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SECTION 1.0 QUALITY POLICY STATEMENT

It gives me great pleasure to introduce our current Quality Manual. *Tri-State Machining Inc (Tri-State)* will begin operations in January of 2002. **Our goal is to provide to our customers the highest level of quality products and service possible.**

You will see in this manual a blending of new quality concepts with some that are well established. For example we believe zero-defect sampling, internal quality audits, communication and well-written instructions and procedures are significant factors in assuring quality improvement.

Adding to this, *Tri-State* continues the training of our operators so that they can produce parts for you that will truly meet the customers desire of "fit for use".

If we are currently serving you, great -- we intend to keep you. If you know of us but haven't dealt with us, we invite you to come and see *Tri-State*. It is likely that we can become a supplier of your precision-machined parts.

Gerry Neuhaus
President, *Tri-State Machining Inc*

SECTION 2.0 ORGANIZATION AND EQUIPMENT

2.1

An organization chart of *Tri-State* personnel is attached as Exhibit 2.1.A.

2.2

Exhibit 2.2.A details the Production Equipment, Major Quality Equipment, and features of the over all *Tri-State* Facility. By review of the production machine capacities, an insight into the product scope can be obtained.

SECTION 3.0 DRAWING AND CHANGE CONTROL

3.1 Responsibilities

3.1.1.

The responsibility of maintaining the master file of customer drawings is assigned to the Purchasing & Sales Manager. These are stamped "**Master**" in Green ink and are placed in the Master Drawing Files. One copy will be released to the production department stamped "**PRODUCTION**" in blue ink. Distribution of copies of "Production Drawings" is controlled by the Purchasing & Sales Manager.

3.1.2.

Responsibility for manufacturing and processing to the latest revision is assigned to Quality Control. The print in use on the floor, the Material Travelers, and Inspection Reports show a revision status which should conform to the Master Drawing. However in the event of a discrepancy the customer purchase order will supercede these drawings.

3.3 Changes and Revisions

All changes and revisions to drawings that are in the Master Files are processed by the Process Engineer.

3.4 Sketches and Process-Aid Drawings

Sketches and process-aid drawings are uncontrolled prints and will only be used as visual references to assist in set up.

3.5 Specifications in Support of Customer Drawings

Customer supplied material, such as design specifications, packaging instructions, preservation instructions, etc. are maintained in the Purchasing & Sales Manager's office.

SECTION 4.0 PLANNING FOR QUALITY

- 4.1** The *Tri-State Machining* Material Traveler is the document that control the sequence of processes performed from start to finish. See sample as Exhibits 4.1.A.
- 4.2** The Material Traveler contains a brief description of each sequence and of each characteristic generated within the sequence.
- 4.3** The Process Engineering Department is responsible for the generation and the maintenance of the Material Travelers.
- 4.4** Since a high percentage of the work at *Tri-State Machining* is performed on CNC equipment, a machine program is created by the Part Programmer. This program lists the tools in the sequence in which they are presented to the piece part.
- 4.5** The machine program is used as work instructions in addition to the Material Traveler.
- 4.6** A high percentage of our part-to-part quality is thus generated via CNC programmed machining which maximizes consistency and minimizes operator error.

5.1 Purchased Material and Service Orders

- 5.1.1** *Tri-State* recognizes the necessity of properly prepared orders for purchased material and services. Examples of the purchase orders used for commercial and government orders are attached as Exhibit 5.1.1.A.
- 5.1.2** Purchase orders for ferrous & nonferrous bar stock, will include a request for certification.
- 5.1.3** Castings and forgings will be accepted for use only after receipt of objective evidence assuring the material is in conformance with applicable specifications.
- 5.1.4** Outside suppliers of heat-treating, plating, welding, testing for soundness of material, etc. will be chosen on the basis of experience and/or a formal survey in which capability to provide such service is assured. See Exhibit 5.1.4.A.

5.2 Receiving Inspection

- 5.2.1** A receiving inspection will be performed on all material received from purchase orders, this includes material returned from outside service sources (such as plating).
- 5.2.2** The receiving inspection is performed from the input of purchase orders, applicable specifications and drawings. The results are recorded on an Inspection Data Sheet. Exhibit 5.2.2.A. & 5.2.2.B.
- 5.2.3** Accepted material is tagged "OK for Production", Exhibit 5.2.3.A.
- 5.2.4** Rejected material is sent to the Non-Conforming Material Holding Area, tagged with a red tag reading HOLD, Exhibit 5.2.4.A.
- 5.2.5** Disposition of the rejected material will then be made by the Material Review Board consisting of the Manager-Quality Control, Process Engineer, and Purchase/Sales Manager.

Disposition alternatives are:

- 5.2.5.1** Return to Vendor for replacement, rework or sorting.
- 5.2.5.2** Sort or rework at *Tri-State*.
- 5.2.5.3** Scrap.
- 5.2.5.4** Use as is.

5.3 Sampling Procedures

5.3.1 *Tri-State Machining* will use Zero-Defect Sampling (also known as C=0). Our sampling plan will be to a 1% up to 2.5% AQL as shown on Exhibit 5.3.1.1.A. unless otherwise agreed upon, *Tri-State* will use a 1% AQL.

SECTION 6.0 IN-PROCESS INSPECTION ACTIVITY

6.1 *Tri-State* uses two inspection procedures in assuring piece part quality during the manufacturing process. First Article Inspection and In-Process Inspection

6.1.1 First Article Inspection provides opportunity for early assessment of all print dimensions generated in the concerned sequence. In the event a measurement is outside the print dimensions, this is known before additional pieces become non-conforming. A sample F.A.I. report form is shown in Exhibit 6.1.1.A.

6.1.2 An In-Process Inspection is used during or at the completion of each operation in the production cycle. Again the characteristics generated in the concerned sequence are marked with an asterisk (**) in the In-Process column of the F.A.I Report. This inspection is to a sampling of the lot. The number sampled will be in accordance with Para 5.3 of this manual.

SECTION 7.0 FINAL INSPECTION

7.1 The final inspection is normally the last inspection before shipment to the customer. This inspection is performed in accordance with a Final inspection attached as Exhibit 7.1.A.

7.1.1 The sample size of the inspection will be in accordance with sampling tables shown in Para 5.3 of this manual.

7.1.2 If the characteristics chosen for the final inspection have been checked on an earlier In-Process inspection Report, such characteristics will only require an audit of 10% of the sample. However all parts in the sample chosen must be visually inspected for workmanship, completeness, and fitness for use"

7.1.3 Certificates of conformance required by the customer will be prepared after this final inspection.

SECTION 8.0 MEASURING AND TEST EQUIPMENT

8.1 *Tri-State* has a system of controlling and calibrating all measuring and test equipment.

8.2 **Traceability to the National Bureau of Standards**
The primary (reference) standard of measurement at *Tri-State Machining* is a set of Gage Blocks identified as Serial GB-1. These blocks are calibrated and certified annually by an outside gage lab. The certifications are traceable to the National Bureau of Standards.

8.3 **Calibration Intervals**
Measuring and test equipment are calibrated on the basis of **classification and the frequency** period as follows:

<u>CLASS</u>	<u>FREQUENCY</u>
A	90 Days Quarterly
B	180 Days - Bi-Annually
C	365 Days - Annually
D	1095 Days - 3 Years
E	Inactive Measuring & test Equipment.

8.3.1 Class A
All micrometers, dial calipers, height Gages.

8.3.2 Class B
Bore gages, Dial indicators, snap gages, inspection fixtures, hard groove gages, profilometer, electronic indicators.

8.3.3 Class C
Master gage blocks, angle plates, bore master rings, micrometer standards, shop gage blocks, gage pins, thread gages, bolt circle gages,

8.3.4 Class D
Surface plates

8.3.5 Class E
Inactive Measuring and Test Equipment.
Any measuring or test equipment that is reactivated must be recalibrated if the calibration period has expired.

8.3.6 **Alteration of Calibration interval.**

Tri-State is aware of the possibility that an interval period should be shortened when necessary to assure continued accuracy based on the results of previous calibrations. In such cases, the interval on classes A, B, C may be shortened to 50% of the normal interval. Conversely, the interval period can be lengthened when the results of previous calibrations show documented evidence that the lengthening will not adversely affect the accuracy of the system. In these cases, Class A intervals can be increased to 180 days and Class B increased to 365. Class C will remain at 365 days.

8.3.7 Calibration Procedures.

The procedures to be used in each type of gage calibration are in writing and maintained in the Quality Assurance Area Procedures Manual.

8.3.8 New or Reworked Gages and Test Equipment.

If new gages or test equipment are purchased or if a gage or test equipment is reworked, such shall not be used in production until a calibration check has been provided and found satisfactory. New gages and test equipment shall be added to the calibration system.

8.3.9 Customer Furnished Gages and Test Equipment.

When the customer furnishes gages and/or test equipment, such will be entered into the *Tri-State* calibration system and routinely calibrated. In the event the item is or becomes out-of-tolerance, the item will be removed from usage and the customer will be notified for disposition.

8.3.10 Employee-owned Gages.

Gages purchased and used by employees in *Tri-State* operations will be entered into the calibration system and will be **controlled, labeled and** calibrated as are *Tri-State's* and customer supplied gages.

8.3.11 Calibration Labeling.

All gages and test equipment will have an affixed gummed label which will show the date of calibration.

8.3.12 Action Taken on Out-of-Tolerance Conditions.

Calibration procedures will provide gage or test equipment is judged out-of tolerance. When a gage or test equipment is reported out-of-tolerance, two actions must be taken:

Corrective action to the measurement device must be undertaken. This action can be to replace the device, repair the device or adjust the device if it can be adjusted. Whatever the disposition, it cannot continue to be used in the outof-tolerance condition and must be removed from service.

8.3.12.2

Attention must be given to the parts which were judged acceptable by the out-of-tolerance device. All production will be quarantined until an alternate gaging or testing method determines a disposition.

8.3.12.3 Calibration and Records.

Tri-State uses a Gage Calibration Report to record the results. The Report consists of the following information, and is shown as Exhibit 8.3.12.3.A.

Gage Identity
Gage Description
Department
Date of Last Calibration
Calibration Interval

8.4 Production Tooling Used as Media of Inspection.

When production tooling is used for inspection, *Tri-State* will incorporate the tooling in our gage calibration system.

8.5 Use of *Tri-State* Machining's Inspection Equipment.

Tri-state agrees to the use of *Tri-State's* measuring devices at the time of customer inspection for part or assembly acceptance. It may be that certain measuring equipment, for example, a coordinate measuring machine, could best be operated by personnel with the customer representative as an observer. The application of equipment toward customer inspection will be scheduled to minimize any adverse effect on the customer representative, or on *Tri-State* for the use of such equipment.

SECTION 9.0 NON-CONFORMING MATERIAL CONTROL AND CORRECTIVE ACTION

9.1

Tri-State recognizes the need for corrective action whenever non-conformance is detected during the cycle from receipt of raw material to satisfaction of the customer with the product received. A holding area is provided in *Tri-State* for the segregation of any suspect material.

9.1.1

PURCHASED MATERIAL

In the event non-conformance is encountered at Receiving Inspection a Discrepant Material Report, Exhibit 9.1.1.A, is prepared. Suspect material is held in the holding area pending disposition. Disposition and corrective action are required from the supplier as provided by the D.M.R.

9.1.2

IN-PROCESS NON-CONFORMANCE

In the event non-conformance is detected in the application of In Process or Final Inspection, the suspect parts are moved to the holding area. A Corrective Action Report, Exhibit 9.1.2.A, is prepared to record the corrective action and disposition of the segregated parts.

9.1.3

Corrective Action

The Corrective action taken in the event of a customer complaint is covered in this manual in Section 10.0, Customer Corrective Action Report.

SECTION 10.0 CUSTOMER COMPLAINT RESPONSE

10.1

In the event parts sent to the customer create a complaint, rejection or dissatisfaction an investigation as to the non-conformance will be made promptly and thoroughly. The investigation will be recorded on a Customer Corrective Action Report, Exhibit 10.1.A.

10.1.1

INFORMATION GATHERING

The receiver of the complaint will obtain name, title and phone/fax number of the customer's representative. Part identification and purchase order are recorded. The number of parts received, the number sampled, the number judged non-conforming and details of the complaint or rejection are recorded.

10.1.2

FOLLOW-UP

The information obtained will promptly be investigated. The in-house investigation will determine (1) number of parts at the customer, (2) number of parts completed in inventory, and (3) number of parts in process.

10.2

CORRECTIVE ACTION

The customer will promptly be advised of our investigation. Our corrective action may be interim and longer range in nature and will be made known to key people involved.

10.2.1

INTERIM CORRECTIVE ACTION

This response should be made to the customer no later than 24 hours after the initial contact. The interim corrective action should be sufficient to cover the immediate need to keep the customer's operation running, if at all possible.

10.2.2

LONG RANGE CORRECTIVE ACTION

This response is more in-depth in nature and should include each step *Tri-State* has taken to preclude a repeat occurrence. Our response will likely be in letterform via E-Mail and should be in the customer's hands within two weeks of the initial notification. The Corrective Action Report will be completed and distributed internally along with a copy of any letter sent to the customer.

10.2.3

RECORDING OF THE NON-CONFORMANCE

Quality Assurance will file all communications records of in-house investigations, actions taken, etc... by customer name and customer part number.

SECTION 11.0 INTERNAL QUALITY SYSTEM AUDIT

- 11.1** The Internal Audit, also called self-audit, is an important part of the *Tri-State* assurance that the in-place quality systems are working efficiently.
- 11.2** The scope of the audit extends into the following sections of the of the quality manual:
- | | |
|----------------------------|--|
| <u>Section 3.0</u> | Drawing and Specification Control. |
| <u>Section 4.0</u> | Planning for Quality. |
| <u>Section 5.0</u> | Purchasing and Receiving Inspection. |
| <u>Section 6.0</u> | In-Process Inspection. |
| <u>Section 7.0</u> | Final Inspection |
| <u>Section 8.0</u> | Measuring and Test Equipment. |
| <u>Section 9.0</u> | Non-Conforming Material Control and Corrective Action. |
| <u>Section 10.0</u> | Customer Complaint Response. |
- 11.3** The Internal -Audit will be conducted annually.
- 11.4** The findings of the auditor will be recorded on prepared report forms. The *Tri-state* President will review all Audit Reports.
- 11.5** The President has the responsibility of assuring that action is taken on each part of the audit finding judged to be inconsistent with the intent of the *Tri-State* Quality system.

SECTION 12.0 RECORD RETENTION

12.1 The policy at *Tri-State* is to retain for a period of Three (3) years the following type of records:

- 12.1.1.** Purchased Material Orders.
- 12.1.2.** Purchased Material Certifications.
- 12.1.3** Receiving Inspection Reports.
- 12.1.4.** First Article Inspection Reports.
- 12.1.5.** In-Process Inspection Reports.
- 12.1.6.** Final Inspection and Test Reports.
- 12.1.7.** Copies of Product Certifications to Customers.
- 12.1.8.** Drawings in effect at time of shipment.
- 12.1.9.** Corrective Action Reports.
- 12.1.10.** Customer Complaint Response Correspondence.
- 12.1.11.** Gage Calibration Reports. (Kept for lifetime of gage plus 3 yrs).
- 12.1.12.** Internal Quality System Audits.

12.2 If a *Tri-State* customer desires more than a 3 year retention period on certain records, retention can be negotiated.

SECTION 13.0 *Tri-State* QUALITY MANUAL-ASSURANCE AND CONTROL

13.1 Assurance that customer, suppliers, and key Internal people at *Tri-State* have up-to date copies of the *Tri-State* Quality Manual is obtained in this manner:

13.1.1 *Tri-State* Quality Manuals are serialized and a record is maintained as to whom and when each controlled copy is issued.

13.1.2 Changes to and release of any up-dated pages of the Manual will be accomplished by a Quality Manual Up-date Form which is

Exhibit 13.1.2.A in the exhibit section.

13.1.3

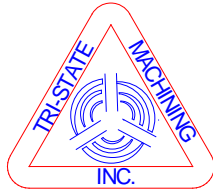
In the event a copy of the IMT Quality Manual is given as purely informative and is not to be a controlled copy, the issuer will write on the cover page the following:

REFERENCE COPY

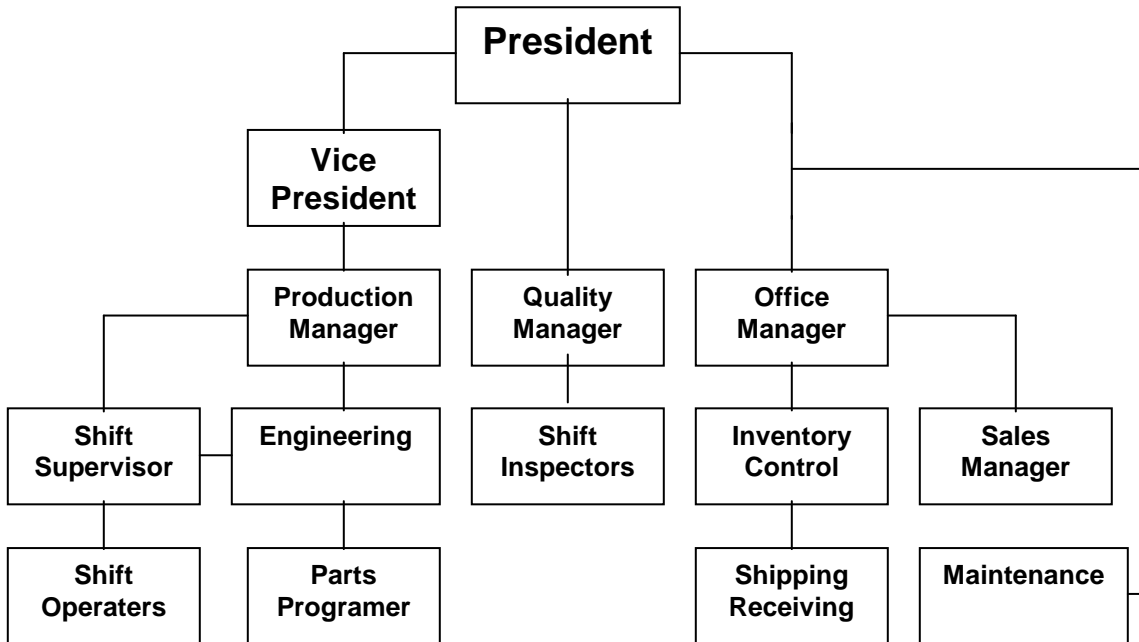
Good this day and date only:

Date

Signed



Tri-State Machining Inc.
Organizational Chart
March 1, 2002





Tri-State Machining Inc.
1010 Cass St.
Fort Wayne, IN. 46808
Ph # (260) 422-2508
Fax # (260) 422-2708
E-Mail tristatemachine@cs.com

Equipment List as of 02/02/02

PRODUCTION EQUIPMENT

LATHE CNC

Hardinge Conquest 42 CNC TURNING CENTER, 25 HP, TAILSTOCK AND 12' Bar Feeder 16" X 16" LONG

Hardinge Conquest 42 CNC TURNING CENTER, 25 HP, TAILSTOCK 16" X 16" LONG

MILL CNC VERTICAL

Hatachi Seiki VA-55 , 41.5 x 21.5 x 22 X,Y,Z Travel. 15 HP Spindle Motor

Cut Off Saw

DoAll Band Saw C-305A 12"x "12 x 240" Capacity

Manual Equipment

Bridge Port Man Mill 24" "X" Travel x 10" "Y" Travel x 15"Knee Travel 5" "Z" Stroke.

Sharp Man Mill 30" "X" Travel x12" "Y" Travel x15"Knee Travel 5" "Z" Stroke

Shenyang HPL Man Lathe 16"x40" 3 1/8" Spindal Bore Dia.

KO Lee Tool Grinder

BUILDING

5,000 SQUARE FEET OF PLANT AREA



Tri-State Machining
Inc.
 1010 Cass St.
 Fort Wayne, IN. 46808

<h2 style="margin: 0;">Material Traveler</h2>

Part No. :	Revision # :	Due Date :
Customer :	Rev. Date :	Lot Size :
Description :	Lot No. :	
Material :	Mfg Date:	

Seq. No.	Operation	Machine	Notes	Setup	Cycle Time
			In Process Inspection 00		

Signed : _____



Tri-State Machining Inc.
 1010 Cass St.
 Fort Wayne, IN. 46808

Purchase Journal

Bill To:
 Tri-State Machining Inc.
 1010 Cass ST.
 Fort Wayne IN. 46808

Ship To:
 Tri-State Machining Inc.
 1010 Cass St.
 Fort Wayne IN. 46808

Purchase Order:
Date:
Vendor:

Rec. By	Ship When	Ship Via.	F.O.B.	Buyer	Terms	Tax I.D.

Qty.	Item	Units	Description	Disc. %	Taxable	Price	Total

SubTotal	
Tax	
Shipping	
Misc.	
Bal. Due	



**Tri-State Machining
Inc**
1010 Cass St.
Fort Wayne, IN. 46808

Quality Survey of Candidate Supplier

Supplier (Name, Adress, Phone & Fax)	General Product Line	
	Total Number of Employees	
	Production Employees	
	Q.C. Employees	
Item(s) Considered from this source		
List any Quality Systems currently in effect		
Are Quality inspection equipment Traceable to the National Bureau of Standards ?		
<input type="checkbox"/> Yes <input type="checkbox"/> No		
Areas covered by Suppliers Quality Manual		
Organizational Functions	Nonconforming Material	Control of Purchases
Training & Certifications	Corrective Action	Material Control
Planning & Work Instructions	Tool Calibration	Receiving Inspection
Audits	Drawing Rev. Control	In-Process Inspection
Records & Reports	Print Control	Final Inspection
Remarks:		
<small>Note: Attach copies of Company Q.A. Organizational Charts</small>		
Prepared By:	Date:	Approved By:
		Date:



Tri-State Machining Inc.
 1010 Cass St.
 Fort Wayne, IN. 46808

Receiving Inspection Report

Part Number:	Rev. Number:	Rev. Date:
Seq. Number	Vendor:	

Seq. Number	Characteristics	Acc. / Rej.



Exhibit 5.2.3.A.



Exhibit 5.2.4.A.

(Associated A.Q.L.)

	.010	.015	.025	.040	.065	.100	.150	.250	.400	.650	1.00	1.50	2.50	4.00	6.50	10.0
Lot Size	Sample Size															
2 to 8	*	*	*	*	*	*	*	*	*	*	*	*	5	3	2	2
9 to 15	*	*	*	*	*	*	*	*	*	*	13	8	5	3	2	2
16 to 25	*	*	*	*	*	*	*	*	*	20	13	8	5	3	3	2
26 to 60	*	*	*	*	*	*	*	*	32	20	13	8	5	5	5	3
51 to 90	*	*	*	*	*	*	80	50	32	20	13	8	7	6	5	4
91 to 150	*	*	*	*	*	125	80	50	32	20	13	12	11	7	6	5
151 to 280	*	*	*	*	200	125	80	50	32	20	20	19	13	10	7	6
281 to 500	*	*	*	315	200	125	80	50	48	47	29	21	16	11	9	7
501 to 1200	*	800	500	315	200	125	80	75	73	47	34	27	19	15	11	8
1201 to 3200	1250	800	500	315	200	125	120	116	73	53	42	35	23	18	13	9
3201 to 10,000	1250	800	500	315	200	192	189	116	86	68	50	38	29	22	15	9
10,001 to 35,000	1250	800	500	315	300	294	189	135	108	77	60	46	35	29	15	9
35,001 to 150,000	1250	800	500	490	476	294	218	170	123	96	74	56	40	29	15	9
150,001 to 500,000	1250	800	750	715	476	345	270	200	156	119	90	64	40	29	15	9
500,001 and over	1250	1200	1112	715	556	435	303	244	189	143	102	64	40	29	15	9

* Indicates entire lot must be inspected
 Note: The Acceptance Number in all cases is ZERO.



Tri-State Machining Inc.
 1010 Cass St.
 Fort Wayne, IN. 46808

Final Inspection Report

Part No.	Rev. No.	No. of Checks:
Seq. No.	Rev. Date	Mfg. Date:

Seq. No.	Characteristics	Gage	Actual Dim.



Tri-State Machining Inc.
1010 Cass St.
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Gage Calibration Report

Gage I.D.	Gage Description	Gage Class	Last Cal. Date	Dept.



**Tri-State Machining
Inc.**
1010 Cass St.
Fort Wayne, IN. 46808

Descrepant Material Report

Supplier :	Qty. Received:	Part No. :
Address :	Inspected:	Part Name :
	Rejected	Date :
Heat Code :	Accepted	P.O. :

Description of Diecrepancy

Inspected By :

Disposition of Non-Conforming Materials

Approved By :

Corrective Action

Comments :



Tri-State Machining Inc.
 1010 Cass St.
 Fort Wayne, IN. 46808

<h2 style="margin: 0;">Corrective Action Report</h2> <p style="margin: 0;">(Must reply within 72 hours)</p>

Customer :	Lot No. :	Lot Size :
Part No. :	Rev. :	Seq. No. :
Machine :	Rev. Date :	Date :

Discrepancy :
Signed :

Corrective Action :		
Q.C. App'l :	Eng. App'l :	Prod. App'l. :

Open Lot No's. :					
C/A Effective with lot No. :					

Disposition of Stok on hand :
Signed :



Tri-State Machining Inc.
 1010 Cass St.
 Fort Wayne, IN. 46808

Customer Corrective Action Report

Customer Complaint		
Customer :	Ph. No. :	Fax :
Date of Complaint :	P.O. No. :	Customer Rep. :
Part No. :	Title :	
Qty. Received by Customer :		
Nature of the Rejection or Complaint :		
		Received By :

Internal Investigation :			
No. of parts :	No. of parts in inventory :	No. parts in process :	
Corrective Action :			
Q.C. Manager :	Date :	Prod. Manager :	Date :

Corrective Action Relayed to customer by :		Copy Sent to Customer :	Yes _____ No _____
		Date Sent :	

Comments :



Tri-State Machining Inc.
1010 Cass St.
Fort Wayne, IN. 46808

Quality Manual Update Report

To ;

Please update the *Tri-State Machining Inc.* Quality Manual provided to you on ___ / ___ / ___
by performing the following :

Remove and destroy the following pages in your Quality Manual. : _____

Add to the Manual the following pages : _____

Issued By :

Date :

Rev. Level :



Tri-State Machining Inc.
 1010 Cass St.
 Fort Wayne, IN. 46808

Return to Manufacturer Authorization Form

Customer Complaint		
Customer :	Ph. No. :	Fax :
Date of Complaint :	P.O. No. :	
Customer Rep. :	Title :	
Part No. :	RMA #	
Qty. Received by Customer :		
Nature of the Rejection or Complaint :		
		Received By :

Internal Investigation :			
No. of parts :	No. of parts in inventory :	No. parts in process :	
Corrective Action :			
Q.C. Manager :	Date :	Prod. Manager :	Date :

Corrective Action Relayed to customer by :		Copy Sent to Customer :	Yes _____ No _____
		Date Sent :	

Comments :

Quality Statement

Our goal is to provide to our customers
the highest level of quality products
and service possible.

