taylor devices inc.
90 TAYLOR DRIVE
PO BOX 748
NORTH TONAWANDA, NEW YORK 14120-0748
TELEPHONE: (716) 694-0800
FAX: (716) 695-6015
COMPRESSIBLE MATERIAL DEVICES

TAYLOR DEVICES, INC.

QUALITY ASSURANCE PROGRAM SUMMARY

The policies and procedures formalized in the Taylor Devices Business Process Manual are based on the current requirements of ISO 9001:2008 and AS 9100C series quality systems. Taylor Devices originally achieved third party certification in June 2004 to the ISO9001 standard and continues to date with the current specifications. Third party certification to AS9100 was originally achieved in May 2009, and continues today with the current specifications. Taylor Devices also achieved third party certification to the environmental standard ISO14001 in April 2012. Our current registrar is NSF-ISR, Ltd.

Also incorporated and made part of the Taylor Devices' quality program, are specific United States government specifications to satisfy the requirements of Department Of Defense specification MIL-Q-9858A, quality program requirements, MIL-I-45208A, inspection system requirements, NASA quality publication NHB-5300.4 (1C), MIL-STD-45662A, and ANSI/NCSL Z540-1, Calibration requirements.

It is the policy of the company to: design, fabricate, market, and service products of such quality that they will reliably perform their intended function so that the company is recognized as a quality leader in the industry. All products offered for sale to the company's customers must be consistent with the public interest, applicable laws and regulations, prevailing state of the art, and contract requirements or advertised specifications.

In pursuit of this overall policy, it is the intent of the company that:

1.1 No product offered to a customer will contain a known condition that is inconsistent with the public interest, applicable contract requirements or advertised specifications, and laws and regulations applying to it.

1.2 All products offered to the marketplace will consistently exceed the customer's expectation and thereby contribute positively to the company's product quality reputation.

1.3 Products containing the company trademark must be made to the same exacting product standards and quality assurance requirements regardless of where the materiel was purchased or manufactured.

It is essential that parts and subassemblies of like product identification are inter-changeable regardless of the location of manufacture.

taylor devices inc.
90 Taylor Drive
P.O. Box 748
North Tonawanda, NY 14120-0748
TELEPHONE: 716-694-0800
FAX: 716-695-6015

2.0 ORGANIZATION

2.1 RESPONSIBILITY AND AUTHORITY

The President/CEO is responsible for the quality of the company services and products. Responsibility for implementing the quality procedures of the company is delegated to the ISO management representative who also serves as the quality assurance manager. The quality assurance manager oversees the quality assurance organization. Quality assurance has the responsibility for quality planning, receiving inspection, test, final inspection, and both system and product audits.

Quality assurance has the organizational freedom to identify problems; to initiate, recommend, solve and/or verify solutions to quality problems; and to access management at any level if action is required. A corrective action request (CAR) can be initiated by any employee who finds a nonconforming condition existing in a process or product. Corrective action requests shall be implemented in accordance with the corrective action procedure.

The quality assurance manager then assigns a cognizant person (i.e., engineer or supervisor), that is directly responsible and knowledgeable of the product, to investigate the reason for the nonconformity. When a solution is found, if not given by the originator, the nonconformity is corrected and reported back to the quality assurance manager, corrective action coordinator, and the originator.

All conditions adverse to quality that are not resolved before further effect to the product shall be reported to the company management to resolve the condition.

2.2 VERIFICATION RESOURCES AND PERSONNEL

Company products shall be inspected for defects in workmanship and quality against the product design drawing. Inspections will be performed using an inspection procedure (IP) for the individual product along with the product design drawing. Personnel performing these quality inspections shall be trained and approved by quality assurance.

Receiving inspection shall verify the conformance of incoming raw material and products against the design specifications. Receiving inspection, in process inspection, final inspection and functional testing shall verify conformance in appearance, dimension, and functional ability with product design specification. All products returned by the customer for repair that are returned to service shall comply with all "like new" standards except defects acquired in the field that only affect appearance.

Design reviews will be initiated and conducted by personnel independent of the design activity. This occurs when a new product is developed and when an existing product's proposed modification will affect its function, fit or agency certification.

Quality audits, used to verify the conformance of products and services, shall be preformed by cognizant personnel trained and appointed by the quality assurance organization. Personnel

taylor devices inc.
90 Taylor Drive
P.O. Box 748
North Tonawanda, NY 14120-0748
TELEPHONE: 716-694-0800
FAX: 716-695-6015

performing the quality audits will be able to audit any area in which they are trained but do not have responsibility for the products or service being produced there.

2.3 MANAGEMENT REPRESENTATIVE

The ultimate responsibility for quality remains with the President/CEO. The authority for implementation and maintenance of the quality system is delegated to all managers and supervisors with primary responsibility for coordination and evaluation of the system by the quality assurance manager. Therefore, quality assurance has final derivative authority on all quality matters.

3.0 BUSINESS PROCESS MANUAL

The business process manual (company-wide quality assurance manual) is the first tier of documentation that the customers and employees of the company should refer to in order to understand the company's position on quality topics. This manual provides direction for all of the company's quality programs.

4.0 PROCEDURES

Business Procedures (BP) are the "means" by which the statements of the business process manual are implemented. The business management system includes, but is not limited to, the following procedural topics.

A. Contract review
B. Corrective action
C. Design documentation issue and control
D. Employee training
E. Inspection and testing
F. Inspection status
G. Internal audits
H. Management review
I. Materiel
J. Metrology
K. Nonconforming material traceability
L. Product identification
M. Purchasing
N. Purchaser supplied product
O. System record maintenance
P. Servicing
Q. Special processes and tests
R. Stamp control
S. Statistical techniques
T. Workmanship standards

Through the use of internal audits, quality assurance is able to verify the implementation of policies and procedures described in the business process manual and BP's. The internal audit BP describes the auditing of all processes and suppliers that can have an effect on product quality or services.