



Magee Plastics Company  
303 Brush Creek Road  
Warrendale, PA 15086-7595  
Phone (724) 776-2220 • Fax (724) 776-9696  
SITA: PITMPXD • Supplier Code: 64235

# QUALITY MANUAL

*MAGEE MANUAL NO. 1001*

Revision - AC, Dated 2004 NOV 03  
Revision - AD, Dated 2007 APR 20  
Revision - AE, Dated 2007 OCT 25  
Revision - AF, Dated 2009 MAY 15

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**MAGEE PLASTICS COMPANY QUALITY POLICY**

*Magee Plastics Company is dedicated to meeting and exceeding our customers' expectations in the quality of products and services that we provide. To uphold this vision we have established a documented quality management system and are committed to a policy of continual improvement of our products, activities, processes and services.*

*Key measurable objectives will be monitored such as: customer satisfaction, on time performance, and product quality to augment our continuous improvement strategy. We will evolve and adapt these quality objectives to meet the ever-changing needs of our clients and our industry. Magee Plastics Company and its employees are trained and empowered to execute the directives of our Quality Manual and its supporting procedures. We take responsibility to ensure that the AS9100 quality standards, industry regulations and our customer requirements are effectively communicated, implemented and maintained.*

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**Revision AF, Dated 2009 MAY 15**

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**MANAGEMENT REVIEW TEAM APPROVAL**

The following Management Review Team members from Magee Plastics Company has approved Revision AF of Magee Plastics Company Manual No. 1001.

Approved By: Original Signed By:  
 Glen H Maus  
 President

Approved By: Original Signed By:  
 Séan P. Magee  
 Chief Operating Officer

Approved By: Original Signed By:  
 Charles W.C. Story  
 Vice President Engineering

Approved By: Original Signed By:  
 Sheridan L. Kelly  
 Vice President Sales & Marketing

Approved By: Original Signed By:  
 Jeffrey D. Hughes  
 Vice President Production

Approved By: Original Signed By:  
 Earl K. Bauer  
 Manager - Quality Assurance

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**MANUAL CONTROL RECORD**

Retain this record in the manual. Upon receipt of revisions; insert revised pages in the manual. Enter the revision number, revision date, insertion date and the initials of the person incorporating the revised pages in the appropriate block on the record of revisions below. All Magee Plastics Company employees may suggest revisions to supervision or via the Quality Management System programs or forms.

MANUAL NO: <b>MASTER COPY</b>		MANUAL HOLDER: <b>MASTER COPY</b>	
Revision .No.	Rev. Date	Insertion Date	Inserted By
<b>A</b>	June 6, 1973	June 6, 1973	T.E.B
<b>B</b>	June 6, 1973	June 6, 1973	T.E.B
<b>C</b>	August 14, 1975	August 14, 1975	R.A.W.
<b>D</b>	March 3, 1976	March 3, 1976	R.A.W.
<b>E</b>	March 3, 1976	March 3, 1976	R.A.W.
<b>F</b>	March 3, 1976	March 3, 1976	R.A.W.
<b>G</b>	May 6, 1976	May 6, 1976	R.A.W.
<b>H</b>	July 15, 1976	July 15, 1976	R.A.W.
<b>I</b>	December 13, 1976	December 13, 1976	G.D.M
<b>J</b>	June 2, 1977	June 2, 1977	G.D.M.
<b>K</b>	August 10, 1977	August 10, 1977	G.D.M.
<b>L</b>	December 22, 1977	December 22, 1977	G.D.M.
<b>M</b>	May 2, 1978	May 2, 1978	G.D.M.

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**MANUAL CONTROL RECORD, continued**

MANUAL NO: <b>MASTER COPY</b>		MANUAL HOLDER: <b>MASTER COPY</b>	
Revision .No.	Rev. Date	Insertion Date	Inserted By
<b>N</b>	February 20, 1980	February 20, 1980	G.D.M.
<b>O</b>	August 21, 1980	August 21, 1980	G.H.M.
<b>P</b>	February 9, 1981	February 9, 1981	G.H.M.
<b>Q</b>	August 12, 1981	August 12, 1981	G.H.M.
<b>R</b>	March 28, 1983	March 28, 1983	G.H.M.
<b>S</b>	January 4, 1984	January 4, 1984	G.H.M.
<b>T</b>	June 8, 1984	June 8, 1984	G.H.M.
<b>U</b>	December 5, 1991	December 5, 1991	G.H.M.
<b>V</b>	July 27, 1992	July 27, 1992	G.H.M.
<b>W</b>	October 5, 1993	October 5, 1993	G.H.M.
<b>X</b>	March 26, 1996	March 26, 1996	J.D.H
<b>Y</b>	December 26, 1996	December 26, 1996	J.D.H
<b>Z</b>	January 08, 1998	January 08, 1998	J.D.H
<b>AA</b>	September 14, 1999	September 14, 1999	J.D.H
<b>AB</b>	January 21, 2002	January 20, 2004	J.D.H
<b>AC</b>	November 3, 2004	November 9, 2005	J.D.H.
<b>AD</b>	March 26, 2007	April 20, 2007	J.D.H.
<b>AE</b>	October 17, 2007	October, 25 2007	E.K.B.
<b>AF</b>	2009 MAY 15	TBD	

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**REVISION HISTORY (PAGE 1)**

REV	DESCRIPTION	DATE	APPROVAL
A	Issue date on all sheets	Jun 6, 1973	T.E.B
B	P.M.A. Kit identification label altered to include part number airplane model efficiency and aircraft incorporating S.T.C. SA4-1100 (580).	Jun 6, 1973	T.E.B
C	Reissued manual format; assignment of Manual No. 1001; reorganization of index adding sections: 4.0 organizational chart, 5.1 inspection stamp control, 5.2 tool and gage control, 5.3.1 supplier control, 5.3.4 storage control-materials and supplied parts, 7.0 manufacturing processes, 10.0 inspection stations, 11.0 nondestructive testing, 12.0 testing, 13.1 material review board, 14.0 airworthiness certification, 15.0 storage control - finished good, 18.0 service difficulties; notification of change of address; 19.0 manual review.	Aug 14, 1975	R.A.W.
D	Added Rejected Items Storage Area (Number Code 6)	Mar 3, 1976	R.A.W.
E	Included clause concerning the reassignment of inspection stamps	Mar 3, 1976	R.A.W.
F	Added Clause explaining the utilization of rejected items stowage area (Number Code 6)	Mar 3, 1976	R.A.W.
G	Added Page 3-A (Manual Revision Rec.) And 14-1 (Inspection Stations)	May 6, 1976	R.A.W.
H	Organizational Chart 4.0 (Added Names)	Jul 15, 1976	R.A.W.
I	Manual Revision	Dec 13, 1976	G.D.M
J	Personal Revision and Correction of Error	Jun 2, 1977	G.D.M.
K	Added Page 3-B Corrected Statement from Referencing Manual 1004 to Ref. 1002	Aug 10, 1977	G.D.M.
L	Revised Organization Chart, added MRB Approval Stamp, and replaced W.O. Form	Dec 22, 1977	G.D.M.
M	Personnel and Floor Plan Revised	May 2, 1978	G.D.M.
N	Personnel Revision	Feb 20, 1980	G.H.M.
O	Personnel Revision	Aug 21, 1980	G.H.M.
P	Personnel Revision	Feb 9, 1981	G.H.M.
Q	Changed Address, Revised Floor Plan, Changed W.O. Form, P/N Label, Packing Slip	Aug 12, 1981	G.H.M.
R	Personnel Revision	Mar 28, 1983	G.H.M.
S	Title Page Revision, Scope Revision, Changed W.O. Form, Personnel Revision	Jan 4, 1984	G.H.M.

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**REVISION HISTORY (PAGE 2)**

T	Manual Revision	Jun 8, 1984	G.H.M.
U	Personnel Revision	Dec 5, 1991	G.H.M.
V	Manual Revision	Jul 27, 1992	G.H.M.
W	Manual Revision	Oct 5, 1993	G.H.M.
X	This revision is a complete reissue of the manual. The manual has been converted to an electronic word processor format. The typed revision W will be on file at Magee for historical purposes. The manual has been updated to the ISO 9002 format.	Mar 26, 1996	S.P. Magee G. H. Maus
Y	This revision corrects typographical errors, adds a new organizational chart, adds the Director of Engineering and QA to the approval list, changes the date in the header to the original issue date and makes changes suggested by the FAA and DAC. (Memo from S. Ratliff to J. Hughes, dated 7/02/96 and memo from J. Hughes to T. Allchin, dated 3/14/97, JDH-97-024). A bar in the left margin indicates all changes. This revision covers all pages.	Dec 26, 1996	S.P. Magee G.H. Maus C.W.C. Story
Z	This revision makes changes to the manual due to the elimination of the Chief Inspectors position, the new final inspection method (section 9.3 & 9.4), the new procedures for customer rejected material, see new section 15.4 and changes in the titles of management personnel.	Jan 8, 1998	S.P. Magee G.H. Maus C.W.C. Story
AA	This revision makes changes to the manual due to the new business computer system, our efforts to go to a paperless system and the management changes that have taken place due to the new system. Various typos have also been corrected and a new floor plan has been added. The Organizational Chart and the building floor plan have been removed from this document and are now referred to as second tier documents.	Sep 14, 1999	S.P. Magee G.H. Maus C.W.C. Story
AB	This revision is a total rewrite of the Quality Manual in accordance with AS9100 Revision A (ISO9001:2000). Since this is a total rewrite changes will not be shown in red or by a line in the left-hand margin.	Jan 21, 2002	See Management Team Approval, Page iii

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**REVISION HISTORY (PAGE 3)**

AC	This revision changes titles of several individuals in response to management changes per the Board of Directors at the annual meeting of October 13, 2004. Corrects typographical error on page 7, section 5.3, added pages ix & x to the List of Effective Pages, deletes electronic file location, adds revision level and title to the Title Page.	Nov. 3 2004	See Management Team Approval, Page iii
AD	This revision changes items due to AS9100 Rev. B, corrects typographical errors and adds new reference standards, defines warranty and lists section 7.5.1.5 as an exclusion. The revised Quality Policy has been added and the members of the Management Team have changed.	Mar. 26, 2007	See Management Team Approval, Page iii
AE	This revision adds a flow chart after section 4.1 which shows the process needed for the quality management system and the sequence and interaction of them. References to paper copies of this manual and the procedures associated with them have also been removed. Reference to Manual 1024 has been added to section 7.3. A link to section 1.2 has been added to section 7.5.1.5. Reference to MPS 2002-02-04 has been added to section 7.5.5.	Oct. 17, 2007	See Management Team Approval, Page iii
AF	Revised Quality Policy, ISO Management Representative, overall review and revision of verbiage by the Management Review Team. Removed reference to ISO9001:2000. Added MPS 2009-04-01 to Section 7.4.3 and MPS 2008-07-02 to Section.7.5.1.	2009 MAY 15	Management Team Approval (Page iii)

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## 1.0 SCOPE

### 1.1 GENERAL

This document specifies the requirements for a quality management system where Magee Plastics Company:

- ◆ demonstrates its ability to provide consistent product that meets customer and applicable regulatory requirements;
- ◆ addresses customer satisfaction through the effective application of the quality management system;
- ◆ provides the structure of processes for continual improvement and the prevention of nonconformity;
- ◆ establishes systems to disposition nonconformances;
- ◆ establishes programs to train its employees to ensure their competence
- ◆ promotes value added growth based on objective measurements.

### 1.2 EXCLUSIONS

Servicing – Section 7.5.1.5 – Per FAA requirements contained in our Operations Specifications for our Repair Station No. GR1R176K MPC is not permitted to work at other location except at our primary location, 303 Brush Creek Road, Warrendale, PA 15086 on FAA Repair Station parts. For all other parts MPC does not carry the required insurance to allow MPC employees to travel to another facility to rework/repair any of our parts, thus it is prohibited.

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## 2.0 REFERENCE DOCUMENTS

AS9100 (Latest Rev.)	Society of Automobile Engineers Quality Management Systems Aerospace requirements.
ISO10007	Quality management systems- Guidelines for configuration management
D6-82479	Boeing Quality Management System Requirements for Suppliers, latest revision.
FAR Part 21	Certification Procedures for Products and Parts, U.S. Dept. of Transportation, FAA, Washington, D.C.
FAR Part 25	Airworthiness Standards: Transport Category Airplanes U.S. Dept. of Transportation, FAA, Washington, D.C.
FAR Part 121	Certification and Operations: Domestic, Flag and Supplemental Air Carriers and Commercial Operators of Large Aircraft. U.S. Department of Transportation, FAA, Washington, D.C.
FAR Part 45	Repair Station, U.S. Department of Transportation, FAA, Washington, D.C.
AC 25-17	Advisory Circular: Transport Airplane Cabin Interiors Crashworthiness Handbook, Dated 15 June 1991.
AC 145-9	Advisory Circular: Guide for Developing and Evaluating Repair Station and Quality Control Manuals, Dated 03 July 2003.
No. 1003	Magee Plastics Company Tool and Gauge Control Manual.
No. 1009	Magee Plastics Company Training Program Manual.
No. 1007	Magee Plastics Company Repair Station Manual for FAA Approved Repair Station No. GR1R176K.
No. 1015	Magee Plastics Company FAA Approved Controlled Capabilities List Procedures Manual.
No. 1019	Magee Plastics Company Management Duties and Responsibilities. Manual.

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### 3.0 TERMS AND DEFINITIONS

3.1 The following are terms and definitions used in this manual and are presented here for reference.

**AC:** Advisory Circular, FAA documentation.

**FAA:** The Federal Aviation Administration

**Key Characteristics:** The features of a material, process, or part whose variation has a significant influence on product fit, performance, service life, or manufacturability.

**MPC:** Magee Plastics Company

**Product:** Applies only to the product / service intended for, or required by, a customer.

**QMS:** Quality Management System

**Quality Plan:** A document specifying the processes of the QMS and the resources to be applied to a specific product, project or contract.

**Vendor / Supplier:** Used interchangeably for the services and goods rendered by a source outside Magee Plastics Company

**Warranty:** Magee will repair or replace defective parts returned to our facility as required or requested by the customer.

**Turtle Diagram:** A tool used for analyzing a process. It usually consists of identifying the process & owner (body), asks four questions about that process (the legs), incorporates a question for input (head) and a question for output (tail). The "legs" ask (1) what information is utilized; (2) Who participates in the process; (3) What tools are required; and (4) What metrics are maintained to evaluate the process.

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## 4.0 QUALITY MANAGEMENT SYSTEM

### 4.1 GENERAL REQUIREMENTS

Magee Plastics Company (MPC) has implemented and established a quality management system (QMS). Via the use of this QMS, its associated documents, processes and requirements, MPC has instituted programs which enable this company to maintain and continually improve its products and processes in accordance with the requirements of the AS9100 standard (latest revision) and applicable regulatory requirements.

To implement and maintain the quality management system, MPC has committed to:

- ◆ identify the processes needed for the quality management system;
- ◆ determine the sequence and interaction of these processes;
- ◆ determine the criteria and methods required to ensure the effective operation and control of these processes;
- ◆ measure, monitor and analyze these processes, and
- ◆ implement actions necessary to achieve planned results and continual improvement.

When MPC chooses to outsource any process that affects product conformity with requirements, MPC shall ensure control over such processes. Control of such outsource processes shall be identified within the quality management system.

[Reference Documents: See Flow Chart Below:](#)

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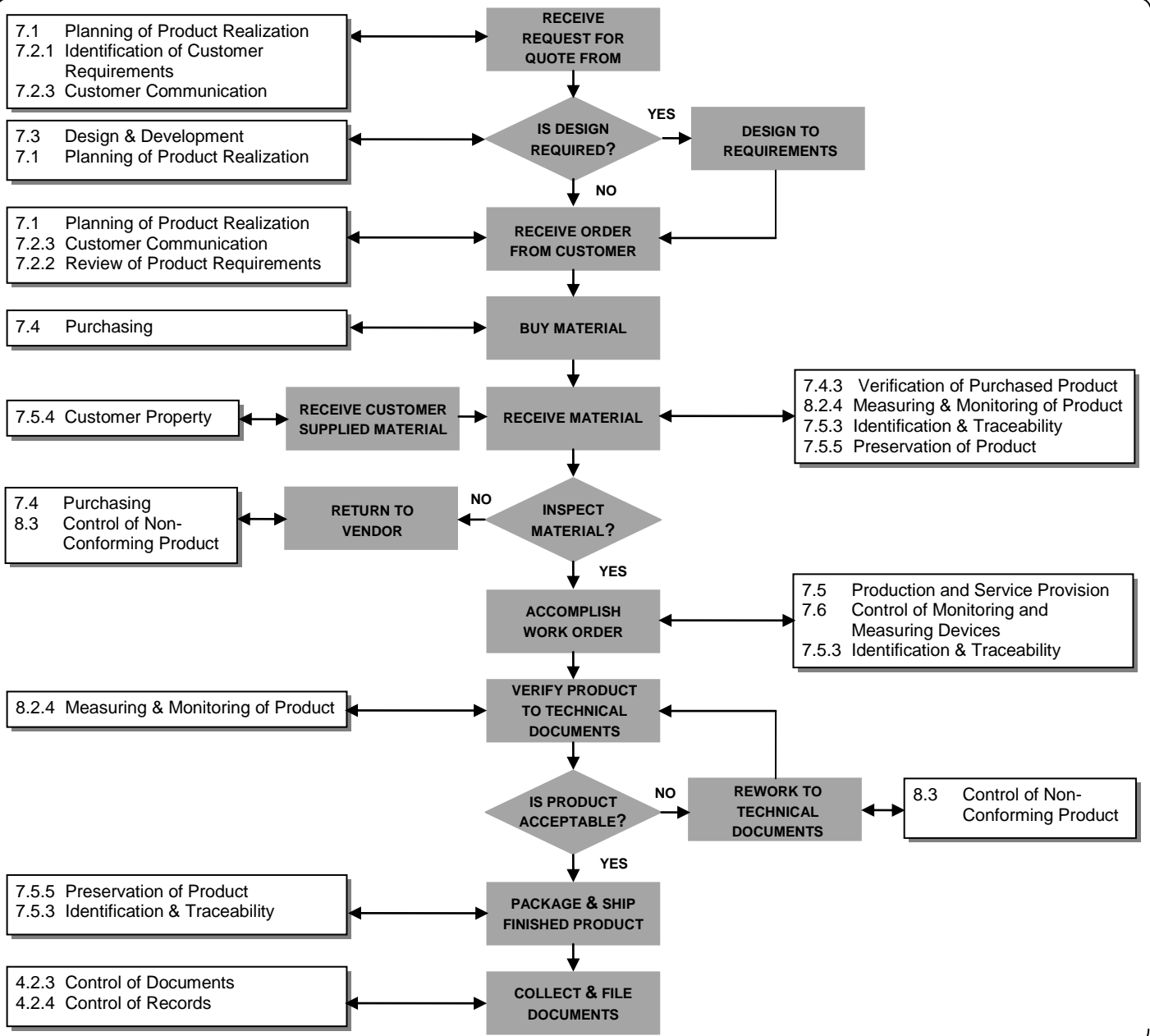
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5.0 Management Responsibility  
8.5.1 Continual Improvement  
6.2.2 Competence, Awareness, and Training



8.2.2 Internal Audit  
8.5.2 Corrective Action  
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## 4.2 DOCUMENTATION REQUIREMENTS

### 4.2.1 GENERAL

The quality management system documentation includes:

- ◆ documented statements of a quality policy with its associated quality objectives,
- ◆ this quality manual and its supporting MPC documents,
- ◆ procedures, work instructions and forms as required by AS9100 (latest revision) and the MPC Quality Management System
- ◆ quality system requirements imposed by the applicable regulatory authorities and
- ◆ documents required by MPC to ensure the quality of product to meet and exceed customer requirements.

The extent of the quality management system documentation is dependent on the following:

- ◆ the type of activity being accomplished,
- ◆ the complexity of processes and their interaction,
- ◆ the competence of personnel, and
- ◆ applicable requirements to satisfy regulatory authorities.

MPC shall ensure that all personnel have access to quality management system documentation and are aware of relevant procedures. Customer and/or regulatory authority representatives shall have access to quality management system documentation as required.

Documentation may be in either hard copy or electronic form.

### 4.2.2 QUALITY MANUAL

MPC has established and shall maintain this quality manual which includes:

- ◆ the scope of the quality management system, including details of and justification for any exclusions;
- ◆ the documented procedures established for the quality management system, or reference to them;
- ◆ when referencing the documented procedures, the relationship between the requirements of the AS9100 standard and the documented procedures shall be clearly shown;
- ◆ a description of the interaction between the processes of the quality management system.

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#### 4.2.3 CONTROL OF DOCUMENTS

Documents required by the quality management system shall be controlled and records, a special type of document, shall be maintained as detailed in the specifics given in 4.2.4.

Magee Plastics Company Manual No. 1009, Document / Record Control has been established to define the controls needed:

- ◆ to approve documents for adequacy prior to issue;
- ◆ to review and update as necessary and re-approve documents;
- ◆ to ensure that changes and the current revision status of documents are identified;
- ◆ to ensure that relevant versions of applicable documents are available at points of use;
- ◆ to ensure that documents remain legible and readily identifiable;
- ◆ to ensure that documents of external origin are identified and their distribution controlled;
- ◆ to prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose;
- ◆ to coordinate document changes with customer and/or regulatory authorities in accordance with contract or regulatory requirements.

[Reference Documents: Magee Plastics Company Manual No. 1009, Document / Record Control](#)

#### 4.2.4 CONTROL OF RECORDS

Records have been established and shall be maintained to provide evidence of conformity to requirements and of the effective operation of the quality management system. Records shall be legible, readily identifiable and retrievable. Magee Plastics Company Manual No. 1009, Document / Record Control has been established to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records. This manual is applicable to in-house records and when applicable, those records created by and / or retained by suppliers.

Records are available for review by customers and regulatory authorities in accordance with contract or regulatory requirements.

[Reference Documents: Magee Plastics Company Manual No. 1009, Document/Record Control](#)

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### 4.3 CONFIGURATION MANAGEMENT

Magee Plastics Company has established MPS 2003-08-01 - Configuration Management to document and maintain a configuration management process appropriate to the products manufactured.

[Reference Documents: MPS 2003-08-01 - Configuration Management](#)

## 5.0 MANAGEMENT RESPONSIBILITY

### 5.1 MANAGEMENT COMMITMENT

MPC management shall provide evidence of commitment to the development and maintenance of the quality management system by:

- ◆ communicating to MPC employees the importance of meeting customer as well as regulatory and legal requirements;
- ◆ establishing and communicating the quality policy and its associated quality objectives;
- ◆ conducting regularly scheduled management review meetings;
- ◆ identifying and ensuring the availability of resources.

### 5.2 CUSTOMER FOCUS

MPC management shall ensure customer requirements are determined and met with the goal of meeting and exceeding customer satisfaction. Many vehicles shall be utilized and may include but are not limited to customer surveys, customer visits, contract reviews, customer audits and customer informational input such as customer supplied drawings, data and sample parts.

### 5.3 QUALITY POLICY

MPC management has established the company quality policy, see page ii. This policy:

- ◆ is appropriate to the purpose of Magee Plastics Company;
- ◆ includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system;
- ◆ provides a framework for defining, establishing, documenting and reviewing quality objectives;
- ◆ is communicated and understood within MPC;
- ◆ is reviewed for continuing suitability.

### 5.4 PLANNING

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#### 5.4.1 QUALITY OBJECTIVES

MPC management ensures that quality objectives, including those needed to meet requirements for product, are established at relevant functions and levels with the company. The quality objectives shall be measurable and consistent with the quality policy.

#### 5.4.2 QUALITY MANAGEMENT SYSTEM PLANNING

MPC management ensures that

- ◆ the planning of the quality management system is carried out in order to meet the requirements given in 4.1, as well as the quality objectives, and
- ◆ the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

[Reference Documents: MPS 2002-03-06 - Contract Review; MPS 2002-03-14 – Quality System Procedures; MPS 2002-02-08 - Review of Product Requirements](#)

### 5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION

#### 5.5.1 RESPONSIBILITY AND AUTHORITY

The management of MPC has ensured that the responsibilities and authorities are defined and communicated within the organization via the use of procedures, job descriptions, training and the MPC organizational chart.

#### 5.5.2 MANAGEMENT REPRESENTATIVE

MPC management has appointed the position of Quality Management System Coordinator as the company's management representative. As the management representative, this individual has responsibility and authority that includes:

- ◆ ensuring that processes needed for the quality management system are established, implemented and maintained,
- ◆ reporting to top management on the performance of the quality management system and opportunities for improvement within said system,
- ◆ ensuring the promotion of awareness of customer requirements throughout the organization,
- ◆ the organizational freedom to resolve matters pertaining to quality and
- ◆ acting in tandem with the Quality Manager as liaison with external parties on matters relating to the quality management system as well as regulatory bodies.

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### 5.5.3 INTERNAL COMMUNICATION

MPC management has created an appropriate environment to ensure communication between its various levels and functions regarding the processes of the quality management system and their effectiveness. Various tools shall be utilized to ensure this communication which may include employee meetings, training sessions, newsletters, bulletin board communications, interoffice memos and suggestion boxes.

[Reference Documents: Magee Plastics Company Manual No. 1019, Management Duties and Responsibilities](#)

## 5.6 MANAGEMENT REVIEW

### 5.6.1 GENERAL

MPC management shall review the quality management system at least annually to ensure its continued suitability, adequacy and effectiveness. This review shall include assessing opportunities for improvement and the need for changes to the MPC quality management system, including the quality policy and quality objectives. Records from management reviews shall be maintained.

### 5.6.2 REVIEW INPUT

Input to management review includes current performance and improvement opportunities related to the following:

- ◆ results of registrar, customer, regulatory and internal audits,
- ◆ feedback from internal and external customers and stakeholders,
- ◆ process performance and product conformance,
- ◆ status of preventive and corrective actions,
- ◆ follow-up actions from previous management reviews,
- ◆ changes that could affect the quality management system,
- ◆ recommendations for improvement.

### 5.6.3 REVIEW OUTPUT

The outputs from management review shall capture any decisions and actions related to

- ◆ improvement of the effectiveness of the quality management system and its process,
- ◆ improvement of product related to customer requirements, and
- ◆ resource needs.

[Reference Documents: MPS 2002-03-16 - Management Review](#)

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## 6.0 RESOURCE MANAGEMENT

### 6.1 PROVISION OF RESOURCES

MPC management shall determine and provide the resources needed:

- ◆ to implement and maintain the quality management system and continually improve its effectiveness, and
- ◆ to enhance customer satisfaction by meeting customer requirements.

### 6.2 HUMAN RESOURCES

#### 6.2.1 GENERAL

MPC shall ensure personnel performing work affecting product quality shall be competent on the basis of appropriate education, training, skills and experience.

#### 6.2.2 COMPETENCE, AWARENESS AND TRAINING

MPC management shall:

- ◆ determine the necessary competence for personnel performing work affecting product quality through the use of job descriptions, supervisory input and competence evaluations,
- ◆ provide training or take other actions to satisfy these needs,
- ◆ evaluate the effectiveness of the actions taken,
- ◆ ensure that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives, and
- ◆ maintain appropriate records of education, training, skills and experience.

[Reference Documents: MPC Manual No. 1023, Training Program and MPS 2002-03-10 - Personnel Training Procedures](#)

### 6.3 INFRASTRUCTURE

MPC shall provide and maintain its facility to achieve the conformity of product including:

- ◆ buildings, workspace and associated utilities,
- ◆ process equipment, hardware, software and
- ◆ supporting services as established within MPC procedures.

[Reference Documents: Magee Plastics Company Manual No. 1019, Management Duties and Responsibilities](#)

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#### 6.4 WORK ENVIRONMENT

MPC shall determine and manage the work environment at its facility in order to achieve conformity to product requirements. Such factors that are considered may include but are not limited to the following: temperature, humidity, lighting, cleanliness, and protection from electrostatic discharge.

[Reference Documents: Magee Plastics Company Manual No. 1019, Management Duties and Responsibilities](#)

### 7.0 PRODUCT REALIZATION

#### 7.1 PLANNING OF PRODUCT REALIZATION

Magee Plastics Company shall plan and develop the processes needed for product realization and shall determine the sequence and interaction of those processes to ensure suitable and consistent practices are in place for product conformity and customer satisfaction. Planning of these realization processes is consistent with the other requirements of MPC quality management system as well as regulatory bodies (as applicable). In planning the processes for realization of product MPC has determined the following, as appropriate:

- ◆ quality objectives for the product, project or contract;
- ◆ the need to establish processes and documentation, and provide resources, tools and facilities specific to the product;
- ◆ verification and validation activities, and the criteria for acceptability;
- ◆ the records that are necessary to provide confidence of conformity of the processes and resulting product;
- ◆ the identification of resources to support operation and maintenance of the product.

Documentation that describes how the processes of the quality management system are applied for a specific product, project or contract may be referred to as a quality plan.

[Reference Documents: MPS 2002-03-06 - Contract Review; MPS 2002-03-18 – Review of Product Requirements](#)

#### 7.2 CUSTOMER-RELATED PROCESSES

##### 7.2.1 IDENTIFICATION OF CUSTOMER REQUIREMENTS

MPC determines customer requirements which may include but is not limited to:

- ◆ product requirements specified by the customer through the use of vehicles such as drawings, sample parts, conferences, etc;
- ◆ the requirements for availability, delivery and support;

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- ◆ product requirements not specified by the customer but necessary for intended or specified use as determined by MPC;
- ◆ obligations related to product, including regulatory and legal requirements;
- ◆ any additional requirements determined by MPC.

[Reference Documents: MPS 2002-03-06 - Contract Review](#)

### 7.2.2 REVIEW OF PRODUCT REQUIREMENTS

MPC reviews the identified customer requirements together with any additional requirements determined. A contract review is conducted prior to the commitment to supply a product to the customer (e.g. submission of a tender, acceptance of a contract or order) and ensures that:

- ◆ product requirements are defined,
- ◆ contract or order requirements differing from those previously expressed are resolved,
- ◆ MPC has the ability to meet the defined requirements,
- ◆ MPC has the ability to ensure adequate inspection of said products
- ◆ MPC has the ability to manufacture / assemble the product while maintaining the quality requirements, and
- ◆ MPC will evaluate risks associated with new technology, short delivery times and other items that may be non-standard.

Where the customer provides no documented statement of requirement, the customer requirements shall be confirmed by MPC before acceptance. Where product requirements are changed, MPC will ensure that appropriate documents are revised and approved and that relevant personnel are made aware of the changed requirements.

[Reference Documents: MPS 2002-03-18 - Review of Product Requirements](#)

### 7.2.3 CUSTOMER COMMUNICATION

MPC shall determine and implement effective arrangements for communication with customers in relation to:

- ◆ product information,
- ◆ inquires, contracts or order handling, including amendments, and
- ◆ customer feedback, including customer complaints.

The Sales & Marketing Department personnel shall be the facilitators for communications with the customer.

[Reference Documents: Magee Plastics Company Manual No. 1019, Management Duties and Responsibilities](#)

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### 7.3 DESIGN AND DEVELOPMENT

#### 7.3.1 DESIGN AND DEVELOPMENT PLANNING

MPC plans and controls the design and development of the product. During the design and development planning, MPC will determine:

- ◆ the design and development stages, task sequence, mandatory steps, significant stages and method of configuration control,
- ◆ the review, verification and validation that are appropriate to each design and development stage, and
- ◆ the responsibilities and authorities for design and development.

Where appropriate, due to complexity, MPC will give consideration to the following activities:

- ◆ structuring the design effort into significant elements;
- ◆ for each element, analyzing the task and the necessary resources for its design and development. This analysis shall consider an identified responsible person, design content, input data, planning constraints, and performance conditions. The input data specific to each element shall be reviewed to ensure consistency with requirements.

MPC management manages the interfaces between different groups involved in design and development to ensure effective communication and clear assignment of responsibility.

Planning output will be updated, as appropriate, as design and development progresses.

The different design and development task to be carried out will be defined according to specified safety or functional objectives of the product in accordance with customer and/or regulatory authority requirements.

#### 7.3.2 DESIGN AND DEVELOPMENT INPUTS

Inputs relating to product requirements are to be determined and records maintained. These identified inputs will include:

- ◆ functional and performance requirements,
- ◆ applicable statutory and regulatory requirements,
- ◆ where applicable, information derived from previous similar designs, and

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- ◆ other requirements deemed necessary by MPC for design and development.

These inputs are reviewed for adequacy by MPC management. Requirements will be complete, unambiguous and not in conflict with each other.

### 7.3.3 DESIGN AND DEVELOPMENT OUTPUTS

The outputs of design and development are to be provided in a form that enables verification against the design and development input and shall be approved prior to release by MPC management.

Design and development outputs shall:

- ◆ meet the input requirements for design and development,
- ◆ provide appropriate information for purchasing, production and for service provision,
- ◆ contain or reference product acceptance criteria,
- ◆ specify the characteristics of the product that are essential for its safe and proper use, and
- ◆ identify key characteristics, when applicable, in accordance with design or contract requirements.

All pertinent data required to allow the product to be identified, manufactured, inspected, used and maintained shall be defined by MPC; for example:

- ◆ drawings, parts lists, specifications, applicable regulatory regulations;
- ◆ a listing of those drawings, parts lists, specifications and applicable regulatory regulations necessary to define the configuration and the design features of the product;
- ◆ information on material, processes, type of manufacturing and assembly of the product necessary to ensure the conformity of the product.

### 7.3.4 DESIGN AND DEVELOPMENT REVIEW

At suitable stages, systematic reviews of design and development are performed in accordance with planned arrangements:

- ◆ to evaluate the ability of the results of design and development to meet requirements,
- ◆ to identify any problems and propose necessary actions, and
- ◆ to authorize progression to the next stage

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Participants in such reviews include representatives of functions concerned with the design and development stages being reviewed. Records of the results of the reviews and any necessary actions shall be maintained.

### **7.3.5 DESIGN AND DEVELOPMENT VERIFICATION**

Verification shall be performed in accordance with planned arrangements to ensure that the design and development outputs have met the design and development input requirements. Records of the results of the verification and any necessary actions shall be maintained.

Design and/or development verification may include activities such as:

- ◆ performing alternative calculations,
- ◆ comparing the new design with a similar proven design, if available,
- ◆ undertaking test and demonstrations, and
- ◆ reviewing the design stage documents before release.

### **7.3.6 DESIGN AND DEVELOPMENT VALIDATION**

Design and development validation shall be performed in accordance with planned arrangements to ensure that the resulting product is capable of meeting the requirements for the specified application of intended use, where known. Wherever practicable, validation shall be completed prior to the delivery or implementation of the product. Records of the results of validation and any necessary actions shall be maintained.

Design and/or development validation follows successful design and/or development verification.

Validation is normally performed under defined operating conditions.

Validation is normally performed on the final product, but may be necessary in earlier stages prior to product completion.

Multiple validations may be performed if there are different intended uses.

#### **7.3.6.1 Documentation of Design and/or Development Verification and Validation:**

At the completion of design and/or development, MPC shall ensure that reports, calculations, test results, etc., demonstrate that the product definition meets the specifications requirements for all identified operational conditions.

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**7.3.6.2 Design and/or Development Verification and Validation Testing:**

Where tests are necessary for verification and validation, these tests shall be planned, controlled, reviewed, and documented to ensure and prove the following:

- ◆ test plans or specifications identify the product being tested and the resources being used, define test objectives and conditions, parameters to be recorded, and relevant acceptance criteria;
- ◆ test procedures describe the method of operation, the performance of the test, and the recording of the results;
- ◆ the correct configuration standard of the product is submitted for the test;
- ◆ the requirements of the test plan and the test procedures are observed;
- ◆ the acceptance criteria are met.

**7.3.7 CONTROL OF DESIGN AND DEVELOPMENT CHANGES:**

Design and development changes shall be identified and records maintained. The changes shall be reviewed, verified and validated, as appropriate, and approved before implementation. The review of design and development changes shall include evaluation of the effect of the changes on constituent parts and product already delivered.

MPC change control process shall provide for customer and/or regulatory authority approved of changes, when required by contract or regulatory requirement.

Records of the results of the review of changes and any necessary actions shall be maintained.

[Reference Documents: Magee Manual 1024 – Design Process Manual](#)

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## 7.4 PURCHASING

### 7.4.1 PURCHASING PROCESS

MPC has established purchasing processes to ensure that the purchased product conforms to designated requirements. The type and extend of control applied to the supplier and the purchased products shall be dependent upon the effect of the purchased product on subsequent product realization or the final product.

MPC is responsible for the quality of all products purchased from suppliers, including customer-designated sources.

MPC evaluates and selects suppliers based on their ability to supply product in accordance with the requirements set forth by MPC. Criteria have been established for selection, evaluation and re-evaluations of suppliers. Records of the results of evaluations and any necessary actions arising from the evaluation are maintained.

In addition to the above criteria MPC will:

- ◆ maintain a list of approved suppliers that includes the scope of approval,
- ◆ periodically review supplier performance; records of these reviews shall be utilized as a basis for establishing the level of controls to be implemented,
- ◆ define the necessary actions to take when dealing with suppliers that do not meet requirements,
- ◆ ensure where required that MPC and their suppliers use customer-approved special process sources,
- ◆ ensure that the function having responsibility for approving supplier quality systems has the authority to reject the use of sources.

### 7.4.2 PURCHASING INFORMATION

Purchasing documents contain information describing the product to be purchased including where appropriate:

- ◆ requirements for approval of product, procedures, processes and equipment,
- ◆ requirements for qualification of personnel,
- ◆ quality management system requirements,
- ◆ the name or other positive identification such as manufacturer part number, and applicable issues of specifications, drawings, process requirements, inspection instructions and other relevant technical data,

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- ◆ requirements for design, test, examination, inspection and related instructions for acceptance by the organization,
- ◆ requirements for test specimens (e.g. production method, number, storage conditions) for design approval, inspection, investigation or auditing,
- ◆ requirements relative to:
  - supplier notification to MPC of nonconforming product and
  - arrangement for MPC approval of supplier nonconforming material,
- ◆ requirements for the supplier to notify MPC of changes in product and/or process definition and, where required, obtain MPC approval
- ◆ right of access by MPC, their customer, and regulatory authorities to all facilities involved in the order and to all applicable records, and
- ◆ requirements for the supplier to flow down to sub-tier suppliers the applicable requirement in the purchasing documents, including key characteristics where required.

MPC ensures the adequacy of specified purchase requirements prior to the communication to the supplier by means of an approval process.

#### 7.4.3 VERIFICATION OF PURCHASED PRODUCT

MPC has established and implemented the inspections or other activities necessary for ensuring that purchased product meets specified purchase requirements. These verification activities may include, but are not limited to the following:

- ◆ obtaining objective evidence of the quality of the product from suppliers (e.g., accompanying documentation, certificate of conformity, certificate of analysis, test reports, statistical records, process control, part number compliance),
- ◆ inspection or audit at supplier's premises,
- ◆ review of the required documentation,
- ◆ inspection of products upon receipt, and
- ◆ delegation of verification to the supplier, or supplier certification.

Purchased product is not used or processed until it has been verified as conforming to specified requirements unless it is released by an authority recognized by MPC and is identified, traceable and under positive recall procedure.

MPC accepts specified test reports to verify purchased product data and may periodically validate test results for raw material at the discretion of the Engineering or Quality Departments.

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When MPC delegates verification activities to the supplier, the requirements for delegation shall be defined and a register of delegations maintained.

Where MPC or its customer proposes to perform verification activities, MPC is to specify the intended verification arrangements and method of product release in the purchasing information.

Where specified in the contract, the customer or the customer's representative shall be afforded the right to verify at the supplier's premises and the organization's premises that subcontracted product conforms to specified requirements.

Verification by the customer shall not be used by MPC as sole evidence of effective control of quality by the supplier and shall not absolve MPC of the responsibility to provide acceptable product, nor shall it preclude subsequent rejection by the customer.

**Reference Documents:** [MPS 2002-02-05 - General Inspection Procedure](#),  
[MPS 2002-03-01 - Receiving Inspection Procedure](#),  
[MPS 2002-05-02 - Repair Station Receiving Inspection Procedure](#),  
[MPS 2002-02-03 – Purchasing](#)  
[MPS 2009-04-01 - Supplier / Vendor Approval](#)

## 7.5 PRODUCTION AND SERVICE PROVISION

### 7.5.1 CONTROL OF PRODUCTION AND SERVICE PROVISION

When planning production and service, MPC shall consider, as applicable:

- ◆ the establishment of process controls and development of control plans where key characteristics have been identified,
- ◆ the identification of in-process verification points when adequate verification of conformance cannot be performed at a later stage of realization,
- ◆ the design, manufacture, and use of tooling so that variable measurements can be taken, particularly for key characteristics, and
- ◆ special processes.

MPC plans and carries out production and service provisions under controlled conditions. As applicable, controlled conditions include:

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- ◆ the availability of information that describes the characteristics of the product,
- ◆ the availability of work instructions, as necessary,
- ◆ the use of suitable equipment,
- ◆ the availability and use of monitoring and measuring devices,
- ◆ the implementation of monitoring and measurement,
- ◆ the implementation of release, delivery and post-delivery activities,
- ◆ accountability of all product during manufacture (e.g., parts quantities, split orders, nonconforming product),
- ◆ evidence that all manufacturing and inspection operations have been completed as planned, or as otherwise documented and authorized,
- ◆ provisions 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 product quality, and
- ◆ criteria for workmanship, which shall be stipulated in the clearest practical manner (e.g., written standards, representative samples or illustrations).

**Reference Documents:** [MPS 2008-07-02 - Equipment Maintenance.](#)

#### **7.5.1.1 Production Documentation**

Production operations are carried out in accordance with approved information which may include but is not limited to the following, as required per the production plan:

- ◆ drawings, procedures and work instructions, parts lists, process flow charts including inspection operations, production documents (e.g., manufacturing work order, traveler, router, process tags),
- ◆ inspection documents, and
- ◆ a list of specific or non-specific tools and numerical control (NC) machine programs required and any specific instructions associated with their use.

#### **7.5.1.2 Control of Production Process Changes**

MPC personnel authorized to approve changes to production processes are identified.

MPC will identify and obtain acceptance of changes that require customer and/or regulatory authority approval in accordance with contract or regulatory requirements.

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Changes affecting processes, production equipment, tools and programs are documented. Procedures are available to control their implementation.

The results of changes to production processes are assessed to confirm that the desired effect has been achieved without adverse effects to product quality.

[Reference Documents: MPS 2002-05-04 - Production Documentation Procedures](#)

**7.5.1.3 Control of Production Equipment, Tools and Numerical Control (NC) Machine Programs**

Production equipment, tools and programs are validated prior to use and maintained and inspected periodically according to documented procedures. Validation prior to production use shall include verification of the first article produced to the design data/specification.

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

[Reference Documents: MPS 2002-09-03 - CNC Procedure](#)

**7.5.1.4 Control of Work Transferred, on a Temporary Basis, Outside of MPC Facilities**

When it becomes necessary to temporarily transfer work to a location outside of MPC facilities, MPC will utilize the purchasing procedures to control and validate the quality of work.

**7.5.1.5 Control of Service Operations**

◆ *Excluded (See Section 1.2 for explanation)*

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### 7.5.2 VALIDATION OF PROCESSES FOR PRODUCTION AND SERVICE PROVISION:

MPC validates processes for production and service provisions where subsequent monitoring or measurement cannot verify the resulting output. This includes any processes where deficiencies become apparent only after the product is in use. These processes are frequently referred to as special processes. Validation shall demonstrate the ability of these processes to achieve planned results. MPC has established arrangements for the processes including, as applicable,

- ◆ defined criteria for review and approval of the processes,
- ◆ qualification and approval of special process prior to use,
- ◆ approval of equipment and qualification of personnel,
- ◆ use of specific methods and procedures,
- ◆ control of the significant operations and parameters of special processes in accordance with documented process specifications and change thereto,
- ◆ requirements for records, and
- ◆ revalidation.

### 7.5.3 IDENTIFICATION AND TRACEABILITY

MPC identifies, where appropriate the product by suitable means throughout the production and service operations. Status is identified with respect to measurement and monitoring requirements. MPC controls and records the unique identification of all the products, whether traceability is a requirement or not.

MPC maintains the identification of the configuration of the product in order to identify any differences between the actual configuration and the agreed configuration. When acceptance authority media is used (e.g., stamps, electronic signatures, passwords), MPC has established and documented controls for such media.

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According to the level of traceability required by contract, regulatory, or other established requirement, MPC systems provides for:

- ◆ identification to be maintained throughout the product life,
- ◆ all products manufactured from the same lot of raw material or from the same manufacturing lot to be traced, as well as the destination (delivery, scrap) of all products of the same lot,
- ◆ an assembly, the identity of its components and those of the next higher assembly to be traced,
- ◆ a given product, a sequential record of its production (manufacture, assembly, inspection) to be retrieved.

[Reference Documents: MPS 2002-02-04 - Identification and Traceability](#)

#### 7.5.4 CUSTOMER PROPERTY

Care will be exercised while customer property is under control or being used by MPC. MPC will identify, verify, protect and maintain customer property (including intellectual property, customer furnished data used for design, production and/or inspection that has been given in confidence) provided for use or incorporation into the product. Occurrence of any customer property that is lost, damaged, or otherwise found to be unsuitable for use is recorded and reported to the customer immediately.

[Reference Documents: MPS 2002-02-08 - Handling, Storage, Packaging & Delivery](#)

#### 7.5.5 PRESERVATION OF PRODUCT

MPC preserves the conformity of product during internal processing and delivery to the intended destination. This preservation includes, where applicable in accordance with product specifications and/or applicable regulations, provisions for:

- ◆ handling, packaging, storage, protection, cleaning,
- ◆ prevention, detection and removal of foreign objects,
- ◆ special handling for sensitive products,
- ◆ marking and labeling including safety warnings,
- ◆ shelf life control stock rotation,
- ◆ special handling for hazardous materials.

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Preservation also applies to the constituent parts of a product. MPC ensures that all documents required by the contract/order to accompany the product are present at delivery and are protected against loss and deterioration.

[Reference Documents: MPS 2002-02-08 - Handling, Storage, Packaging & Delivery](#)  
[MPS 2002-02-04 - Identification](#)

## 7.6 CONTROL OF MONITORING AND MEASURING DEVICES

MPC identifies the measurements to be made as well as the measuring and monitoring devices required to assure product conformity to specified requirements. Measuring and monitoring devices used are controlled to ensure that measurement capability is consistent with the measurement requirements. Where applicable, measuring and monitoring devices are:

- ◆ calibrated and adjusted periodically or prior to use, against standards traceable to international or national standards; where no such standards exist, the basis used for calibration is recorded;
- ◆ safeguarded from adjustments that would invalidate the calibration;
- ◆ protected from damage and deterioration during handling, maintenance and storage;
- ◆ to have the results of their calibration recorded per procedure,
- ◆ to have the validity of previous results re-assessed if they are subsequently found to be out of calibration, and corrective action taken,

MPC maintains a register of these monitoring and measuring devices, and defines the process employed for their calibration including details of;

- ◆ equipment type,
- ◆ unique identification,
- ◆ location,
- ◆ frequency of checks,
- ◆ check method and
- ◆ acceptance criteria
- ◆ history of calibration and any subsequent anomalies.

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Non-commercial or customized software used for measuring and monitoring of specified requirements is validated prior to use.

Inspection, measuring and test equipment includes all types of devices used by any supplier or subcontractor personnel to validate materials, product, processes or other inspection, measuring and test equipment. This includes test hardware, test software, automated test equipment and plotters used to produce inspection data. It also includes personally owned equipment used for product acceptance. Responsibility will be defined regarding the control of inspection, measuring and test equipment, including those used by operators as well as, where appropriate, test devices and tools supplied by the customer.

MPC conducts all calibrations, inspections, measurements and tests in environmental conditions that are suitable for such activities, per contract, regulatory requirements or manufactures recommendations.

[Reference Documents: Manual No. 1003 - Tool and Gauge Control Manual](#)

## 8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT

### 8.1 GENERAL

MPC establishes and implements the monitoring, measurement, analysis and improvement processes needed;

- ◆ to demonstrate product conformity;
- ◆ to enhance process efficiency;
- ◆ to ensure compliance of the MPC quality management system and its associated standards and regulatory bodies;
- ◆ and to continually improve the effectiveness of the quality management system.

This includes the determination of the need for, and use of, applicable methodologies including statistical techniques. According to the nature of the product and depending on the specified requirements, statistical techniques may be used to support:

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- ◆ design verification (e.g., reliability, maintainability, safety)
- ◆ process control,
- ◆ selection and inspection of key characteristics,
- ◆ process capability measurements,
- ◆ statistical process control,
- ◆ design of experiment,
- ◆ inspection - matching sampling rate to criticality of the product and to the process capability,
- ◆ failure mode and effect analysis.

[Reference Documents: MPS 2002-03-09 – Statistical Techniques](#)  
[MPS 2002-03-03 – Final Inspection](#)

## 8.2 MONITORING AND MEASUREMENT

### 8.2.1 CUSTOMER SATISFACTION

MPC monitors information relating to customer satisfaction as one of the measurements of performance of the quality management system. The methodologies for obtaining and using this information are described in procedure 7.0 Product Realization.

### 8.2.2 INTERNAL AUDIT

MPC schedules and conducts internal quality audits as part of a monitoring and measuring tool of continuous improvement. The audits are utilized as an evaluation of activities and records against documented requirements (to include this Manual); to determine compliance to the requirements of AS9100 (latest revision); to assess the effectiveness of the system; and to establish that the system has been maintained. Internal audits shall also meet contract and/or regulatory requirements.

MPC's audit program commits to audit the quality management system at least annually, taking into consideration the status and importance of the activities and areas to be audited as well as the results of previous audits.

The audit scope, frequency and methodologies are defined in procedure format and reviewed by the MPC Management body. Auditors are independent of the department or activity that they are auditing and are prohibited from auditing their own work.

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MPC has established a procedure which defines the responsibilities and requirements for planning and conducting audits as well as reporting results, maintaining records and training auditors. MPC personnel, designees or contracted parties carrying out internal audits shall receive appropriate training or have the appropriate credentials or experience to conduct said audits.

MPC management shall take timely containment and corrective actions on deficiencies found during the audit and to identify and eliminate the associated causes of those nonconformances. Follow-up activities shall take place and include verifying corrective actions have taken place; the effectiveness of those corrective actions; and the communication of the verification results to the applicable parties.

Detailed tools and techniques have been developed to assist in the audit process which include but are not limited to the Internal Audit Check Sheets and process maps or "turtle diagrams". Other supporting methodologies or tools may also be utilized to support the audit of the procedural requirements. The acceptability of the selected tools will be measured against the effectiveness of the internal audit process and overall supplier performance.

[Reference Documents: MPS 2002-03-08 - Internal Audit](#)

### **8.2.3 MONITORING AND MEASUREMENT OF PROCESSES**

Where applicable, MPC employs suitable methods for monitoring and measuring the quality management system processes. These methods confirm the continuing ability of each process to satisfy its intended purpose.

In the event of process nonconformity, MPC shall;

- ◆ take appropriate action to correct the nonconforming process,
- ◆ evaluate whether the process nonconformity has resulted in product nonconformity, and
- ◆ identify and control the nonconforming product in accordance with Section 8.3.

[Reference Documents: MPS 2002-02-06 - Control of Nonconforming Product](#)  
[MPS 2002-02-07 - Corrective Action](#)

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#### 8.2.4 MONITORING AND MEASUREMENT OF PRODUCT

MPC monitors and measures the characteristics of the product to verify that product requirements have been met. This is carried out at appropriate stages of the product realization process in accordance with the applicable quality plans.

Key characteristics shall be identified, monitored and controlled. MPC employs a 100% inspection plan unless otherwise specified. A statistical sampling plan is used when applicable and if required the plan will be submitted for customer approval.

Products are not used until it has been inspected or otherwise verified as conforming to specified requirements, except when the product is released under positive-recall procedures pending completion of all required measurement and monitoring activities.

Records of conformity along with acceptance criteria and the person(s) authorizing release are maintained.

Product release and service delivery will not proceed until all the specified activities have been satisfactorily completed, unless otherwise approved by the customer.

**Reference Documents:** [MPS 2002-02-05 - General Inspection Procedures](#)  
[MPS 2002-03-02 - In-Line Inspection Procedures](#)  
[MPS 2002-03-03 - Final Inspection Procedures](#)  
[MPS 2002-03-04 - Production Worker Procedures](#)  
[MPS 2002-03-05 - Production Supervisors Procedures](#)

##### 8.2.4.1 Inspection Documentation

Measurements for product or service acceptance are documented. This documentation includes:

- ◆ Criteria for acceptance and/or rejection,
- ◆ Where in the sequence measurements and testing operations are performed,
- ◆ A record of measurement results, and
- ◆ Type of measurement instruments required and any specific instructions associated with their use.

Test records show actual test data results when required by specification or acceptance test plan. When required to demonstrate product qualification the records provide evidence that the product meets the defined requirements.

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[Reference Documents: MPS 2002-03-07 - First Article Inspection Procedure](#)  
[MPS 2002-02-05 - General Inspection Procedures](#)  
[MPS 2002-03-02 - In-Line Inspection Procedures](#)  
[MPS 2002-03-03 - Final Inspection Procedures](#)

#### 8.2.4.2 First Article Inspection

MPC has a process for the inspection, verification and documentation of a representative item from the first production run of a new part, or following any subsequent change that invalidates the previous first article inspection result. These records will be kept and available for review by MPC personnel, regulatory authorities and/or customers.

[Reference Documents: MPS 2002-03-07 - First Article Inspection Procedure](#)  
[MPS 2002-02-05 - General Inspection Procedures](#)

### 8.3 CONTROL OF NONCONFORMING PRODUCT

MPC ensures that product which does not conform to product or customer requirements is identified and controlled to prevent unintended use or delivery. Activities which control nonconforming product and the responsibilities and authorities which dictate these controls are documented in procedure form. Records which identify nonconforming product and the disposition of these products are maintained in accordance with AS9100 (latest revision) and associated regulatory standards. The documented procedure defines the responsibility for review and authority for the disposition of nonconforming product and the process for approving personnel making these decisions.

Nonconforming product can be defined as product which does not meet the quality plan, purchased specifications or requirements, or the intended function of the product and includes any nonconforming product returned by a customer. These nonconforming products are addressed by one or more of the following ways:

- ◆ action is taken to contain and eliminate the detected nonconformity;
- ◆ by authorizing its use, release or acceptance under concession by a relevant authority and where applicable, by the customer;
- ◆ by taking action to preclude its original intended use or application.

The disposition of *use-as-is* or *repair*, unless specifically authorized by the customer is prohibited, if

- ◆ the product is produced to customer design, or
- ◆ the nonconformity results in a departure from the contract requirements.

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Unless otherwise restricted in the contract, MPC designed product which is controlled via a customer specification may be dispositioned by MPC as *use-as-is* or *repair*, provided the nonconformity does not result in a departure from customer-specified requirements.

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

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

When nonconforming product is detected after delivery or use has started, MPC will take appropriate action to the effects, or potential effects, of the nonconformity.

MPC will provide for timely reporting of delivered nonconforming product that may affect reliability or safety, in addition to any contract or regulatory authority reporting requirements. Notification includes a clear description of the nonconformity, which includes as necessary parts affected, customer and/or MPC part number, quantity, and date(s) delivered. Parties requiring notification of nonconforming product may include but not limited to suppliers, customers, and regulatory authorities.

**Reference Documents:** [MPS 2002-02-06 - Control of Nonconforming Product](#)  
[MPS 2002-02-05 - General Inspection Procedures](#)  
[MPS 2002-03-12 - FAA Reporting Requirement Procedures](#)

#### 8.4 ANALYSIS OF DATA

MPC determines, collects and analyzes appropriate data to ensure the suitability and effectiveness of the quality management system and to identify potential improvement opportunities. This includes data generated by measuring and monitoring quality system program activities and other relevant sources.

MPC analyzes this data to provide information on:

- ◆ customer satisfaction;
- ◆ conformance to product requirements;
- ◆ characteristics and trends of processes and products;
- ◆ corrective and preventive action results;
- ◆ Supplier conformity.

**Reference Documents:** [MPS 2002-03-16 - Management Review Procedures](#)

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## 8.5 IMPROVEMENT

### 8.5.1 CONTINUAL IMPROVEMENT

MPC continually improves the effectiveness of the quality management system through the use of many various vehicles which may include but are not limited to: the quality policy, quality objectives, audit results, analysis of data, customer feedback, employee suggestions, corrective and preventive actions and management reviews.

### 8.5.2 CORRECTIVE ACTION

MPC takes action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions shall be appropriate to the effects of the nonconformities encountered.

A documented procedure has been established for corrective actions and defines the requirements for:

- ◆ reviewing nonconformities to include customer complaints and audit findings,
- ◆ determining the root and contributing causes of nonconformities when applicable,
- ◆ evaluating the need for action to ensure that nonconformities do not recur,
- ◆ determining and implementing actions required to contain the nonconformity;
- ◆ reviewing corrective action taken via the management review and / or audit teams,
- ◆ flow down of correcting actions when it has been determined that the supplier is responsible for the root or contributing cause, and
- ◆ specific actions where timely and/or effective corrective actions are not achieved.

**Reference Documents:** [MPS 2002-02-07 - Corrective Action](#)  
[MPS 2002-02-06 - Control of Nonconforming Product](#)  
[MPS 2002-05-03 – Material Review Board Procedures](#)

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### 8.5.3 PREVENTIVE ACTION

MPC shall identify preventive actions to eradicate the sources of potential nonconformities. These preventive actions shall be appropriate to the impact of the potential problems.

MPC has established a documented procedure for preventive action which defines the requirements for:

- ◆ identifying potential nonconformities and their root and contributing causes as appropriate;
- ◆ assessing the requirement for action;
- ◆ determining and ensuring the implementation of preventive action when needed;
- ◆ recording results of action taken;
- ◆ reviewing of preventive action taken.

All MPC employees are empowered to submit a preventive action for review and assessment.

[Reference Documents: MPS 2002-03-13 - Preventative Action](#)

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