

# QUALITY SYSTEM MANUAL

Standard Operating Procedure

## QMS- (Quality System Manual)

## ISO 9001:2105

AUTHORIZED PROCUREMENT SOLUTIONS  
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### QMS-(Quality System Manual) – Version:0001

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## INTRODUCTION

Authorized Procurement Solutions has made the “Strategic Business Decision” to develop and implement an effective Quality Management Systems (QMS) across all areas of the Company. The implementation of the QMS is intended to improve and sustain the overall performance of our business, products and services. Examples of the benefits include:

- The ability to consistently provide products and services that meet customer and applicable Statutory and Regulatory requirements.
- The ability to plan our processes and their interactions by employing the Plan-Do-Check-Act (PDCA) cycle and risk-based thinking in our daily operations.
- The facilitating of opportunities to enhance customer satisfaction addressing risks and opportunities associated with its context and objectives.

The QMS Manual is considered the normative basis of reference to the International Standard and shall be used internally to provide an overview of ISO 9001:2015 (E) requirements and how they apply at Authorized Procurement Solutions. The QMS Manual is used externally to introduce the elements of our QMS to our customers and other external organizations to the extent necessary.

## QUALITY SYSTEM PRINCIPLES

Authorized Procurement Solutions has adopted and realizes the benefits of Quality Management Principles into our daily activities. The intent is to provide a foundation to continually improve upon the Company’s performance and enhance the customer experience through increased customer satisfaction. Subsequent sections of the QMS Manual outline our commitment to the following.

QMP elements:

1. **Customer focus**
2. **Context of the Organization**
3. **Leadership**
4. **Communications and the engagement of our people**
5. **Process approach**
6. **Improvement**
7. **Risk & opportunity as well as evidence-based decision making**
8. **Relationship management**

## PROCESS APPROACH

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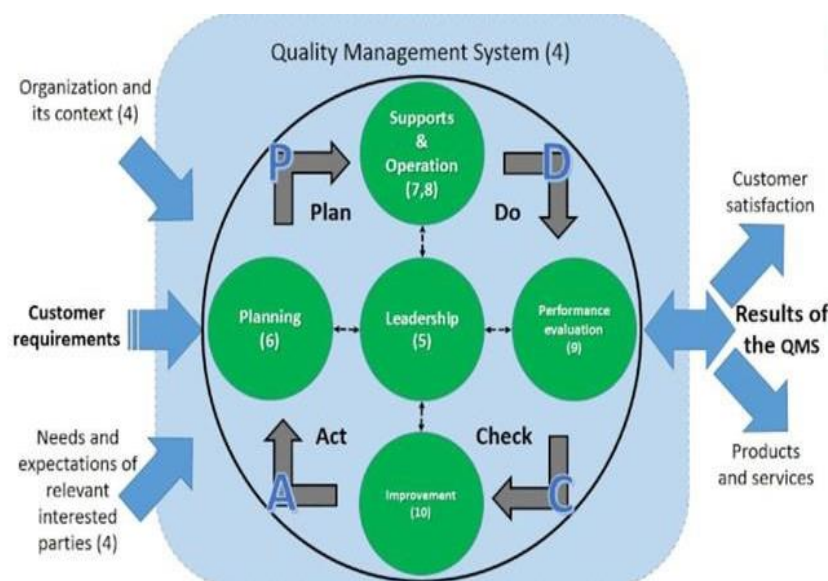
Authorized Procurement Solutions has adopted the “Process Approach” into our daily operations including the PDCA Cycle. We have utilized the Risk-Based Thinking Philosophy when developing, implementing, and improving the effectiveness of our Quality Management System. This approach will enable Authorized Procurement Solutions to enhance the overall performance of the Company by effectively controlling the interrelationships and interdependencies among the QMS processes. The implementation of the “Process Approach” in our QMS enables:

**The understanding and consistency with achieving customer specific requirements. The consideration of our processes in terms of added value**

**The achievement of effective process performance.**

**Improvement of our processes based on the evaluation of data and information.**

### **Quality Management System is based on PDCA.**



## **RISK BASED THINKING**

The implementation of risk-based thinking is essential to achieving and maintaining an effective QMS. Authorized Procurement Solutions effectively plans and implements various actions to address risks and opportunities to maximize outcome. This includes but is not limited to achieving improved results and preventing negative effects from our products, services and QMS.

## SCOPE

The scope and intent of our QMS is to define and communicate our commitment to continually enhance customer satisfaction through:

**Effective process improvements to all systems of the business**

**Assuring conformity to our customers' applicable statutory and regulatory requirements; providing policies and procedures developed and implemented with the primary focus being assurance of continual compliance of the requirements of the International Standard ISO 9001:2015(E).**

## NORMATIVE REFERENCES

The following documents, in part or whole, are normatively referenced and used in the preparation of this document. They are indispensable to its application. For dated references, only the edition cited shall apply.

- International Standard ISO 9001:2015(E) Quality Management Systems Requirements,
- Quality Management Fundamentals and Vocabulary.

## CONTEXT OF THE ORGANIZATION

### **UNDERSTANDING THE ORGANIZATION AND ITS CONTEXT**

The management at Authorized Procurement Solutions has determined external and internal issues relevant to the company's purpose and strategic direction, which may affect our ability to achieve the intended results of the QMS.

### **UNDERSTANDING REQUIREMENTS AND EXPECTATIONS OF INTERESTED PARTIES**

Considering the effect or potential effect on our organization's ability to consistently provide products and services that meet our customer's applicable statutory and regulatory requirements, Authorized Procurement Solutions has determined the following:

**The interested parties relevant to the QMS**

**The requirements of the identified interested parties relevant to the QMS;** Authorized Procurement Solutions is committed to continually monitoring, reviewing and analyzing information relevant to the interested parties to assure their requirements are effectively managed in the QMS.

## **DETERMINING THE SCOPE OF THE QUALITY MANAGEMENT SYSTEM**

Authorized Procurement Solutions has determined the boundaries and the applicability of the QMS and how it relates to our Business Core Competency.

**Authorized Procurement Solutions is committed to applying all applicable requirements of the International Standard to the intent and Scope of our QMS.**

**Authorized Procurement Solutions Management Exclusions: Design – Justification: Design is not in the scope of our businesses operation.**

## **THE SCOPE OF OUR QMS SHALL ALWAYS BE AVAILABLE TO INTERNAL AND EXTERNAL PARTIES AND MAINTAINED AS DOCUMENTED INFORMATION.**

## **QUALITY MANAGEMENT SYSTEM AND ITS PROCESSES**

Authorized Procurement Solutions has established, documented and implemented our Quality Management System (QMS) in accordance with the requirements of ISO 9001:2015 (E). The QMS is maintained and continually improved through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive action and management review. Authorized Procurement Solutions utilizes Quality System Procedures (QSP) to provide our employees and external providers (Suppliers), with detailed “How To” instructions and requirements. The documents support the achievement of quality compliance for each process. We retain Quality System Forms (QSF or FORM) which provide documented information substantiating that process inputs and outputs have been accomplished as planned.

## **LEADERSHIP**

### **LEADERSHIP AND COMMITMENT**

Management is actively involved in implementing the QMS and is accountable for its overall effectiveness. Management, Senior leadership and Business Manager have initiated and fully support the vision and strategic direction for the continued sustainability and enhancement of the QMS. Management is committed to the development and implementation of the QMS and continually support improving its effectiveness. Management provides direction to the integration of the QMS requirements into each business process of the organization and is committed to promoting the use of Process Approach and Risk-Based Thinking, as well as the engagement and motivation of our employees throughout our QMS.

### **CUSTOMER FOCUS**

Authorized Procurement Solutions ensures customer requirements and expectations are clearly defined, understood and achieved at all levels of the organization. We are committed to achieving 100% customer satisfaction and will accomplish this by understanding and mitigating risks that may affect conformity of products and services. Statutory and Regulatory requirements will be identified and achieved according to the applicable Clauses of the QMS Manual, Quality System Procedures and Quality System Forms.

## **ESTABLISHING AND COMMUNICATING THE QUALITY POLICY**

The Senior leadership have initiated and communicated the Quality Policy throughout the organization and made it available to interested parties as appropriate. The Quality Policy provides the framework for setting quality objectives, satisfying applicable requirements and supports the Company's commitment for continual improvement of the QMS.

- **Ensure QMS conforms to the requirements of international standard ISO 9001:2015(E)**
- **Ensure interaction of processes and their ability to achieve planned results**
- **Report to top management on the results achieved by the QMS, possibilities for improvements and the needs of changes or innovations**
- **Maintain QMS integrity when planning and implementing changes**
- **Promote awareness of customer focus throughout the organization;**
- **Act as a liaison with external parties, such as customers or auditors on matters relating to the QMS Resolve all matters pertaining to quality issues.**

## **QUALITY POLICY**

# Quality Policy

“To be a world-class in procurement of electronic devices to solve our customers problems. To achieve success through a shared commitment to meet or exceed our customers’ expectations through teamwork, continuous improvement, innovation and maintaining and improving our Quality Management System and Quality Framework. To accomplish our mission, it is essential that we focus on quality in everything we do throughout our organization”.

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## **ORGANIZATIONAL ROLES, RESPONSIBILITIES AND AUTHORITIES**

The Organization Chart has been established to provide the interrelation and reporting structure of personnel within the organization. The Quality owner has been appointed by the Senior leadership to oversee and manage the overall effectiveness and compliance of the QMS. The Quality owner has the following responsibilities and authority to:

The Quality owner and President, together or alone, has the organizational freedom and unrestricted access to resolve matters pertaining to the Quality Management System, as well as to be the Company liaison with external parties, including our customers and vendors on all matters relating to the QMS.

## **ORGANIZATION CHART**

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## PLANNING

### **ACTIONS TO ADDRESS RISKS AND OPPORTUNITIES**

In the planning of our QMS, Authorized Procurement Solutions has taken into consideration potential issues and determined the risks and opportunities that need to be addressed in order to:

**Provide assurance that the QMS can achieve its intended result  
enhance desirable effects prevent or reduce undesirable effects  
achieve improvement**

Authorized Procurement Solutions has planned actions to address the above risks and opportunities and initiated appropriate procedures to integrate and implement necessary actions into our QMS, including the evaluation and effectiveness of our QMS processes.

Any actions taken to address risks and opportunities shall be proportionate to the potential impact on the conformity of products and services.

### **QUALITY OBJECTIVE PLANNING AND ACHIEVEMENT**

Quality Objectives have been established at all corresponding levels and processes throughout the organization to implement the quality policy, meet and exceed requirements for product and processes, and to improve the QMS and its performance.

### **QUALITY OBJECTIVES:**

Quality objectives are strategic, apply to the entire Company, and shall:

- **Be consistent with the Quality Policy**
- **Be measurable and monitored**
- **Take into account applicable requirements**
- **be communicated**
- **Be updated as appropriate**
- **Be relevant to conformity of products, services and enhance customer satisfaction.**

#### **Quality Performance Objectives:**

Are measurable targets for improving operational performance to ensure process conformity and customer satisfaction. They apply to all departments and functions having direct responsibility for activities that require improvement. Performance objectives and goals are established by management and through employee involvement and monitored within the framework of management reviews.



Authorized Procurement Solutions retains documented information based upon the status of our quality objectives. If shortfalls are identified, management may revise objectives, issue corrective action requests, or take other appropriate actions to address the issue.

### **PLANNING OF CHANGES**

When changes to the QMS are deemed necessary, Authorized Procurement Solutions shall ensure the change will comply with the requirements of ISO 9001:2015 (E) and shall consider:

- **The purpose of the changes and their potential consequences**
- **The integrity of QMS**
- **The availability of resources**
- **The allocation or reallocation of responsibilities and authorities.**

## **SUPPORT**

Authorized Procurement Solutions is fully committed to providing adequate resources required for the establishment, implementation, maintenance and continual improvement of our QMS. Our committed resources include competent employees, state of the industry equipment, well-maintained work environment and financial resources. The process for determining and communicating resource requirements is an integral part of our management review process. Our infrastructure resource considerations include:

- **Management review meeting regarding input and output**
- **Capabilities and constraints on existing internal and external resources**
- **Requirements and expectations provided by our external providers/vendors**

### **PEOPLE**

Authorized Procurement Solutions identifies personnel training needs, provides required training, and evaluates the effectiveness of the training provided. Personnel assigned to perform specific tasks, operations and processes are qualified on the basis of appropriate education, experience or training. Employees are made aware of the relevance and importance of their activities and how they contribute to the achievement of quality objectives. Records of personnel qualifications and training are maintained.

### **INFRASTRUCTURE**

Authorized Procurement Solutions has determined and provided resources necessary for the establishment, implementation, maintenance and continual improvement of the QMS. Our infrastructure resource considerations include:

- **Buildings, workspace and associated utilities**
- **Equipment (including hardware and software)**
- **Transportation resources**
- **Information and communication technology.**

As new infrastructure requirements are determined necessary, they will be documented in quality plans as required.

## **ENVIRONMENT FOR THE OPERATION OF PROCESSES**

Management identifies and manages the human and physical factors of the work environment considered to be important in controlling processes and achieving conformity of products and services. Evaluations include:

- **Assessment of product requirements to identify where human and/or physical factors. affect product quality (this is also conducted during advanced product quality planning.)**
- **Assessment of current working environment conditions to determine if they are suitable to achieving a conforming product.**
- **Implementation of work environment improvements needed to achieve conforming product.**
- **Continual assessment of work environment to ensure that adequate human and physical factors are maintained.**

## **MONITORING AND MEASURING RESOURCES**

Authorized Procurement Solutions has determined the necessary monitoring, measurement and resources to be initiated across our QMS. The structure of internal resources includes but is not limited to:

- **Monitoring and measuring equipment**
- **Documented procedures and forms**
- **Competent and qualified personnel**

## **MEASUREMENT TRACEABILITY**

Documented procedures outline the processes that control monitoring and measurement equipment used to accept products during production and service operations. The procedures also include controls prior to, and after, delivery of products to our customers. Appropriate documented information is maintained, providing objective evidence of compliance and conformity.

## **ORGANIZATIONAL KNOWLEDGE**

Authorized Procurement Solutions considers the specific knowledge necessary for each operation an important resource to ensure our people and processes are consistently achieving conformity of product and services. Specific organizational knowledge is defined, maintained and available to the extent necessary within appropriate procedures.

## **COMPETENCE**

Authorized Procurement Solutions has determined as necessary the following elements of competency for people performing work that may affect the effectiveness of the QMS.

- **Initiate job descriptions including specific competency provisions**
- **Measure job performance for each employee on an annual basis**
- **Provide job and career training programs as necessary**
- **Take necessary action to assist employees that exhibit less than desirable results.**

## **AWARENESS**

Authorized Procurement Solutions has determined that persons performing their job are:

- **Aware of the Quality Policy**
- **Aware of relevant quality objectives**
- **Aware of their contribution to the QMS effectiveness, including improved performance**
- **Aware of the implications in noncompliance to our QMS requirements.**

## **COMMUNICATION**

The Management at Authorized Procurement Solutions has determined internal and external communication relevant to QMS, including the subject of the communication, when communication occurs, participants, and ways of effective communication

## **DOCUMENTED INFORMATION**

Authorized Procurement Solutions maintains a documented QMS as a means to ensure that products and services conform to specified requirements. The QMS consists of the following three levels of documented information:

**Level 1 Quality Manual:** provides the scope of the QMS and the applicable ISO 9001:2015 (E) Clauses contained and supported by our QMS.

**Level II Quality System Procedures (QSP):** provides detailed requirements for each of process, with the intent to specify who does what, when, where, how the process or action/task is performed, and what documentation is used to verify that all required quality-related activities have been executed as required. (WI) – Work Instructions are stand-alone to support intended activities.

Level III: Quality System Forms (QSF, FORMs and FLOWs): provides objective evidence that customer-required product and service quality was achieved, and that the company's quality management system has been implemented as stated. QSF refers to Management Review Data, Interested Parties, General Data that supports QSP and the overall QSM used in the company to achieve the specified requirements.

### **CREATING AND UPDATING**

When creating and updating documented information, Authorized Procurement Solutions ensures the following:

- **Identification and description (revision date, approval etc.)**
- **Format and media (electronic, paper hard copy etc.);**
- **Review and approval for suitability and adequacy.**

### **CONTROL OF DOCUMENTED INFORMATION**

Documented information required to support the effectiveness of our QMS is controlled to ensure:

- **It is available and suitable for use when and where needed**
- **It is adequately protected from loss of confidentiality, improper use, or loss of integrity**  
**Distribution, access, retrieval and use Storage and preservation, including preservation of legibility Control of changes Retention and disposition.**

Documented information of external origin determined to be necessary for the planning and implementation of the QMS is identified as appropriate and controlled in accordance with Quality System Procedures and Forms.

## **OPERATION**

### **OPERATIONAL PLANNING AND CONTROL**

Authorized Procurement Solutions defines expectations and implements controls for each of our QMS processes. The planning of controls is required to ensure consistent acceptability of products and services. Planning processes include the definition of quality objectives, development for required processes, establishment for appropriate verification programs and the requirement for records necessary to demonstrate that process and products conform to intended requirements. Operational planning and control is required prior to new and/or revised products or processes being implemented. During the planning phase, management will identify:

- **Requirements for the products and services**
- **Criteria for the processes and the acceptance of products and services**
- **Resources needed to achieve conformity to the product and service requirements**

- **Control of the processes in accordance with the criteria**
- **Necessary documented information to the extent necessary to have confidently ensure that processes have been carried out as planned, and to demonstrate conformity of products and services to their requirements.**

The output of operational planning and control includes documented quality plans, resource requirements, processes, equipment requirements, procedures, test data, and design outputs.

## **OPERATIONAL PLANNING AND CONTROL**

### **CUSTOMER COMMUNICATION**

Authorized Procurement Solutions has implemented an effective system for communicating with customers a system which includes but is not limited to:

- **Information relating to products and services**
- **Inquiries, contracts and order handling, including amendments**
- **Customer feedback, including customer complaints**
- **Specific requirements for contingency actions when relevant.**

### **DETERMINATION OF REQUIREMENTS RELATED TO PRODUCTS AND SERVICES**

Authorized Procurement Solutions requires that all customer-specific requirements for products and services are clearly defined by the customer, and include but are not limited to:

- **Applicable statutory and regulatory requirements**
- **Requirements considered necessary by Authorized Procurement Solutions**
- **Acceptance that Authorized Procurement Solutions can meet the products and services provided.**

### **REVIEW OF REQUIREMENTS RELATED TO PRODUCTS AND SERVICES**

Authorized Procurement Solutions ensures we have the ability to meet the requirements for products and services to be offered our customers. Management conducts a contract/product review prior to committing a supply of products and services to a customer. The review process, at a minimum, includes:

- **Requirements specified by the customer, including requirements for delivery and post-delivery actions.**
- **Requirements not stated by the customer but necessary for the intended use when known.**
- **Requirements specified by the organization**

- **Statutory and regulatory requirements applicable to products and services**
- **Contract or order requirements differing from those previously expressed.**

Authorized Procurement Solutions ensures contracts, purchase orders or other requirements differing from those previously defined, are reviewed and approved prior to incorporating into our business systems. We retain applicable documented information of the initial review and any new or revised customer/applicable external party requirements for the products and services provided.

### **CHANGES TO REQUIREMENTS FOR PRODUCTS AND SERVICES**

Authorized Procurement Solutions ensures that relevant documented information is amended, and that relevant persons are made aware of any changes, to requirements for products and services.

### **CONTROL OF EXTERNALLY PROVIDED PROCESSES, PRODUCTS AND SERVICES**

Authorized Procurement Solutions maintains responsibility for the quality of all products purchased from external providers, including customer-designated sources. Procedures ensure products and services being provided by external sources will conform to our customers' requirements. Examples of our controls include:

- **A documented Approved Vendor List (AVL)**
- **Review of external providers' performance.**

### **TYPE AND EXTENT OF CONTROL OF EXTERNAL PROVISION**

Authorized Procurement Solutions ensures that externally provided processes, products and services do not adversely affect our ability to consistently deliver conforming products and services to our customers. Vendors demonstrating inadequate performance will be required to implement corrective actions. Poorly performing vendors will be replaced.

### **INFORMATION FOR EXTERNAL PROVIDERS**

Authorized Procurement Solutions uses purchase orders in defining the product or services to be purchased. Purchase Orders are created in the company ERP or equivalent System by designated employees. Purchasing documents are reviewed for adequacy and approved by purchasing personnel prior to release. Purchasing documents clearly describe the product or service to be provided.

### **PRODUCTION AND SERVICE PROVISION**

#### **CONTROL OF PRODUCTION AND SERVICE PROVISION**

Authorized Procurement Solutions plans and implements service provision under controlled conditions, as required by job-specific requirements. Examples of the controls include:

- **Availability of information that define characteristics and results to be achieved**
- **Availability of competent and effectively trained personnel and adequate equipment**
- **Availability and use of suitable monitoring and measuring devices and resources**

- **Evidence that all development and inspection operations have been completed as planned.**

Service orders, inspection plans, and other documents deemed necessary define the acceptance for service operations. The plans provide detailed instruction and guidance for all phases of production and services, including methods, equipment used and workmanship criteria. Records for each sales order provide unique traceability and identify the quantity ordered and released for delivery. This record is maintained as required by customer contract.

### **IDENTIFICATION AND TRACEABILITY**

Authorized Procurement Solutions identifies parts and products by suitable means throughout the service process. Marking methods will be described in the applicable operations procedures for affected departments. Where traceability is a requirement, the Company controls and records the unique identification of output. According to the level of traceability required by contract, regulation or other established requirement, our procedures provide for:

- **Identification to be maintained throughout the processes including delivery and post-delivery**
- **Identification of sub-components and those of the next higher assembly.**

### **PROPERTY BELONGING TO CUSTOMERS OR EXTERNAL PROVIDERS**

Authorized Procurement Solutions exercises care with property belonging to customers or external providers while under its control. Procedures are established for control, storage, maintenance and accounting of Customer/Government furnished materials, tooling and equipment, including data used for design, production and/or inspection provided to the Company for the performance of work under a specific contract.

### **PRESERVATION**

Authorized Procurement Solutions preserves the conformity of parts and products during internal processing and delivery to the intended destination, including outside services. Procedures include instructions for identification, handling, packaging, storage and protection. Preservation of output also includes, where applicable:

- **Prevention, detection and removal of foreign objects**
- **Special handling for sensitive output**
- **Marking and labeling including safety warnings**
- **Special handling for hazardous materials.**
- **Marking and labeling including safety warnings**
- **Special handling for hazardous materials.**

The shipping department ensures that documents required by the contract/order to accompany the product, are present at delivery and are protected against loss and deterioration.

## **POST-DELIVERY ACTIVITIES**

Authorized Procurement Solutions maintains documented information of all products delivered to our customers. The extent of post-delivery activities includes consideration of customer requirements and received feedback.

## **CONTROL OF CHANGES**

Authorized Procurement Solutions shall review and control changes for service operations as necessary, to ensure continuing conformity of customer or internal requirements. Changes of Services may be initiated as a result of:

- **Modernization based on the context of the organizational analysis results**
- **Needs of interested parties or customer feedback**
- **Identified improvements.**

Management reviews and monitors changes that affect services or outside services and ensures change documentation and information is distributed and controlled. Records of the review of changes, the persons authorizing the change, and any necessary actions arising from the review are maintained in accordance with applicable procedures.

## **RELEASE OF PRODUCTS AND SERVICES**

Authorized Procurement Solutions monitors and measures the characteristics of the product in receiving inspection, in-process inspection, and final inspection to verify that requirements have been met. Documented procedures have been established for product inspection. Documented records and information of inspection include evidence of conformity with the acceptance criteria and traceability to the person authorizing the release. Records of inspection are maintained.

## **CONTROL OF NONCONFORMING PROCESS OUTPUTS, PRODUCTS AND SERVICES**

Authorized Procurement Solutions ensures that products or services that do not conform to established requirements are identified and controlled to prevent their unintended use or delivery. Records of nonconformities are maintained as required and include:

- **Description of nonconformity**
- **Description of actions taken**
- **Description of concessions**
- **Identification of the authority deciding the action in respect to the nonconformity.**

When nonconforming product is corrected, it is re-inspected to the original specifications and requirements to ensure conformity to customer-stated requirements. When a nonconforming product is detected after delivery, Authorized Procurement Solutions will take action to correct the effects or potential effects of the nonconformity.



### **MONITORING, MEASUREMENT, ANALYSIS AND EVALUATION**

The objectives of monitoring, measurement, analysis and evaluation are: process criteria, product characteristics, performance and effectiveness of the QMS. Results from monitoring and measurement are evaluated. Informational reports are presented to management for general review and decision-making relating to opportunities for improvement.

### **CUSTOMER SATISFACTION**

Authorized Procurement Solutions monitors information relating to customer perception of our continual ability to fulfill their requirements. Maintaining customer satisfaction is one of the principal objectives of the QMS. Collection and analyzing of customer feedback, satisfaction and complaints are conducted during management review. Customer satisfaction data is used by management to identify opportunities for improvement.

### **ANALYSIS AND EVALUATION**

Authorized Procurement Solutions performs necessary analyses and data and information evaluation initiated from monitoring and measurement and uses the results to evaluate conformity of products and services, customer satisfaction, the performance and effectiveness of the QMS, the performance of external providers, and the need for improvement of the QMS.

### **INTERNAL AUDIT**

Authorized Procurement Solutions plans and conducts internal audits at planned intervals. Internal audits are conducted to verify that quality activities and related results comply with planned expectations, including customers' contractual requirements and other QMS requirements deemed necessary and applicable. The Business Manager is responsible for organizing and coordinating the internal audit to ensure that scope, frequency and methods are defined, and the following requirements satisfactorily achieved:

- **Definition of audit responsibilities**
- **Definition of requirements for planning and conducting the audit, including taking appropriate corrective action without undue delay;**
- **Assurance of auditor independence**
- **Recording of audit results**
- **Communication of audit results to management.**

### **MANAGEMENT REVIEW**

Authorized Procurement Solutions Management Review process is planned and includes the following considerations:

- **Changes in external and internal issues that are relevant to the QMS**
- **Customer satisfaction and feedback from relevant parties**
- **The extent to which quality objectives have been met**
- **Process performance and conformity of products and services**

- **Nonconformities and corrective actions**
- **Audit results**
- **Risks**

### **Management Review Inputs**

Assessment of the QMS is based on review of information input to Management Review. Examples include:

In addition, management review input shall include adequacy of resources, effectiveness of actions taken to address risks and opportunities and opportunities for improvement. Results of Management Review meetings shall be retained.

**Management Review Outputs:** Management Review Outputs include decisions and actions related to the following:

- **Opportunities for improvement**
- **Changes needed to the QMS**
- **Resource needs.**

Management Review Meeting documents and information is retained as required by applicable procedures.

## **IMPROVEMENT**

Authorized Procurement Solutions determines and selects opportunities for improvement and implements necessary actions to meet customer requirements and enhance customer satisfaction. Examples include:

- **Improving products and services to meet requirements and address future needs and expectations**
- **Correcting, preventing or reducing undesired effects**
- **Improving performance and effectiveness of the QMS.**

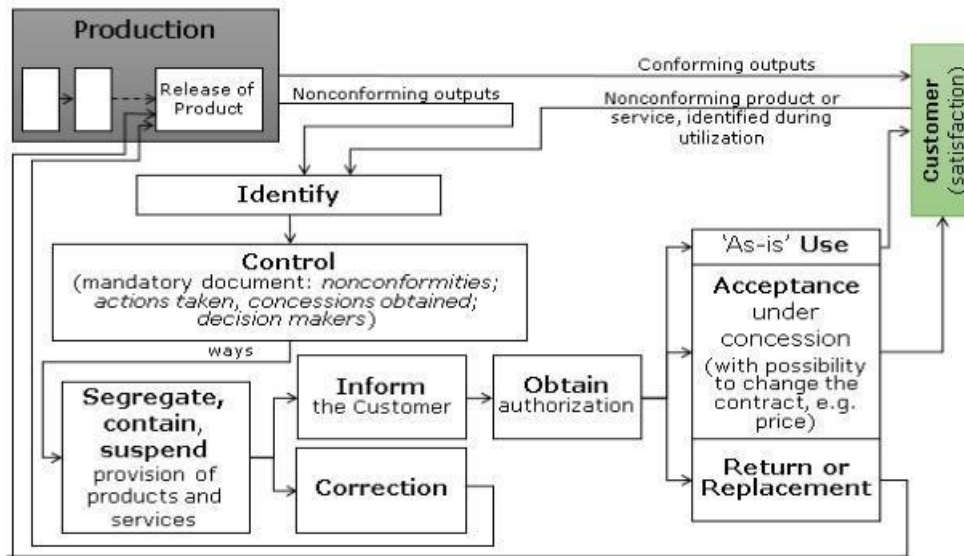
### **NONCONFORMITY AND CORRECTIVE ACTION**

Authorized Procurement Solutions initiates actions to eliminate the cause of nonconformities to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered. When nonconformity occurs, corrective action procedures are initiated and implemented. Examples of actions taken include:

- **Control and correction**
- **Reviewing and analyzing the nonconformity**

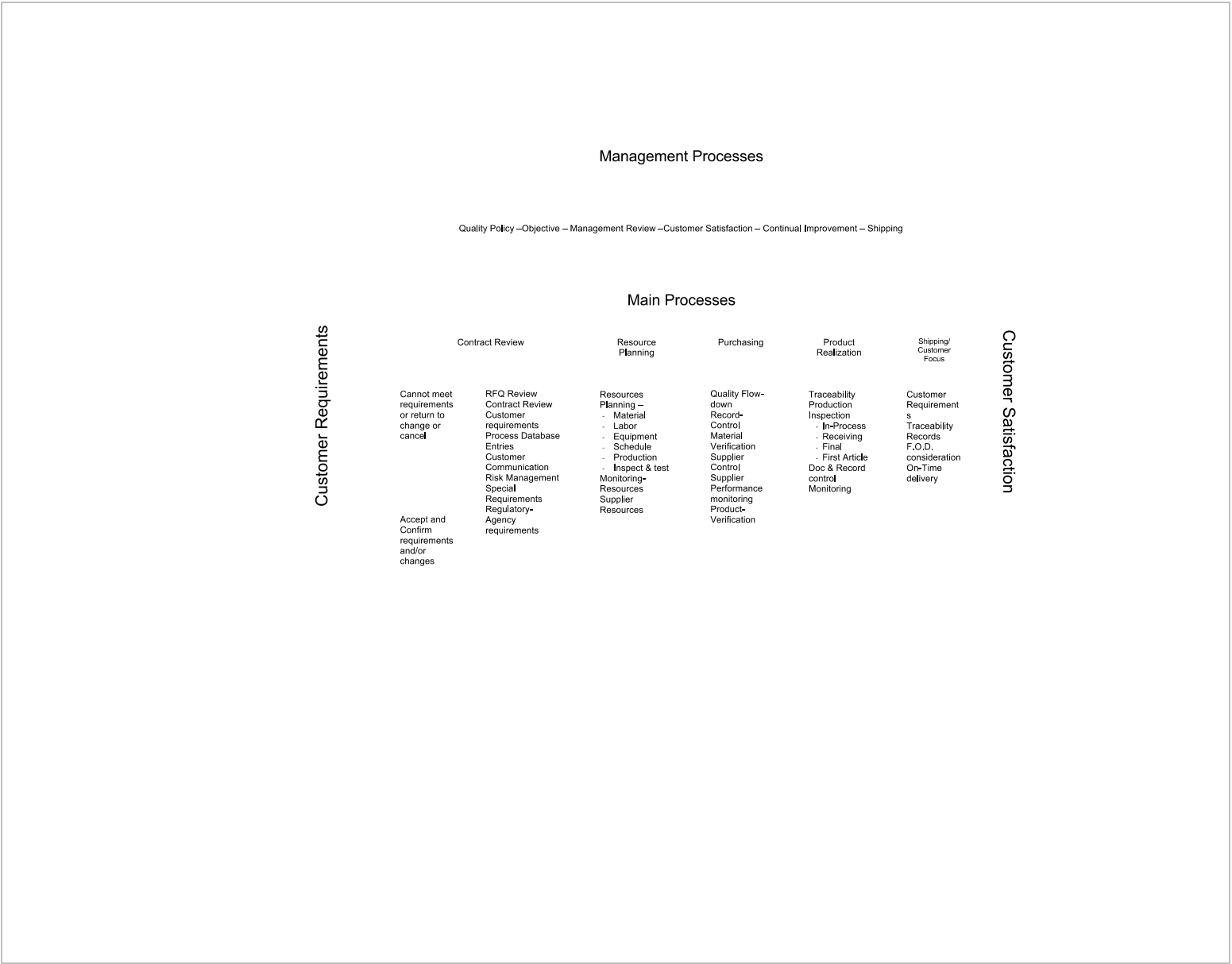
- determining the causes of the nonconformity
- Determining if similar nonconformities exist or could potentially occur
- Implementation of any action needed
- Review of the effectiveness of any corrective action taken
- Updating risks and opportunities determined during planning if necessary
- Making changes to the QMS if necessary.

Fig. 9.1 Control of Nonconforming Outputs



## CONTINUAL IMPROVEMENT

Authorized Procurement Solutions initiates actions to continually improve the suitability, adequacy and effectiveness of the QMS. Continual improvement techniques and processes are applied to areas of the business that have an impact on the quality of our products and services. We analyze and take necessary actions based on results of improvement projects and from Management Review output. The implementation of the “Process Approach”, including the PDCA Cycle, provides verification that our QMS is robust, resulting in effective process performance.



HISTORY

REVISION	DOCUMENT CHANGES	APPROVAL	DATE
0001	Initial Release	Ismael	11/15/2021
0002	Annual Revision	Ismael	11/07/2022