GOPROTO QUALITY MANUAL

QMS	**Revision**: *03*
	Effective date: *08/28/2018*

AMMENDMENT RECORD

Rev	Change list	Requested by	Date
00	Initial Release	Perla Larrañaga	08/28/2018
01	Change of the reference standard to AS9100 and update of definitions, quality objectives 2019, processes and its interaction and has been adding general requirements	Perla Larrañaga	03/01/2019
02	The identified internal and external processes and the scope of the QMS have been changed.	Perla Larrañaga	05/21/2019
03	The quality policy and objectives have been updated	Perla Larrañaga	02/26/2020

APPROVALS

The signatures below certify that this Quality Management System Manual has been reviewed and accepted and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	NAME	POSITION	SIGNATURE	DATE
Prepared by	Perla Larrañaga	QMS Coordinator		Feb/26/2020
Reviewed by	Mar Eva Castillo	Dir. Mx. Operations		Feb/26/2020
Reviewed by	Jesse Lea	President		Mar/24/2020
Approved by	Tony Moran	CEO & Owner		Mar/24/2020

COMPANY PROPRIETARY INFORMATION

The electronic version of this document is the latest revision. It is the responsibility of the individual to ensure that any paper material is the current revision. The printer version of this manual is uncontrolled.

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Table of contents

1 INTRODUCTION

GoProto INC. has developed and implemented a Quality Management System (QMS) which uses AS9100:2016 as a framework that allows our organization to document and improve our practices to better satisfy the needs and expectations of our customers, stakeholders, and interested parties.

This manual describes the quality management system, delineates authorities, inter relationships and responsibilities of personnel operation within the management system. The manual also provides references to procedures and activities that also comprise our quality management system.

The manual is used to familiarize customers and other external organizations or individuals with the controls that have been implemented and to assure them that the integrity of our quality management system is maintained and is focused on customer satisfaction and continual improvement.

Our quality management system meets the requirements of AS9100:2016 and uses the Plan, Do, Check and Act approach to process planning. Our QMS addresses and supports our strategies for supply of temporary, contract and permanent personnel.

GoProto INC. registered at 3940 Ruffin Rd Suite A, San Diego CA 92123.

The following table identifies any AS9100:2016 requirements that are not applicable to our Organization (see § 4.1 below), as well as providing a brief narrative to justify their omission from the scope of our QMS.

2 REFERENCES

Standard	Title	Description
BS EN ISO 9000:2015	Quality Management System	Fundamentals and vocabulary
BS EN ISO 9001:2015	Quality Management System	Requirements for the Quality Management System
AS9100:2016	Quality Management System	Requirements for Aviation, Space, and Defense Organizations
BS EN ISO 9004:2000	Quality Management System	Guidelines for performance improvements
BS EN ISO 19011:2011	Auditing Management Systems	Guidelines for auditing

3 DEFINITIONS

This document does not introduce any new definitions but rather relies on the following:

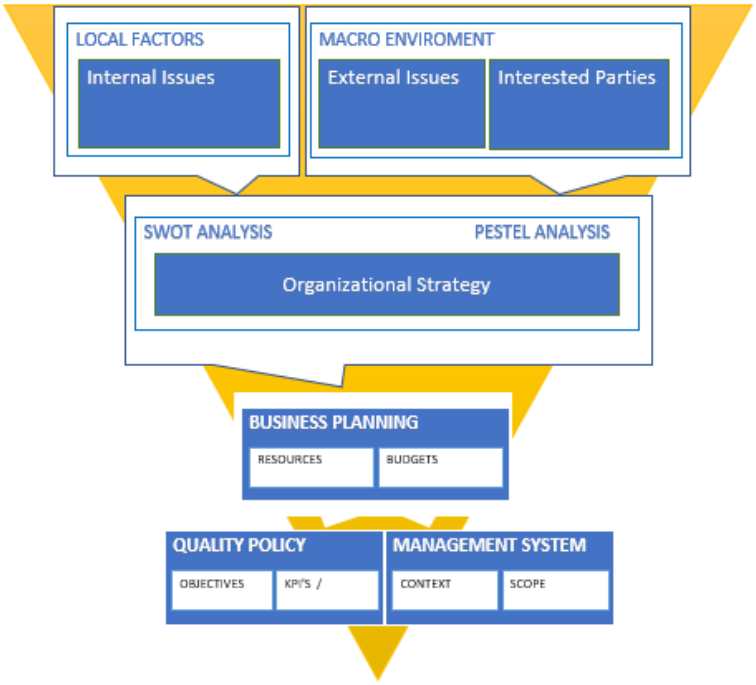
1. **Definitions typically used by our customers, stakeholders or marketplace**
2. **Terms typically used in standards and regulations as they relate to our QMS or products**
3. **Standard business terminology**
4. **Counterfeit Part**
   An unauthorized copy, imitation, substitute, or modified part (e.g., material, part, component), which is knowingly misrepresented as a specified genuine part of an original or authorized manufacturer.
5. **Critical Items**
   Those items (e.g., functions, parts, software, characteristics, processes) having significant effect on the provision and use of the products and services; including safety, performance, form, fit, function, producibility, service life, etc.; that require specific actions to ensure they are adequately managed. Examples of critical items include safety critical items, fracture critical items, key characteristics, etc.
6. **Key Characteristic**
   An attribute or feature whose variation has a significant effect on product fit, form, function, performance, service life, or producibility, that requires specific actions for the purpose of controlling variation.
7. **Product Safety**
   The state in which product is able to perform to its designed or intended purpose without causing unacceptable risk of harm to persons or damage to property.
8. Special Requirements

   Those requirements identified by the customer, or determined by the organization, which have high risks of not being met, thus requiring their inclusion in the operational risk management process. Factors used in the determination of special requirements include product or process complexity, past experience, and product or process maturity. Examples of special requirements include performance requirements imposed by the customer that are at the limit of the industry's capability, or requirements determined by the organization to be at the limit of its technical or process capabilities.

NOTE: Special requirements (3.5) and critical items (3.2), along with key characteristics (3.3), are interrelated. Special requirements are identified when determining and reviewing requirements related to the product (see 8.2.2 and 8.2.3). Special requirements can require the identification of critical items. Design output (see 8.3.5) can include identification of critical items that require specific actions to ensure they are adequately managed. Some critical items will be further classified as key characteristics because their variation needs to be controlled.

4 ABOUT OUR ORGANIZATION

4.1 Organizational context



GoProto Inc is committed to defining its position in the marketplace and understanding how relevant factors arising from legal, political, economic, social and technological issues influence our strategic direction and our Organizational context.

4.2 Needs and Expectations of Interested Parties

GoProto, Inc. identifies, analyses, monitors and reviews factors that may affect its ability to satisfy our customers and stakeholders, as well as; factors that may adversely affect the stability of its process, or its management system's integrity.

To ensure that our QMS is aligned with our strategy, whilst taking account of relevant internal and external factors; we initially collate and analyze pertinent information in order to determine potential impact on our context and subsequent business strategy.

GoProto, Inc. then monitors and reviews this information to ensure that a continual understanding of each group's requirements is devised and maintained. To facilitate the understanding of our context, we regularly consider issues that influence our context during management review meetings and are conveys via minutes and business planning documents.

The output from this activity is evident as an input to the considerations of risks and opportunities, and the actions that we take to address them. Refer to AS9100:2016 section §6.1 for more information about our risk and opportunity management framework.

GoProto Inc., maintain and retain; in addition to this document the following documented information to describe our organizational context:

a) Analysis of business plans, strategies, and statutory and regulatory commitments
b) Analysis of technology and competitors
c) Economic reports from relevant business sectors
d) Technical reports from consultants and Business experts
e) Meeting minutes (Management review meetings), process maps and reports, etc.

Quality Policy Rev:01

GoProto, Inc. is committed to complying with the Quality Management System, customer requirements and interested parties through continual improvement in Prototyping & Manufacturing Solutions, Operations and delivering on-time High Quality parts.

Mission

To solve our customers quick-turn manufacturing problems through superior delivery of turnkey plastic and metal part manufacturing solutions.

Vision

At GoProto, we:

- Fanatically obsess over customer happiness
- Communicate clearly and consistently
- Passionately pursue the right answer
- Always put customer needs first
- Are utterly transparent in all things
- Fearlessly empower team members at every step
- Learn incessantly
- Make work fun

Quality Objectives

- 97% Customer Satisfaction
- 20% High Quality
- 95% of on-time Deliveries
- 100% Continual improvement

Understanding the needs of the interested parties

GoProto, Inc. recognizes that we have a unique set of interested parties whose needs and expectations change and develop over time, and furthermore, that only a limited set of their respective needs and expectations are applicable to our operations or to our quality management system. Such needs and expectations broadly those shown in the Appendix 2.

To ensure that our products and processes continue to meet all relevant requirements, we identify and assess the potential impact of any relevant needs and expectations that may be elicited from the interested parties.

SCOPE

A QMS has been implemented by GoProto according to the AS9100:2016 standard to:

- Demonstrate the ability to provide products that meet customer, legal and regulatory requirements.
- Increase customer satisfaction through the effective application of the QMS and continuous improvement.
- Define the necessary controls to guarantee that the product complies with the Client's requirements.

4.3 QMS SCOPE

GoProto performs Rapid prototyping and part manufacturing solutions for commercial and aerospace applications.

Clause	Justification for exclusion
8.3	**We exclude Design and Development from our QMS, as we do not design or modify components**

Internal Processes (departments)

1. Direction
2. Production Planning
3. Manufacturing
4. Process Support
5. Quality
6. Supplier Quality
7. Shipping
8. Customer Service

4.4 Quality Management System and Its Processes

GoProto Inc., addresses Customer and applicable statutory and regulatory requirements and its own based on AS9100:2016 as is seen in the processes Interaction. See the Appendix 1 as reference.

External Processes Identified (Outsourced)

We have identified as an external process any process that affects the ability of the organization to deliver conforming products to customers, ensuring the control of these processes.

External Processes:

1. Project Management (department)
2. Human Resources (department)
3. Product transport
4. Calibration of equipment and tools
5. Dangerous residues

Production Processes:

1. Selective Laser Sintering (SLS)
2. Direct Metal Laser Melting (DMLM)
3. Machining CNC
4. Polyjet (PJ)
5. Injection Molding
6. Rapid Injection Tooling
7. Custom Injection Tooling
8. Cast Urethane
9. Rapid Sheet Metal
10. Stamping
11. Die Casting

General Requirements

Top Management has appointed to the QMS Coordinator as Management Representative, who is responsible for the oversight of the QMS, the freedom and unrestricted access to Top Management regarding QMS issues. The Management Representative is responsible for communicating GoProto, Inc.'s QMS to internal and external parties. (See AS9100:2016, § **5.3**).

Actions to Address Risks and Opportunities (see AS9100:2016, § **6.1** as well as "PRO-DR-02 Risks and Opportunities Procedure").

All people are trained; given periodic reviews making certain they maintain the necessary competence; they are aware of the QMS and implications of relevant QMS documents and changes, their contribution to product or service conformity, safety and the importance of ethical behavior. (See AS9100:2016, § 7.0). Communication includes internal and external feedback relevant to the QMS.

GoProto, Inc.'s Top Management has determined the necessary documented information for its operations, and it is stored electronically in QMS@SharePoint. (See AS9100:2016, § 7.5).

Customer requirements are determined when order arrives or during contract review. (See AS9100:2016, § 8.0, Operational Planning). GoProto, Inc. has implemented processes to manage operational risks. (Please see AS9100:2016, § 6.1 Planning, §8.1.1, § 8.2.2d as well as the *Risk Analysis Procedure*).

The externally provided processes, products and services are controlled according to the "PRO-SQA-01 Control of External Providers Procedure". (Please see AS9100:2016 §8.4)

A sample of the externally provided products or services are inspected to assure there are no counterfeit parts being added to the supply chain at any level. If such is discovered, the proper agencies are notified, and the part or product is replaced with the correct part or product. (See AS9100:2016, § 8.4.1.1c). The customer is notified of the situation immediately. All risks are addressed by GoProto, Inc., and all mitigating is communicated to the customer.

Identification and traceability is not needed by the customer nor GoProto, Inc. as the product is a prototype. GoProro, Inc. keep of electronic form the property belonging to the customer or external supplier (e.g. drawings, files, etc.).

In order to ensure that control of nonconforming outputs (see *PRO-QA-04 Control of nonconforming Outputs Procedure*), GoProto, Inc. has a process in place and it is maintained as documented information.

Customer satisfaction is obtained using Customer Surveys; the information gathered is analyzed looking for ways to improve GoProto, Inc.

GoProto, Inc. uses the data collected from internal audits to determine if it is meeting all requirements. GoProto, Inc. has a procedure, *PRO-QA-03 Internal Audits Procedure* which has all the details. The results from the Internal Audit reports are discussed at the Management Review Meetings (see *PRO-DR-01 Top Management Responsibility Procedure*) and documented information is kept via Minutes. NCs are kept in documented form according to the *PRO-QA-02 Corrective Actions procedure*.

GoProto, Inc. uses all data collected by these various methods to determine if continual improvement has been accomplished.