of innovative solutions and progressive technology"**

To support this Policy, we work to continually improve our People (Team Members), Technology and Processes in the following manner:

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✓ **Team Members:** Datum Technologies will always provide a secure and safe work environment. We encourage personal growth by providing opportunities for learning and improvement. We foster stewardship in our employees by requiring reporting and accountability.

✓ **Technology:** Datum Technologies continually researches, procures and applies the latest technology and tooling to enhance our productivity and output, minimize loss from nonconformances, and to improve capabilities and scope of services provided to Customers.

✓ **Processes:** Datum Technologies develops processes and procedures and then monitors and measures results to continually improve the quality of all products and services. Leadership is committed to compliance with the Quality Management System requirements and works to continually improve this System.

5.2.1 Establishing the Quality Policy

Top management ensures that the Datum Technologies Quality Policy:

✓ Is appropriate to the manufacturing purpose and intent of Datum Technologies

✓ Includes a commitment to comply with all applicable requirements and continually improve the effectiveness of the QMS

✓ Provides a framework for establishing and reviewing Quality Objectives

✓ Is thoroughly communicated, understood and applied within the organization

5.2.2 Communicating the Quality Policy

Processes are established for communicating the Quality Policy within Datum Technologies. These include; weekly Staff Meetings and quarterly Strategic Planning in accordance with Management Review Requirements..

The Quality Policy shall:

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✓ Be available and maintained as Documented Information

✓ Be communicated, understood and applied within Datum Technologies

✓ Be available to relevant interested parties, as appropriate

5.3 Organizational Roles, Responsibilities and Authorities

5.3.1 Responsibility and Authority

An organization chart has been established to show the interrelation of Personnel at Datum Technologies. Job functions and the organizational chart are reviewed and approved by Top Management for adequacy. This chart is available in this Quality Manual to help employees understand lines of authority within the Organization.

5.3.2 Management Representative

The Operations Manager has been appointed by the President as the Quality Management System Representative and Manager. As the Competent Representative, the Operations Manager has the following responsibilities and authority:

✓ Ensure that the Quality Management System conforms to the requirements of the International Standards for AS9100 and ISO-9001

✓ Ensure that the work processes are delivering their intended outputs

✓ Report to Top Management on the performance of the QMS and note opportunities for improvement

✓ Promote awareness of Customer Requirements throughout Datum Technologies

✓ Act as a liaison with external parties such as Customers or Auditors on matters relating to the QMS

✓ Control and educate, through various forms of documented training, new procedures and revisions to existing procedures

✓ Ensure that the integrity of the QMS is maintained when changes to the QMS are planned and implemented

✓ Resolve matters pertaining to Quality or nonconforming Quality Standards

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✓ Has the organizational freedom and unrestricted access to Top Management to resolve Quality Management issues

✓ Fully responsible for implementing and controlling the Calibration Program at Datum Technologies. This includes; defining the extent of the Program, maintaining compliance to all procedures, and improving the Program based on Customer needs

✓ In charge of Quality Management System Records Retention

✓ Product Warranties

✓ Root Cause Analysis and associated Corrective Actions

✓ Continuous Improvement throughout the company

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Section 6: Planning

6.1 Actions to Address Risks and Opportunities

6.1.1 Determine Risks and Opportunities

Datum Technologies Quality Management Team determines the Risks and Opportunities that need to be addressed to:

✓ Give assurance that the QMS can effectively achieve elite results

✓ Enhance desirable effects

✓ Prevent or reduce undesired effects

✓ Achieve improvement.

6.1.2 Taking Action on Risks and Opportunities

Datum plans for the following actions regarding Risks and Opportunities:

✓ Integration and implementation of applicable actions into our QMS

✓ Evaluation of the efficiency and effectiveness of these actions.

Options to address Risks can include; avoiding risk, taking risk in order to pursue an opportunity, eliminating the risk source, changing the likelihood or consequences, sharing the risk or retaining risk by informed decision.

Opportunities may lead to the adoption of new practices or procedures, launching new products, opening new markets, addressing new customers, building partnerships, using new technology and other desirable and viable possibilities to address Datum Technologies or its Customer's needs.

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6.2 Quality Objectives and Planning to Achieve Them

6.2.1 Quality Objectives

Quality Objectives are established to support our Quality Policy. They are reviewed at least annually for suitability, however *may* be subject to Quarterly Review during Strategic Planning Meetings.Objectives have been established for the following:

✓ Customer Satisfaction with Products and Services –

We strive for **100% Customer Satisfaction** and measure this by a combination of Surveys and input from our Salesmen who are in contact with these Customers.

Data is analyzed monthly, however all data collected will be reported by the Quality Manager annually during Management Review.

Tracking On-time Delivery –

Based on historical data, we believe that 85% on-time delivery is achievable. Due to the nature of our business, there is continual scope change and delivery date changes for many reasons. The on-time delivery date is based on the final date negotiated with the Customer.

Product Quality –

We believe we can reach a level of 95% of Jobs without nonconformance. Based on historical NCRs, we determine Product Quality Risk accordingly.

Purchasing Performance-

On-Time Delivery 95%

Quality 98%

Contract Review Process 5 days or less

In the event that Datum fails to meet any of the Quality Objectives, Management will meet and confer to evaluate and analyze the performance data to determine the following course of action.

✓ Continuous Process Improvement –

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A safe work environment is required to provide elite, quality work. We strive to continuously improve our manufacturing processes to ensure our Team Members will be safe while undertaking necessary projects and have the necessary infrastructure and equipment to complete them.

These Quality Objectives are consistent with the Quality Policy, measurable, monitored and discussed in Strategic Planning and Management Review Meetings.

The Operations Manager shall maintain documented information relating to the Quality Objectives and shall also ensure the Objectives are updated, relevant and communicated to all within the Company.

6.2.2 Quality Management System Planning

The Datum Technologies QMS has been planned and implemented to meet Company Quality Objectives and the requirements of the AS9100D standard.

The integrity of the QMS shall be maintained when changes to the QMS are planned and implemented.

When planning how to achieve the Quality Objectives, the organization shall determine:

✓ What will be done;

✓ What resources will be required;

✓ Who will be responsible;

✓ When it will be completed;

✓ How the results will be evaluated.

6.3 Planning of Changes

When Datum Technologies determines the need for changes to the Quality Management System, the changes shall be carried out in a planned manner, considering the following:

✓ Purpose of the Changes and their potential consequences;

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- ✓ Integrity of the Quality Management System;
- ✓ Availability of Resources;
- ✓ Allocation or reallocation of Responsibilities and Authorities.

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Section 7: Support

7.1 Resources

7.1.1 General

Datum Technologies has implemented and maintains a QMS that complies with and is certified to AS9100D and ISO9001:2015 standards. This is only achieved through continuous Management Commitment to provide sufficient resources and to effectively maintain and continually improve the system.

7.1.2 Human Resources

To ensure competence of our Personnel, new Employees are hired based on their education, skills and experience within applicable industries. New Employees are given an orientation by their Supervisor, which includes introduction to the Quality System documentation. TheSupervisor provides on-the-job training to the new Employee and evaluates the new Employee's performance to determine their competence.

Employee qualifications are reviewed before hire, when an employee changes positions or when the requirements for a position change. If any differences between the employee's qualifications and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence for the job.
Detailed Job Descriptions (see PJP documents) are available for all Work Positions.

An evaluation of the training and its effectiveness will be done before the employee is deemed competent to perform work affecting conformity to product requirements. All employees are trained on the relevance and importance of their activities and how they contribute to the achievement of the Quality Objectives. Appropriate records of education, training, skills and experience will be maintained as applicable.

7.1.3 Infrastructure

To meet Quality Objectives and Product Requirements, Datum Technologies Management has determined the infrastructure required. The infrastructure includes; buildings, workspace, utilities, process equipment (both hardware and software) and supporting services (such as outside processing, Inspection Equipment Management, communication and information systems).

As new infrastructure requirements arise, they will be documented in the Management Review and or regular Staff Meetings. Existing infrastructure is maintained as required

7.1.4 Work Environment

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A work environment suitable for achieving product conformance is maintained. Job requirements are determined during the Contract Review.

Data from the Quality System is evaluated to determine if the Work Environment is sufficient for achieving Product Conformance or if Preventive or Corrective Action related to the work environment is required.

Work environment factors include: temperature, lighting, cleanliness, etc. They also include social (non-discriminatory, non-confrontational, etc.) and psychological (stress- reducing, burnout prevention, etc.) components.

7.1.5 Monitoring and Measuring Resources

7.1.5.1 Validation of Processes for Products and Services

Datum Technologies validates any processes for production and services where the resulting output will not be verified by subsequent monitoring or measurement. Validation demonstrates the ability of these processes to achieve planned results. The validation requirements are defined as required in the Work Instructions. This also includes any processes that are performed at a subcontract level or where deficiencies may become apparent only after the product is in use.

Appropriate Documented Information shall be retained as evidence of fitness for the purpose of the Monitoring and Measurement Resources.

Process validation may include the following:

✓ Defined criteria for review and approval of the processes

✓ Use of specific methods and procedures

✓ Compliance to all customer required standards of manufacturing quality or process control. Customer or specification approval of equipment, processes and qualifications of personnel

✓ Control of the significant operations and parameters of special processes in accordance with documented process specifications

✓ Requirements for records and documentation control

✓ First article inspections if required

✓ Revalidation of nonconforming products

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7.1.5.2 Measurement Traceability

Datum Technologies will determine the monitoring and measurements to be undertaken during the manufacturing of each component as specified in the Work Instructions. Monitoring and measuring devices needed to provide evidence of product conformity have been identified and are contained on the Calibration Log. Calibration is performed in accordance with applicable Standards and maintained by our valued Supplier- Micro Precision Calibration.

Datum Technologies maintains a register of standard monitoring and measuring devices and has defined the process employed for their calibration, including; details of equipment type, unique identification, location, frequency of checks, check method and acceptance criteria.

NOTE: Monitoring and measuring devices include, but are not limited to: test hardware, test software and automated test equipment (ATE). It also includes personally owned and customer supplied equipment used to provide evidence of product conformity.

Datum Technologies ensures that environmental conditions are suitable for the calibrations, inspections, measurements and tests being carried out. Where necessary to ensure valid results, measuring equipment is:

✓ Calibrated or verified or both at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification shall be recorded.

✓ Adjusted or re-adjusted as necessary

✓ Identified to enable the calibration status to be determined

✓ Safeguarded from adjustments that would invalidate the measurement result

✓ Protected from damage and deterioration during handling, maintenance and storage

✓ Datum Technologies has implemented and maintains a process for the recall of monitoring and measuring equipment requiring calibration or verification.

In addition, during each calibration interval, if a tool is found to be out of calibration, Datum Technologies takes appropriate action on the equipment and any product affected. Records of the results of calibration and verification are maintained.

7.1.6 Organizational Knowledge

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Datum Technologies shall determine the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

When addressing changing needs and trends, the company shall consider its current knowledge and determine how to acquire or access any necessary additional knowledge or required updates.

Organizational knowledge is specific to the company and is generally gained by experience. It can be based on:

✓ Internal Sources – Intellectual property, experience, lessons learned, things learned by employees through any method, and results gathered from improvements in processes, products and services.

✓ External Sources – Standards, schools, conferences, customers, Suppliers etc.

7.2 Competence

Datum Technologies shall:

✓ Determine the necessary competence of Workers that affect the performance and effectiveness of the Quality Management System

✓ Ensure that these Workers are competent on the basis of appropriate education, training or experience

✓ Where applicable, take actions to acquire the necessary competence and evaluate the effectiveness of the actions taken

✓ Retain appropriate documentation as evidence of competence

✓ Periodically review the necessary competence

✓ Take action to train, mentor or reassign employees as necessary

✓ Hire or Contract with the necessary competent people

7.3 Awareness

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Datum Technologies shall make sure that Employees are aware of:

✓ The Quality Policy

✓ Relevant Quality Objectives

✓ Their contribution to the effectiveness of the Quality Management System, including the benefits of improved performance

✓ The implications of not conforming with the QMS requirements

✓ Relevant QMS documented information and changes thereto

✓ Their contribution to Product or Service conformity and Safety

✓ Their contribution to Safety in the Workplace

✓ The importance of Ethical Behavior

7.4 Communication

Datum Technologies shall determine the internal and external communications relevant to the Quality Management System including:

✓ On what it will Communicate

✓ When to Communicate

✓ With whom to Communicate

✓ How to Communicate

✓ And Who Communicates

Communication should include internal and external feedback relevant to the QMS.

7.5 Documented Information

7.5.1 General

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Datum Technologies's QMS shall include:

✓ Documented information required by AS9100D Standard

✓ Documented information determined by Datum Technologies to be necessary for QMS effectiveness.

The extent of this documented information shall remain based on the organization size, type of activities, processes, products and services. It shall also be based on the complexity of processes and their interactions as well as the competence of current Employees.

7.5.2 Creating and Updating Documented Information

When creating and updating documented information, we shall ensure appropriate:

✓ Identification and Description (title, date, author, reference number, etc.)

✓ Format (language, software version, graphics) and media (paper, electronic, etc.)

✓ Review and approval for suitability and adequacy.

Authorized persons and approval methods are to be identified for the relevant types of documented information.

Control of Documented Information

Documented information required for the QMS and AS9100D standard shall be controlled to ensure:

✓ It is available and suitable for use, where and when it is needed;

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✓ It is adequately protected (from loss of confidentiality, improper use, or loss of integrity)

For the control of documented information, Datum Technologies shall address the following activities as applicable:

✓ Distribution, access, retrieval and use

✓ Storage and preservation, including preservation of legibility

✓ Control of changes (version control)

✓ Retention and disposition

✓ Prevention of the unintended use of obsolete documented information by removal or by application of suitable identification or controls if kept for any purpose.

Documented information of external origin, which has been determined to be necessary for the planning and operation of the QMS, shall be identified as appropriate and be controlled.

Documented information retained as evidence of conformity shall be protected from unintended alterations.

When documented information is managed electronically, data protection processes shall be defined (protection from loss, unauthorized changes, unintended alteration, corruption, physical damage, etc.)

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Section 8: Operation

8.1 Operational Planning and Control

Datum Technologies shall plan for and implement the following actions, to the extent required for each individual Job:

✓ Determine the requirements for the product or service, including;

- Product and personal safety
- Producibility and inspectability
- Reliability, availability and maintainability
- Manufacturability and ease of inspection
- Suitability of parts and material used in the product
- Product obsolescence
- Prevention, detection and removal of foreign objects
- Handling, packaging and preservation
- Recycling or final disposal of the product at the end of its life

✓ Establish criteria for the Processes;

✓ Establish criteria for Product Acceptance;

✓ Determine the Resources needed to achieve conformity to requirements and to meet on-time delivery;

✓ Control of the Processes in accordance with the criteria;

✓ Determine, maintain and retain documented information sufficient to have confidence the process has been carried out as planned and to demonstrate the conformity to requirements;

✓ Determine the Processes and Controls needed to manage critical items,

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including production process controls when Key Characteristics have been identified;

✓ Engage Supervisors for Operational Planning and Control;

✓ Determine the Process and Resources to support the use and maintenance of the Products and Services;

✓ Determine the Products and Services to be obtained from Suppliers and ensure that outsourced process are controlled as necessary;

✓ Establish controls to prevent the delivery of nonconforming Products and Services to the Customer;

✓ Configuration Management appropriate to the product;

✓ Establish, implement and maintain a Process to Plan and Control the temporary or permanent transfer of work, and ensure work transfer impacts and risks are understood and managed.

Planning documents specifying Processes and/or QMS, and the resources to be applied to a specific product, project or contract, can be referred to as a **Quality Plan**. This Quality Plan should be specified on the Work Instructions.

8.1.1 Operational Risk Management

Datum Technologies shall plan, implement and control a process for managing Operational Risks to achieve applicable requirements that may include;

✓ Assignment of responsibilities for Operational Risk Management

✓ Definition of risk assessment criteria (likelihood, consequences, risk acceptance)

✓ Identification, assessment and communication of risks throughout operations

✓ Identification, implementation and management of actions to mitigate risks that exceed the defined risk acceptance criteria

✓ Acceptance of risks remaining after implementing mitigating actions

Risk is generally expressed in terms of the likelihood of occurrence and the severity of consequences.

Operational risks shall be identified before accepting orders (new technology, ability and

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capacity to provide results, short delivery time, etc.) We need to know that we can meet the claims we make for the products and services offered. The Datum Technologies Contract Review Form is used for this process. It is expected and required that this form be used before each job is accepted.

8.1.2 Configuration Management

Datum Technologies shall plan, implement and control a Configuration Management Process that ensures the identification and control of physical and functional attributes throughout the product lifecycle. To ensure conformity, Datum utilizes Forms 1, 2, and 3 of the AS9102B First Article Inspection Report.. This process shall:

✓ Control Product Identity and Traceability, including the implementation of identified changes, and;

✓ Ensure that the Documented Information (requirements, design, verification, acceptance documentation and validation) is consistent with the actual attributes of the Products and Services.

8.1.3 Product Safety

Datum Technologies shall plan, implement and control the Processes needed to assure product safety during the entire product life cycle, as appropriate to the product. This may include:

✓ Assessment of hazards and management of associated risks;

✓ Management of Safety Critical items;

✓ Analysis and reporting of events that have occurred affecting safety;

✓ Communication of these events and training of employees

8.1.4 Prevention of Counterfeit Parts

Datum Technologies shall plan, implement and control processes appropriate to the Product for the prevention of counterfeit or suspected counterfeit part use and their inclusion in products delivered to the customer. Counterfeit part prevention should consider:

✓ Controls for acquiring externally provided product from OEMs, authorized distributors or other approved sources

✓ Requirements for assuring traceability of parts and components to their original or

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authorized manufacturers

✓ Any other measure that makes sense for the types of products we deal with.

8.2 Requirements for Products and Services

8.2.1 Customer Communication

Datum Technologies is always in close contact with our Customers. As an order progresses through the manufacturing cycle, the Customer is kept up to date on progress and problems. Regular communication with the Customer is maintained in the following areas:

✓ Product and Service information

✓ Inquiries, contracts and order handling, including changes or amendments

✓ Customer feedback, including Customer complaints

✓ Handling or Controlling Customer Property

✓ Establishing requirements for contingency actions, when relevant.

8.2.2 Determining Requirements for Products and Services

Datum Technologies determines Customer Requirements before acceptance of an order. Product or Service Requirements may include:

✓ Statutory and regulatory requirements related to the product

✓ Those requirements considered necessary by Datum Technologies

✓ Those requirements requested by the customer

✓ Customer specifications or other standards

✓ Any special requirements

8.2.3 Review of Requirements for Products and Services

Datum Technologies has a process in place for the review of requirements related to the

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product and services we provide.
The review is conducted before the order is accepted. The process ensures that:

✓ Customer requirements are reviewed.

✓ Statutory and Regulatory requirements are identified and planned for

✓ Contract or order requirements differing from those previously expressed are resolved

✓ Datum Technologies has the ability to meet the defined requirements

✓ Special requirements of the product are determined

✓ Risks (new technology, short delivery time frame) have been identified.

✓ Known risks have been adequately identified and planned for along with assessment of other risks such as new technology implementations or process and/or schedule changes.

✓ Records are maintained showing the results of the review and any actions arising from the review. Where a Customer does not provide a documented statement of requirement, the Customer requirements shall be confirmed before acceptance.

8.2.4 Changes to Requirements for Products and Services

When product requirements are changed, Datum Technologies shall communicate changes to relevant personnel and amend relevant documents.

8.3 Design and Development of Products and Services – NOT APPLICABLE

8.4 Control of Externally Provided Processes, Products and Services

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8.4.1 Purchasing Process

A documented Control Procedure for Purchasing is followed to ensure that purchased product conforms to the specified requirements. The procedure outlines the extent of control required for Suppliers and the purchased product or service. Datum Technologies is responsible for the Quality of Products purchased from all External Providers, including customer-designated sources.

Suppliers are evaluated and selected based on their ability to supply products in accordance with requirements. Criteria for selection, evaluation and re-evaluation are documented. Records of the evaluation and any necessary actions are maintained.
Datum Technologies will do the following:

✓ Maintain a register of approved suppliers that includes the approval status (approved, conditional, disapproved) and the scope of the approval (product type or process family)

✓ Require that Suppliers apply appropriate controls to their direct and sub-tier external providers to ensure that requirements are met

✓ Periodically review supplier performance (including process, product and service conformity, and on-time delivery performance) and retain documented information from these reviews; records of these reviews are used as a basis for establishing the level of controls implemented.

✓ Define the necessary actions to take when dealing with suppliers that do not meet requirements

✓ Ensure where required that both Datum Technologies and all Suppliers use Customer-approved special process sources.

✓ Define the process, responsibilities and authority for the approval status decision, changes of the approval status and conditions for a controlled use of suppliers depending on the supplier's approval status.

✓ Determine and manage the risk when selecting and using suppliers.

✓ Define requirements for controlling documentation created by and/or retained by our Suppliers.

NOTE: One factor that can be used during supplier selection and evaluation is Quality Data from objective and reliable external sources (information from accredited QMS or certification bodies, for example; ISO-9001 accreditation).

8.4.2 Type and Extent of Control

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DT-SOP for the Control of Externally Provided Processes, Products, and Services describes the processes used to verify that a purchased product meets specified requirements. Datum Technologies will do the following:

✓ Ensure that externally provided processes remain within our QMS.

✓ Define controls applied to Suppliers and to output from those Suppliers.

✓ Consider the impact of Supplier products or services on meeting our Customer's requirements.

✓ Consider the effectiveness of Controls applied by our Suppliers.

✓ Determine the verification necessary to ensure Supplier supplied products and services meet our requirements. This is based on any risks identified, and may include inspection or testing.

✓ Obtain and review objective evidence of the quality of the product from Suppliers (accompanying documentation, certificate of conformity, test reports, statistical records and process control).

✓ Inspect and audit our Suppliers and review the results.

✓ Inspect Supplier premises as deemed necessary by the Quality Manager.

✓ Inspect products from Suppliers upon receipt per Quality Manager request

✓ Review any required Product Verifications delegated to our Suppliers.

When a purchased product is released for production before completion of all required verification, it shall be identified and recorded to allow recall and replacement if it is subsequently found that the product did not meet requirements.

Customer verification activities do not absolve Datum Technologies of its responsibility to provide acceptable products and comply with requirements.

When Datum Technologies utilizes test reports to verify purchased products, we shall evaluate the data in those reports to make sure it meets our Customer's requirements. Datum Technologies shall periodically validate test reports for raw material if any potential risk has

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been identified.

If Datum Technologies delegates verification activities to a Supplier, the requirements for delegation are defined and a register of delegations shall be maintained.

8.4.3 Information provided to Suppliers

Purchasing Documents are to be reviewed to ensure the adequacy of requirements before orders are placed with a Supplier.

Purchasing information shall describe the product or service to be purchased, including where appropriate:

✓ Identification of relevant technical data (specifications, drawings, process requirements, work instructions, etc.)

✓ Requirements for approval of product, processes, equipment and services

✓ Requirements for Qualification of Personnel (if relevant)

✓ Any special requirements for Supplier interactions with Datum Technologies

✓ Any special Supplier controls or monitoring required by Datum Technologies

✓ Any verification or validation that Datum Technologies or its Customer may need to perform at the Supplier's premises

✓ Any special requirements, critical items or key characteristics

✓ Requirements for design, test, inspection, verification (including production process verification), use of statistical techniques for product acceptance, and related instructions for acceptance by Datum Technologies

✓ The need to implement a Quality Management System

✓ The need to use approved external providers (if necessary)

✓ Requirements to notify Datum Technologies of nonconforming product, obtain Datum Technologies approval for nonconforming product, notify Datum Technologies of changes in product and/or process, changes of suppliers, changes of manufacturing facility location and, where required, obtain Datum Technologies approval and, flow down to the supply chain the applicable requirements, including customer requirements.

✓ Requirements for test specimens (production method, number, storage

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conditions) for design approval, inspection, investigation or auditing

✓ Record retention requirements.

✓ Right of access by Datum Technologies, its customer, and regulatory authorities to all facilities involved in the order and to all applicable records

✓ Reminder to the Supplier of their contribution to product or service conformity, safety, and of the importance of ethical behavior.

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8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

Datum Technologies implements Production and Service Provision under controlled conditions. Controlled conditions may include, as applicable:

✓ The availability of information that describes the characteristics of the product, services to be provided, activities to be performed and the results to be achieved. This information may include; drawings, parts lists, materials and process specifications. It may also include; process flow charts, control plans, production documents (Manufacturing Plans, Travelers, Routers, Work Orders, etc.)

✓ The availability and use of monitoring and measuring devices

✓ The implementation of monitoring and measurement to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met, including;

- Criteria for acceptance and rejection
- Where in the sequence verification operations are to be performed
- Measurement results to be retained (at least acceptance or rejection)
- Any specific equipment required and instructions for their use

✓ The use of suitable infrastructure and environment for the operation of processes (jigs, fixtures, software, etc.)

✓ The use of competent persons, including any required qualifications

✓ Validation of the ability to achieve planned results – where resulting output cannot be verified by subsequent monitoring or measurement

✓ Implementation of actions to prevent Human Error

✓ The implementation of product release, delivery and post-delivery activities

✓ Criteria for workmanship (acceptance or rejection), which shall be stipulated in the clearest practical manner (written standards, representative samples or illustrations)

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✓ Accountability for all product during manufacture (parts quantities, split orders, nonconforming product)

✓ Establishing, implementing and maintaining appropriate processes to manage critical items, including process controls where key characteristics have been identified

✓ Determination of methods to measure variable data (tooling, on-machine probing, inspection equipment, etc.)

✓ The identification of in-process verification points when adequate verification of conformance cannot be performed at a later stage of realization

✓ Evidence that all manufacturing and inspection operations have been completed as planned, or as otherwise documented and authorized

✓ Provision for the prevention, detection, and removal of foreign objects

✓ Monitoring and control of utilities and supplies such as water, compressed air, electricity and chemical products to the extent they affect conformity to product requirements and,

✓ Identification and recording of products released for subsequent production before completion of all required measuring activities. This allows recall and replacement if it is later found that the product does not meet requirements.

8.5.1.1 Control of Equipment, Tools and Numerical Control (NC) Programs (software) Production equipment, tools and software programs used to automate and control/monitor product realization processes are validated prior to release and are maintained and inspected periodically according to documented procedures. Validation prior to production use includes verification of the first article produced to the design data/specification.

Storage requirements, including periodic preservation/condition checks, are defined for production equipment or tooling in storage.

8.5.1.2 Validation and Control of Special Processes

For processes where the resulting output cannot be verified by subsequent monitoring or measurement, Datum Technologies shall make arrangements for these processes including, as applicable:

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✓ Definition of criteria for the review and approval of the processes;

✓ Determination of conditions to maintain the approval;

✓ Approval of facilities and equipment;

✓ Qualification of personnel;

✓ Use of specific methods and procedures for implementation and monitoring the processes;

✓ Requirements for documented information to be retained.

8.5.1.3 Production Process Verification

Datum Technologies will use a representative item from the first production run of a new part or assembly to verify that the production processes, production documentation and tooling are capable of producing parts and assemblies that meet requirements.

This process shall be repeated when changes occur that invalidate the original results (engineering changes, manufacturing process changes, tooling changes). This activity is referred to as First Article Inspection. Documented information shall be retained showing the results of the Production Process Verification.

8.5.2 Identification and Traceability

Datum Technologies identifies the product throughout product realization. The Work Instructions are the primary document for identifying all identification requirements and capturing all traceability needs.

Datum Technologies maintains the identification of the configuration of the product in order to identify any differences between the actual configuration and the required configuration.

Datum Technologies identifies the product status with respect to monitoring and measurement requirements throughout product realization.

Datum Technologies controls, records and retains the unique identification of the product wherever traceability is a contract specified requirement. The specific method of identification will be determined on a case-by-case basis and will be defined in the Work Instructions.

When acceptance authority media are used (stamps, passwords, etc.) Datum Technologies shall establish appropriate controls for the media.

According to the level of traceability required by contract, regulatory or other established requirement, Datum Technologies's system provides for:

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✓ Identification to be maintained throughout the product life

✓ All the products manufactured from the same batch of raw material or from the same manufacturing batch to be traced, as well as the destination (delivery, scrap) of all products of the same batch.

✓ For an assembly, the identity of its components and those of the next higher assembly to be traced.

✓ For a given product, a sequential record of its production (manufacture, assembly, inspection) to be retrieved.

8.5.3 Customer or Supplier Property

Datum Technologies exercises care with customer property while it is under Datum Technologies's control or use.

If any customer property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the Customer immediately and records maintained.

NOTE: Customer property can include intellectual property, including customer furnished data used for design, production and/or inspection and personal data.

8.5.4 Preservation of Product

Datum Technologies preserves the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.

This preservation may include; identification, contamination control, handling, packaging, storage, transmission or transportation and protection.

Preservation of product may include:

✓ Cleaning

✓ Prevention, detection and removal of foreign objects

✓ Special handling for sensitive products

✓ Marking and labeling including safety warnings

✓ Shelf-life control and stock rotation

✓ Special handling for hazardous materials

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Datum Technologies shall ensure that documents required by the contract to accompany the product are present at delivery and are protected against loss and deterioration. The combination of Quality Documents provided to the Customer are referred to as *Quality Packets*.

8.5.5 Post-Delivery Support

Datum Technologies shall meet requirements for post-delivery activities associated with Products and Services. In determining the extent of post-delivery support, the following shall be considered:

✓ Statutory and Regulatory requirements;

✓ Potential undesired consequences associated with the Products and Services;

✓ Nature, use and intended lifetime of the Products and Services;

✓ Customer Requirements;

✓ Customer Feedback;

✓ Collection and analysis of in-service data (performance, reliability, lessons learned);

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✓ The control and updating of technical documentation relating to product use, maintenance, repair and overhaul;

✓ Controls required for work undertaken external to the organization (off-site work);

✓ Product / Customer Support (queries, training, warranties, maintenance, replacement parts, resources, obsolescence, etc.)

When problems are detected after delivery, Datum Technologies shall take appropriate action including investigation and reporting. This may include issuing Return Material Authorization numbers for Customer Material Return Notices.

NOTE: Post-delivery activities can include actions under warranty, contractual obligations such as maintenance services, and supplementary services such as recycling or final disposal.

8.5.6 Control of Changes

Datum Technologies shall review and control changes for production or services, to the extent necessary to ensure continuing conformity with requirements

Persons authorized to approve changes to production shall be identified.

Datum Technologies shall retain documented information describing the results of the review of changes, the people authorizing the change and any actions arising from the review.

8.6 Release of Products and Services

Datum Technologies shall make planned arrangements to verify that the product and service requirements have been met.

The release of Products and Services to the Customer shall not proceed until these arrangements have been completed, unless otherwise approved by a relevant authority or the Customer.

Datum Technologies shall retain documented information on the release of Products and Services. This shall include:

✓ Evidence of Conformity with the acceptance criteria

✓ Traceability to the person authorizing the release

Datum Technologies shall ensure that retained documents provide the evidence required to

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show product Conformity. All required documentation shall be present at delivery.

8.7 Control of Nonconforming Outputs

8.7.1 Identification of Nonconforming Outputs

Datum Technologies ensures that products which do not conform to product requirements are identified and controlled to prevent their unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming products are defined in DT-SOP Control of Non-Conforming Materials and Outputs.

NOTE: The term “Nonconforming Product” includes; nonconforming product or service generated internally, received from a Supplier or identified by a customer.

Datum Technologies’s documented procedure defines the responsibility for review and authority for the disposition of nonconforming products and the process for approving personnel making these decisions.

Datum Technologies deals with nonconforming product in one or more of the following ways:

✓ By taking action to correct the detected nonconformity

✓ By authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer

✓ By segregating, containing, returning or suspending products or services

✓ By informing the Customer

✓ By taking action appropriate to the effects, or potential effects, of the nonconformity when nonconforming product is detected after delivery or use has started

✓ Datum Technologies’s nonconforming product control process provides for timely reporting of delivered non-conforming products: Note: Parties requiring notification of nonconforming products can include suppliers, internal organizations, customers, distributors and regulatory agencies.

✓ By taking actions necessary to contain the effect of the nonconformity on other processes or products.

Datum Technologies does not use dispositions of use-as-is or repair unless it is approved by

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an authorized representative of the organization responsible for the design.

Note: Authorized representative includes; personnel having delegated authority from the design organization.

Datum Technologies does not use dispositions of use-as-is or repair unless specifically authorized by the customer, if the nonconformity results in a departure from the contract requirements.

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

Records of the nature of nonconformities and any subsequent action taken, including concessions obtained, are maintained.

When nonconforming product is corrected it is subject to re-verification to demonstrate conformity to the requirements.

Counterfeit, or suspected counterfeit parts, shall be controlled to prevent reentry into the Supply Chain.

8.7.2 Documentation of Nonconforming Output

Datum Technologies shall retain documented information that:

✓ Describes the Nonconformity

✓ Describes the Actions taken

✓ Describes any Concessions obtained

✓ Identifies the authority deciding the action in respect to the nonconformity

✓ Is located in the Global Shop Quality Module

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Section 9: Performance Evaluation

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 General

Datum Technologies shall determine:

✓ What needs to be monitored and measured;

✓ Methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;

✓ When the monitoring and measuring shall be performed;

✓ When the results from monitoring and measurements shall be analyzed and evaluated.

Datum Technologies shall evaluate the performance and effectiveness of the QMS.

Datum Technologies shall retain appropriate Documented Information as evidence of the results.

9.1.2 Customer Satisfaction

Datum Technologies shall monitor information relating to Customer perception as to whether Datum Technologies has fulfilled Customer requirements.

Information that is monitored and used for the evaluation of Customer satisfaction includes; product and service conformity, on-time delivery performance, Customer complaints and corrective action requests.

Monitoring customer perception may include obtaining input from sources such as; Customer satisfaction surveys, Customer data on delivered product quality, user opinion surveys, Datum Technologies Salesmen feedback, compliments, warranty claims and dealer reports. We do have a standardized email survey to be used for Customer feedback.

Datum Technologies shall develop and implement plans for Customer satisfaction improvement that addresses deficiencies identified by the above evaluations and assess the effectiveness of the results.

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9.1.3 Analysis and Evaluation

The data gathered shall be analyzed and evaluated. The results of the analysis shall be used to evaluate:

✓ Conformity of Products and Services

✓ Degree of Customer Satisfaction

✓ Performance and effectiveness of the QMS

✓ Whether planning has been implemented effectively

✓ Effectiveness of actions taken to address Risks and Opportunities

✓ Performance of Suppliers

✓ Need for Improvements to the QMS

9.2 Internal Audit

9.2.1 Audit Intervals

Datum Technologies conducts internal audits at planned intervals to determine whether the QMS:

✓ Conforms to Datum Technologies's own Requirements for the QMS

✓ Conforms to the AS9100D Standard

✓ Is effectively implemented and maintained

✓ Performance indicators show the QMS is effectively implemented and maintained.

9.2.2 Audit Details

An Audit Program has been designed and implemented. This procedure includes the following items:

✓ Plan, establish, implement and maintain an Audit Program including; the frequency,

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methods, responsibilities, planning requirements and reporting which shall take into consideration the importance of the processes concerned, changes affecting the organization and the results of previous audits

✓ Define the audit criteria and scope for each audit

✓ Select Auditors and conduct audits to ensure objectivity and the impartiality of the audit process

✓ Ensure that the results of the audits are reported to relevant Management

✓ Take appropriate correction and corrective actions without undue delay

✓ Retain documented information as evidence of the implementation of the audit program and the audit results

Auditors shall not audit their own work. Records of the audits and their results are to be maintained.

9.3 Management Review

Top Management reviews the QMS manual at Management Review Meetings normally held Anually, however Strategic Planning Meetings are set to Quarterly Intervals and may be used for QMS review. This review assesses the continuing QMS suitability, adequacy and effectiveness, identifying opportunities for improvement and needed changes, including the Quality Policy and Quality Objectives. Records shall be maintained for each Management Review Meeting.

9.3.1 General

Top Management shall review the Organization's Quality Management System at planned intervals to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the Organization

9.3.2 Management Review Inputs

Management Review shall be planned and carried out annually, prior to 3rd party Audits, taking into consideration:

✓ Status and Actions from previous Management Reviews

✓ Changes in external and internal issues relevant to the QMS

✓ Information on performance and effectiveness of the QMS

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- ✓ Customer Feedback
- ✓ Extent to which Quality Objectives have been met
- ✓ Process Performance and conformance of Products and Services
- ✓ Monitoring and Measurement Results
- ✓ Status of Preventive and Corrective Actions
- ✓ Results of Audits
- ✓ Scrap and Rework Costs
- ✓ Performance of Suppliers
- ✓ On-time Delivery Performance
- ✓ Adequacy of Resources
- ✓ Effectiveness of Actions taken to address Risks and Opportunities
- ✓ Planned changes that could affect the QMS
- ✓ Recommendations for improvement

9.3.3 Management Review Output

During these review meetings, Management will identify appropriate decisions to be made and actions to be taken regarding the following:

- ✓ Improvement of the effectiveness of the QMS and its Processes
- ✓ Opportunities for Improvement of Products or Services
- ✓ Resource needs
- ✓ Risks that have been Identified

Responsibilities for required actions are assigned to members of the staff in attendance. Any decisions made during the meeting, assigned actions, and their due dates are recorded in the Management Review minutes. This document shall be retained.

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Section 10: Improvement

10.1 General

Datum Technologies shall determine and select opportunities for improvement and implement any necessary actions to meet Customer requirements and enhance satisfaction by:

✓ Improving Products and Services to meet requirements as well as to address future needs and expectations

✓ Correcting, preventing or reducing undesired effects

✓ Improving the performance and effectiveness of the QMS

NOTE: Improvement could include; Correction, Corrective Action, Continual Improvement, Breakthrough Change, Innovation and Re-organization.

10.2 Nonconformity and Corrective Action

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

10.2.1 Nonconformity Actions Required

When nonconformity occurs, the Organization shall:

✓ Review Nonconformities (including customer complaints)

✓ React to the Nonconformity and take Action to control and correct it

✓ Deal with and manage the Consequences

✓ Review and Determine the causes of Nonconformity

✓ Evaluate causes related to Human Factors

✓ Determine if similar Nonconformities exist or could potentially occur

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✓ Evaluate the need for action to ensure that Nonconformities do not recur

✓ Determine and implement actions needed

✓ Record the results of Corrective Actions taken

✓ Update Risks and Opportunities determined during planning, if necessary

✓ Flow down Corrective Action requirements to a Supplier, when it is determined that the Supplier is responsible for the Nonconformity,

✓ Take actions when timely and effective Corrective Actions are not achieved

Documentation of the Nonconformity and Corrective Action process shall be maintained.

10.2.2 Documentation Required

When nonconformity occurs, Datum Technologies shall retain Documentation as evidence of:

✓ Nature of the Nonconformities and any subsequent Actions taken

✓ Results of any Corrective Action

10.2.3 Continual Improvement

Datum Technologies shall continually improve the suitability, adequacy and effectiveness of the QMS.

Datum Technologies shall consider the results of analysis and evaluation, and the outputs from Management Reviews, to determine if there are needs or opportunities that shall be addressed as part of Continual Improvement.

Datum Technologies shall monitor the implementation of Improvement Activities and evaluate the effectiveness of the results.

NOTE: Continual Improvement opportunities can include; lessons learned, problem resolutions and the benchmarking of best practices.

Signature Page

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