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This manual describes the Eastern Stone Company, Parkland, FL operations, policy, procedures and practices for assuring the quality system meets the requirement of FAA advisory Circular 00-56 standards.

The Vice President of Company Quality is the management representative and has the authority and responsibility for ensuring implementation of the quality Management System. He has direct access to responsible management at a level where appropriate action can be initiated.

This manual will be reviewed annually for adequacy and approved for release by the Vice President of Company Quality.

The Manual will be maintained in a good condition and at least one copy for one employee. The Manual will be reached any time at any working site.

Signature of the President & CEO

Signature of Vice President of Company Quality
1. About the Company and Management Responsibility

The name of this organization is Eastern Stone Company. It is located in 8042 NW 109 Lane, Parkland, Florida 33076 USA. The company’s primary focus is the provision of airmotive products and services that meet the highest aircraft industry standards, including the supply distribution, consignment, leasing and exchange, arrangement of aircraft and component repair and overhaul management.

Executive management of Eastern Stone Company is responsible for establishing policy, objectives and commitment to quality. Objectives shall be updated each year. Executive management are responsible to periodically review the suitability and effectiveness of the quality system.

1.1. Quality Policy

The management of Eastern Stone Company is committed to quality and the policy for quality. The commitment is reflected in the company policy statement and in the following objectives for quality.

OUR QUALITY POLICY :

“TOTAL QUALITY shall always carry out in our activities. The definition of TOTAL QUALITY is involvement of all employees in the measurable and continuous improvement of all processes in order to satisfy our clients in a better way and exceed their expectations.”

Do things right at the first time

In order to implement this policy, the management of Eastern Stone Company is committed to:

The use of a quality system which conforms to the requirements of FAA advisory Circular 00-56.

The inclusion of quality goals and objectives established by management in
management objectives. Specific quality objectives relating to customer complain frequency. Empower employees in order to help the system that affect their job.

    Provide exceptional quality products and services and also keep a good relationships with our suppliers that emphasize continuous improvement in product quality, service and support.

1.2. Quality System and Quality Manual

1.2.1. Quality Assurance System

    The manager of quality Assurance is responsible for all functions in the Quality System. The functions include:

1. All customer requirements have been carried out in an orderly and efficient manner. A quality-inspected product has been delivered to the customer.


4. Conducting vendor audits/surveys, maintaining and updating approved vendor’s list

5. Assuring that all material handling procedures are carried out.

1.2.2. Revision Control

1.2.2.1 The revision Control system assures that all Eastern Stone Company Quality Assurance Manual are properly managed, updated, and distributed. The QA manager is responsible for all the functions of Revision Control System.

1.2.2.2 Any changes to the quality system must be approved by the accreditation organization.

1.2.2.3 Non QA Manual Revision Control. Controlled documentation that is referenced in the Quality Assurance Manual will be checked Bi-annually for current revision status.
1.3. Organization

Eastern Stone Company is headed by President. The President is accountable for and has the authority to manage all operations of the different branches including the office within the states and overseas.

Duties and responsible to the Quality Department are delegated to the Vice President of Quality, however, such delegations does not relieve the President of the overall responsibilities.

1.3.1 Responsibility and Authority

Responsibility, authority and interrelation of all person who manage, perform and verify specifically to Quality management System is defined in the Standard operating Procedures, Work instructions, and Job descriptions.

Personnel have the organizational freedom authority to:

1. Initiate preventive action to prevent product and quality system problems and non-conformities.

2. Identify and record product, process and quality system problems.

3. Initiate, recommend or provide solutions, verify effectiveness of corrective and preventive actions.


1.3.2 Resources

Eastern Stone Company provides adequate resources and assigns trained
personnel for management, performance of work, verification activities and internal audits. Job descriptions are maintained by Human Resource Department.

1.3.3 Management Representatives

The Vice President of the Company Quality as the Management Representative and has the authority and responsibility for ensuring that the requirements of FAA Advisory Circular 00-56 are established, implemented and maintained. The Management Representative reports directly to the President. The responsibility of management Representative also includes liaison with external parties on matters relating to the suppliers’ quality system.
1.3.4 Organizational Chat

- President/CEO
- Operational Director
  - Purchasing Manager
  - Sales Manager
  - Quality Assurance Manager
    - Purchasing Department
    - Sales Department
    - Quality Assurance Department
    - Receiving Department
    - Shipping Department
1.4 Management Review

The Quality Management System is reviewed to ensure its continuing suitability and effectiveness by president and management representative quarterly.

The management Representative reports on the summary of the status of the Quality management System at each management review meeting which is held quarterly.

The Company Objectives, Results of Internal/External Audits and Effectiveness of Corrective Actions will be considered, at a minimum, during each review.

The Minutes of these reviews are maintained by the management Representative for a period of three years.
2. Self Audit Accreditation Program

2.1 Self Audit Evaluation

2.1.1 Eastern Stone Company has a self-audit/evaluation program to insure that the quality system is implemented. A self-audit will be conducted every twelve months. The self-audit/evaluation is performed in accordance with the checklist of the TAC-2000 standard.

2.1.2 Audit results are documented, including identifying who conducted the audit, the frequency of the audit, and corrective action of non-compliance:

1. Corrective action shall be appropriate and prompt
2. Correct the discrepancies reported
3. Locate and correct similar discrepancies, if they exist.
4. Correct the root-cause of the problem and implement follow-up action to assure non-recurrence.

2.2 Self-Audit/Evaluation Procedures

2.2.1 The following Self-Audit/Evaluation procedures will be conducted:

2. Conduct checklist thoroughly to assure 100% compliance to the TAC-2000 Standard. Note any concerns.
3. Conduct a Facility Walk-through and submit the Report.
3. Facilities

3.1 Description of Facility

The storage facilities at Eastern Stone Company are maintained in a secure and clean environment. Parts/material stored at Eastern Stone Company will undergo the following due to their very sensitive to rough handling, dust and moisture or electrostatic exposure.

1. Each item will be individually wrapped appropriately to prevent dust or moisture or electrostatic exposure.

2. All entry ways to the storage zone will be locked.

3. All parts/material in the warehouse will be clearly segregated between serviceable and unserviceable units.
3.2 Eastern Stone Company Facility Floor Plan
4. Training Program and Authorized Personnel

4.1 Training Procedures

4.1.1. Each employee will have an individual training record.

4.1.2. The training records will consist of QA Manual Training sign off, documentation of formal training and on the job training.

4.1.3. Each training session will indicate the type of training, method, duration and date of completion.

4.2 Quality Assurance Manual Training

4.2.1. Employees that are involved in the functions of receiving, shipping, quality, or procurement will have their own copy of the Quality Manual.

4.2.2. Each employee will require a review of the Quality Manual coming with a revision to make sure that staying refreshed on the QA manual procedures.

4.2.3. The manager of QA is responsible for informing all employees of any revisions of manual and they will have an initial sign off after their review of the manual. The sign-off will put into employee’s training record.

4.3 Inspection Qualification Training

4.3.1. In order for an employee to become qualified and authorized to conduct inspection procedures. The formal and on the job training will be completed with the exam. The training will consist of all areas of material handling and in-depth receiving inspection procedures.
4.4 Authorized Personnel

4.4.1 After the pass of the training program and exam, the employee is considered authorized as long as they remain in employment status and complete the mandatory Quality Manual training sessions, when required.

4.5 Authorized Roster

4.5.1 A current roster of authorized inspectors is maintained in the Training Program Log. The authorized roster will list authorized inspectors with their signature and initials. The inspection stamps are used.

4.6 Training Records Keeping

4.6.1 All records of training must be kept on file for a minimum of 7 years from the time a training session is completed and documented.
5. Procurement

5.1 Documentation Requirements for Purchasing

5.1.1. The following are documentation requirements for purchasing parts/material in each stated part condition:

1. NEW(NE) 8130-3/EASA form 1 or C of C and packing list from producer.

2. New Surplus (NS) Material Certification that states identity and condition with documentation to a FAA approved source or airline operator.


5. OH and SV units without an 8130-3/EASA form 1 must have the minimum upon receipt:

   A. Maintenance release from a FAA approved source.

   B. Material certification that states identity and condition of OH or SV unit.

   C. These units will be immediately sent out to an approved repair station for re-certification, unless the unit is specifically purchased with that documentation for a customer.


7. As Removed (AR) Material Certification that states identity and condition of unit.

8. As-Is (AS) No documentation.
A. This is only used in rare situations when purchasing for non-commercial aviation customers or a customer has waived documentation. (Material Certification Waiver)

### 5.2 Material Certification and Traceability Requirements

5.2.1. The following are guidelines of material certification and traceability requirements for the procurement of surplus parts/materials:

5.2.2. Material Certification:

A. Parts/material Certification must be accompanied with the purchase from the seller. The following list of items are the minimum requirements for a Parts/material certification:

1. Part number, Serial number (if applicable), condition of unit.

2. Parts from an aircraft or engine that were subjected to extreme stress or heat are identified as coming from such aircraft or engine. In addition, parts themselves that have been subject to extreme stress or heat should so be identified.

3. Traceability. Statement of where the parts/material were obtained.

### 5.3 Vendor Evaluation Program

5.3.1. All FAR Part 121 & 129 operators are automatically approved vendors.

5.3.2. FAA approved repair stations as long as they are maintaining appropriate quality history and their certification is valid.

5.3.3. FAA AC 00-56 certified suppliers. Suppliers with trusted referrals source.
5.3.3 Evaluation and Removal of Suppliers

Suppliers will be evaluated and monitored for every six months. The suppliers will be removed from the approved list if they cannot keep the quality status until there is a complete overall improvement/redesign to their quality system.
6. Receiving Inspection

6.1 The receiving inspection process consists of verification of correctness of all incoming parts and materials. The process includes an overall inspection of the physical appearance, condition, and the paperwork of incoming parts and materials.

6.2. Receiving Inspection Procedures:

   6.2.1 Visually inspect the shipping container for signs of damage or rough handling.

   6.2.2 Carefully remove parts/materials from shipping container and remove all documentation and other paperwork from box.

   6.2.3 Verify the quantity, part number or noted part number substitutes (including dash numbers and letters), model numbers, serial numbers (if applicable). Lot and/or batch number, etc. of the items, match the accompanying documentation and other paperwork.

   6.2.4 Obtain proper Purchase Number (PO), Repair Order(RO), or Exchange PO paperwork from file (if warranty, see warranty receiving procedures).

   6.2.5 Verify that any special requirements or agreements on the PO/RO/Exchange PO have been accomplished.

   6.2.6 Verify that the documentation and traceability requirements for the parts/material are correct, completed, and signed.

   6.2.7 Inspect 8130-3 and teardown report including shop name, FAA number, part number, serial number, condition of unit, date, signature of authorized shop person.

   6.2.8 Inspect parts/material for obvious physical damage.

   6.2.9 Visually inspect parts/material for signs of poor workmanship. (Caps, plugs, safety wire, bolt holes, paint)
6.2.10. Inspect for Unapproved Parts. A suspected unapproved part (SUP) includes a part, component, or material that has not been manufactured in accordance with approved procedures referenced in FAA Order 8120.10 (latest revision), or has not been repaired/overhauled by a FAA-Approved repair station.

6.2.11. Proper notification to the FAA must be done when identifying a SUP. (FAA safety hotline).

6.2.12. If the inspected parts/material do not meet one or more of the receiving inspection procedures, the parts/materials will be immediately rejected and correct if available.

6.2.13. All receiving inspection notes and comments will be noted on the receiving inspection form.

6.2.14. Quality inspected stamps will be applied after inspection and issue the Eastern Stone Company’s Part or Material Certification Form.
6.2.15. Receiving Inspection Flowchart

Is shipping container Damaged?

Yes

Inspect part immediately

Parts damaged?

No

Inspect all paperwork

No

Does all paperwork match the purchase order? (PO#, PN, Desp, Qty, Con., etc.)

No

Yes

Inform Vendor

Can Vendor correct?

No

Yes

Have vendor correct

Yes

Reject and Return

No

Is the trace/Doc. correct and completed?

Yes

Inspect part physical damage, poor workmanship and SUP

Is part damaged or in poor condition?

Yes

RECEIVE INTO THE SYSTEM

No
6.3. Warranty Receiving Procedures

6.3.1. The warranty policy for Eastern Stone Company are as follows:

1. Six months of date of invoice to customer.

6.3.2. The procedures for processing warranty claims are as follows:

1. Verify part number and serial number to warranty paperwork.
2. Thoroughly inspect unit for any signs of damage or mishandling.
3. Fill-out warranty-receiving report.
4. Submit warranty repair order.

6.3.3. Warranty Returns. The following are procedures for processing units coming back from the repair station on warranty claims:

1. Complete warranty report and inspect unit.
2. Warranty Accepted. If warranty is accepted, the unit will be recertified, processed back into the system, and returned to the customer. The warranty report must be submitted to QA.
3. Warranty Denied. If unit exceeds warranty policy or is denied by the repair station, the customer will be responsible for the re-certification and freight charges.
7.0. Measuring and Test Equipment

7.1. Eastern Stone Company does not utilize nor maintain any calibrated measuring or test equipment.

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8.   Material Control

8.1 Parts/Material Control and Handling Procedures

8.1.1 Safe Handling and Storage:

1. All parts/material will be handled in an appropriate manner and will be protected from the environment, damage and deterioration. Each component must be treated with extreme caution when being handled.

2. The parts/material will be kept in protective plastic wrapping when items are not being inspected or evaluated.

3. All fluid passages, lines, or electrical connections will be capped or plugged.

4. The storage area will be periodically checked for overall effectiveness and to make sure that these items are kept protected and in a safe environment.

8.1.2. Packaging

1. When ever practical, parts/material shall be stored and delivered in the manufactures original packaging.

2. For new parts/material, packaging shall identify the manufacture, distributor, part number, serial number, lot or batch number and the quantity.

3. Eastern Stone Company will use ATA Specification 300 packaging or equivalent, or customer specified packaging when appropriate.

4. Environmentally friendly packaging material should be utilized, when practical.

5. Flammable materials will be packaged in a safe manner per manufacture’s recommendations or as specified by local regulations.
8.1.3. Part Numbering

1. The data plate on components will be acceptable when coming from the original manufacture or authorized FAA certificate holder.

2. Parts shall not be labeled with multiple part numbers if such labeling may cause confusion as to the part’s manufacture or applicable specification.

3. Alteration to or replacement of the data plate or manufacture’s part number is unacceptable, unless authorized by the FAA or FAA certificate holder.

4. Unserviceable components with missing or altered data plates must be properly identified by an authorized FAA certificate holder.

8.1.4. Recall Control

1. The System assures that all parts shipped can be traced and recalled, if required.

8.2. Non-conforming Parts/Material Procedures

8.2.1. Any parts/material that does not pass the shipping or receiving inspection will be immediately marked, logged, and segregated from usable stock to a designated area for non-conforming parts/material.

8.2.2. The items being held in the designated area for non-conforming parts/material will be tracked and monitored daily for an expedition to stock, vendor, or scrapping procedures.

8.2.3. Non-conforming Parts/Material Report

1. A report will be submitted for each part/material that does not pass the shipping or receiving inspection. A vendor discrepancy will be reported if the rejected part/material causes a delay of delivery time to a customer. The report contains the following items: part number, Serial Number, data, PO/RO. Reason for Rejection.
8.3. Procedures for Scrapping Parts/Material

8.3.1. All scrapped parts/material will be mutilated prior to disposal.

8.3.2. Eastern Stone Company authorized receiving inspectors may conduct scrapping of material via notification and approval of the QA manager.

8.3.3. Mutilation may be accomplished by but is not limited to one or more of the following procedures: grinding, removal of major lug or other integral parts, permanent distortion of parts, cutting hole with a torch or saw, melting, sawing into many pieces.

8.3.4. A record of the part number, serial number, date of scrap, reason for scrap for each item being scrapped will be kept on file. The file for will be kept on file for a minimum of seven years.

8.4. Material Misrepresentation

8.4.1. In the event Eastern Stone Company ships parts/material they are materially misrepresented to the customer, Eastern Stone Company shall also notify the customer, unless the customer is already aware of the problem.

8.4.2. In the event Eastern Stone Company ships parts/material they are materially misrepresented, we shall notify the source from which the parts/material was received, unless the source is already aware of the problem.

8.5. Suspected Unapproved Parts

8.5.1. Eastern Stone Company will report suspected unapproved parts to the FAA according to the provisions of AC 21-29.
9. Shelf Life Control

9.1 Eastern Stone Company set up an internal shelf life program for their rotatable components. The QA manager is responsible for maintaining the Shelf-Life Program.

9.1.1. The shelf life policy goes as follows:

1. Avionics: 3 years
2. Hydraulics: 3 years
3. Evacuation Slides: 3 years
4. Sheet Metal: No limit

9.1.2 Components that exceed the shelf life time will be removed from the serviceable shelves to unserviceable shelves with expired tags.

9.1.3. A report will be submitted and reviewed every six months.

9.1.4. Components in the shelf life shelves that are sold are considered to be in the same condition prior transfer. Recommendation for re-certification to the customer may be appropriate. The customer, however, will make the final decision.

9.1.5. Shelf Life Report Procedures

1. Print Shelf Life computer report.
2. Review the list and highlight items that are not in the Shelf Life designated areas.
3. Physically inspect every highlighted item. Relocate each item that has an expired tag per the Shelf Life Policy.
4. Note new location on the report.
5. Sign-off on check sheet.
10. Certifications and Release of Materials

10.1 Eastern Stone Company provides customers with a certification contained with the following statement: Under Provision of FAA AC 00-56.

10.2 The Part/material certification form will follow the ATA Specification 106. Additionally, a certified statement disclosing the following may be issued about the material of the parts, certifying that they were or were not:

10.2.1. Removed from an aircraft or engines tat was subjected to extreme stress or heat.

10.2.2. Themselves subjected to extreme stress or heat.

10.2.3. Obtained from the US. Government or military services.

10.2.4. The traceability source will be stated on the certification form. Full traceability paperwork will accompany the part/material if required by the customer.

10.3 Eastern Stone Company will maintain copies of all documentation that certifies the maintenance of materials. In addition, copies of part certification to the source of production or FAA certificate holder will be kept on file.

10.4. As-Is Parts/materials in as-is condition may be released without any certification.

10.5. Material Certification Waiver.

10.5.1. Parts/material obtained by Eastern Stone Company without traceability or a parts/material certification may be released to a customer via approval of the condition. A Material Certification Waiver will be submitted and file stating that customer is aware of the circumstances applicable to the parts/material.
11. Shipping

11.1 Eastern Stone Company requires parts/materials to be shipped in an ATA-300 specification container or equivalent as appropriate for the unit being shipped, or as specified by the customer. The items will be packed in a manner that will prevent damage from the rough handling of the container.

11.1.1 Pre shipping inspection: The inspection will include, but not limited to:

1. A check of any obvious physical damage.

2. Verifying that all appropriate plugs and caps are installed.

3. Verifying that part numbers, model numbers, serial numbers, etc. of the items being shipped match the customer’s request/purchase order.

4. Verifying that packing slips contain all the information required by the customer.

5. Verifying that shipping container and packing are appropriate for the items being shipped.

6. Verifying that all appropriate required documentation are at hand, properly completed, and signed.

11.1.2. Shipping Control/Packaging:

After the completion of the shipping inspection, the parts/materials being shipped must be properly packaged as appropriately for that specific unit. All units should stay in their protective plastic wrap with adequate room inside the containers or a new fiberboard box packed by using the insta-pack foam machine.
11.1.3 Eastern Stone Company Shipping Flowchart

Shipping Process
Begin

Receive Order

Obtain Parts From Stock or Receiving

Conduct Pre-shipping inspection

Did Parts Pass Pre-inspection?

STOP! Do not ship
Notify QA of Discrepancies

No

Package Parts Appropriately

Confirm the Trace and Doc

Is Shipping Address Correct?

No

Confirm Shipping Method
Process Shipping Bill
Confirm Shipping Address

Yes

Stage for Pick-up end
12. Records

12.1 Eastern Stone Company maintains all documentation of traceability for at least 7 years from the date of sale to the customer. All hard copy documents are properly filed by customer sequence. The documents are readily available and identifiable for each customer and purchase.

12.2 The records are maintained in the files are indoor and protected from damage. All records are secured from alteration, deterioration and loss.
13. Technical Data Control

13.1. Eastern Stone Company does not have any controlled technical data.

13.2. All IPC’s and Maintenance Manuals are used for reference only for identification purposes. They clearly marked “Not Current” or “For Reference Only”.
Manual Control

Each manual will have a control number and an assignment entry on the manual cover page and the record of revisions page. A master list of the manuals produced, their respective number and custodian will be kept in the office of the Quality Assurance Manager.

The Quality Assurance Manager shall receive a manual status report from each custodian following each manual revision to this Quality Assurance Manual. This will confirm that the manual(s) are current and valid for that department or entity use or will identify needed changes. The Quality Assurance Manager will periodically spot-check assigned manuals and review them for currency. Such spot check will be documented and filed as proof of on-going upkeep.

Note: All revisions must be approved by the accreditation organization prior to the release of any revisions or changes.

All departments are encouraged to submit proposals for changes to the Quality Assurance Manager. Each proposal shall be reviewed and feedback provided to each department for further comments. Accepted proposals shall be incorporated at the next scheduled manual revision. Rejected proposals shall be routed back to the originator of the proposal with an explanation describing the reason(s) for rejection.

Upon Receipt of a Manual Revision Change Form, each manual custodian will be responsible for:

1. Inserting the revised pages in their respective manual.
2. Recording the revision on the Record of Revision’s page in this manual.
3. Return the acknowledgment section of the Manual Change Form to the Quality Assurance Management within 10 calendar days of receipt.

Emergency changes requiring immediate response shall be handled by initiation of a Manual Rapid Action Change Form. The Rapid Action Change Form must be entered into the manual upon receipt and the applicable instructions adhered to without exception. The cover page of the Rapid Action Change Forms will be inserted at very front of the manual. These forms will remain in the manual until replaced by a formal Manual Change Form.

Note: Rapid Action Change Forms must have at least a telephonic approval from the accreditation organization prior to incorporation.

A List of Effective Pages will be issued with each revision so each manual can be Checked and kept current.