



Quality Assurance Procedure

CP-00-9015

Approved:

14 June 2004

Title: Handling, Storage, Packaging, Preservation, and Delivery (ISO 9001, 7.5.1, 7.5.5)

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1.0 POLICY/PURPOSE

Santa Barbara Applied Research (SBAR) Inc., products and service-related components are handled, stored, packaged, preserved, and delivered to the customer without damage or deterioration. This procedure documents how SBAR handles, stores, packages, preserves, and delivers quality-related items in accordance with customer requirements.

2.0 SCOPE

This procedure applies to all SBAR operations.

3.0 REFERENCES AND DEFINITIONS

3.1 References

ISO 9001: Quality Management Systems-Requirements, Third Edition (2000-12-15)

- ISO 9001 Element 7.5.1 (Control of Production and Service Provision), 7.5.5 (Preservation of Product)

SBAR Documentation

- SBAR *Quality Manual(QAP 2000)*
- SBAR *Control of Nonconforming Product/Corrective and Preventive Action Procedure (CP-00-9013/14)*
- SBAR *Control of Quality Records (CP-00-9016)*

3.2 Definitions/Abbreviations


Conformity/Nonconformity: Conformity is the fulfillment of a requirement; nonconformity is the non-fulfillment of a requirement. In this procedure, a nonconformance exists when there is a failure to properly handle, store, package, preserve, or deliver a SBAR product or service.

Customer: A recipient of a product or service provided by SBAR. The customer may be, for example, the ultimate consumer, user, beneficiary, or purchaser. The customer can be either external or internal to SBAR.

Functional Area Manager (FAM): A senior supervisory individual who is responsible for the leadership, direction, and overall success of an area, such as procurement, specific contracts, logistics, quality, safety, engineering, financial, or other operating unit within the company.



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Handling, Storage, Packaging, Preservation, and Delivery: HSPP&D.

Process: A set of interrelated or interacting activities that transform inputs into outputs.

Product: Result of activities or processes. A product may include services, software, hardware, processed materials, or a combination thereof. A product can be tangible (e.g., assemblies or processed materials) or intangible (e.g., knowledge or concepts), or a combination thereof.

Service: Service is the result of at least one activity performed at the interface between SBAR and a customer. Service includes actions taken by SBAR after delivery of the product, in accordance with the contract statement of work (SOW).

Requirement: Need or expectation that is stated, generally implied, or obligatory. Requirements include, but are not limited to, the SOW; manufacturers' recommendations; national standards, such as ASME, ANSI, and ABS; customer-written instructions; tech orders; etc.

Statement of Work (SOW): The document listing the contractual requirements upon which SBAR Engineers, Inc. and the customer have agreed.

Work Instruction (WI): Written details that, when appropriate, state what shall be done and by whom; when, where and how it shall be done; what materials, equipment and documents shall be used; and how it shall be controlled and recorded. WIs will normally be used to implement corporate procedures and/or specific contractual requirements.

4.0 RESPONSIBILITIES

4.1 The Corporate Quality Manager

The Corporate Quality Manager is responsible for this procedure.

4.2 Functional Area Managers (FAM)

FAMs of each division, branch, contract, etc., are responsible for the handling, storage, packaging, preservation, and delivery of their respective products and services. FAMs ensure that these requirements are included in the appropriate work instruction (WI) for each affected process, as applicable.



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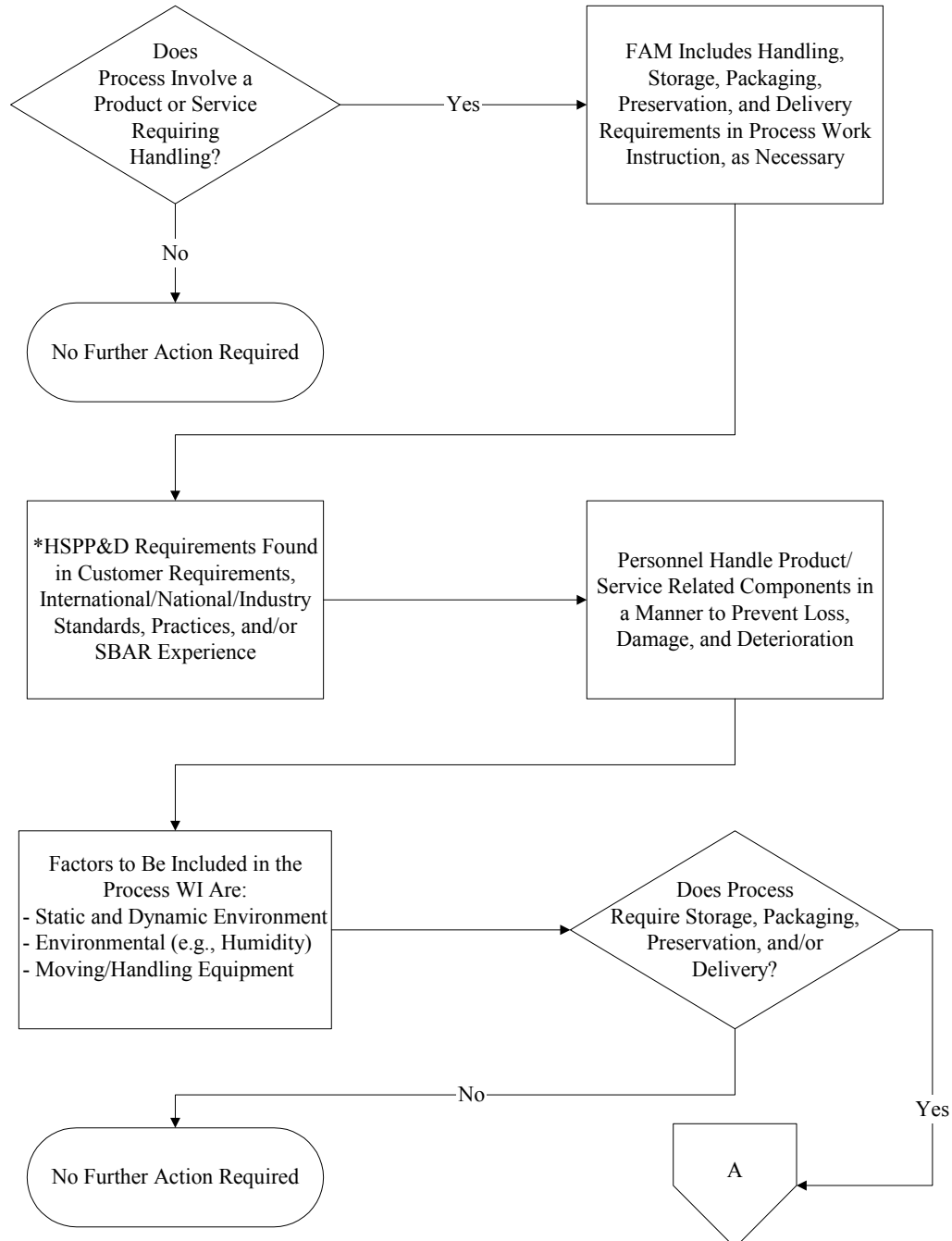
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5.0 REQUIREMENTS/PROCEDURES

Figure 1 -- Process Flow for Handling



*Handling, Storage, Packaging, Preservation, and Delivery

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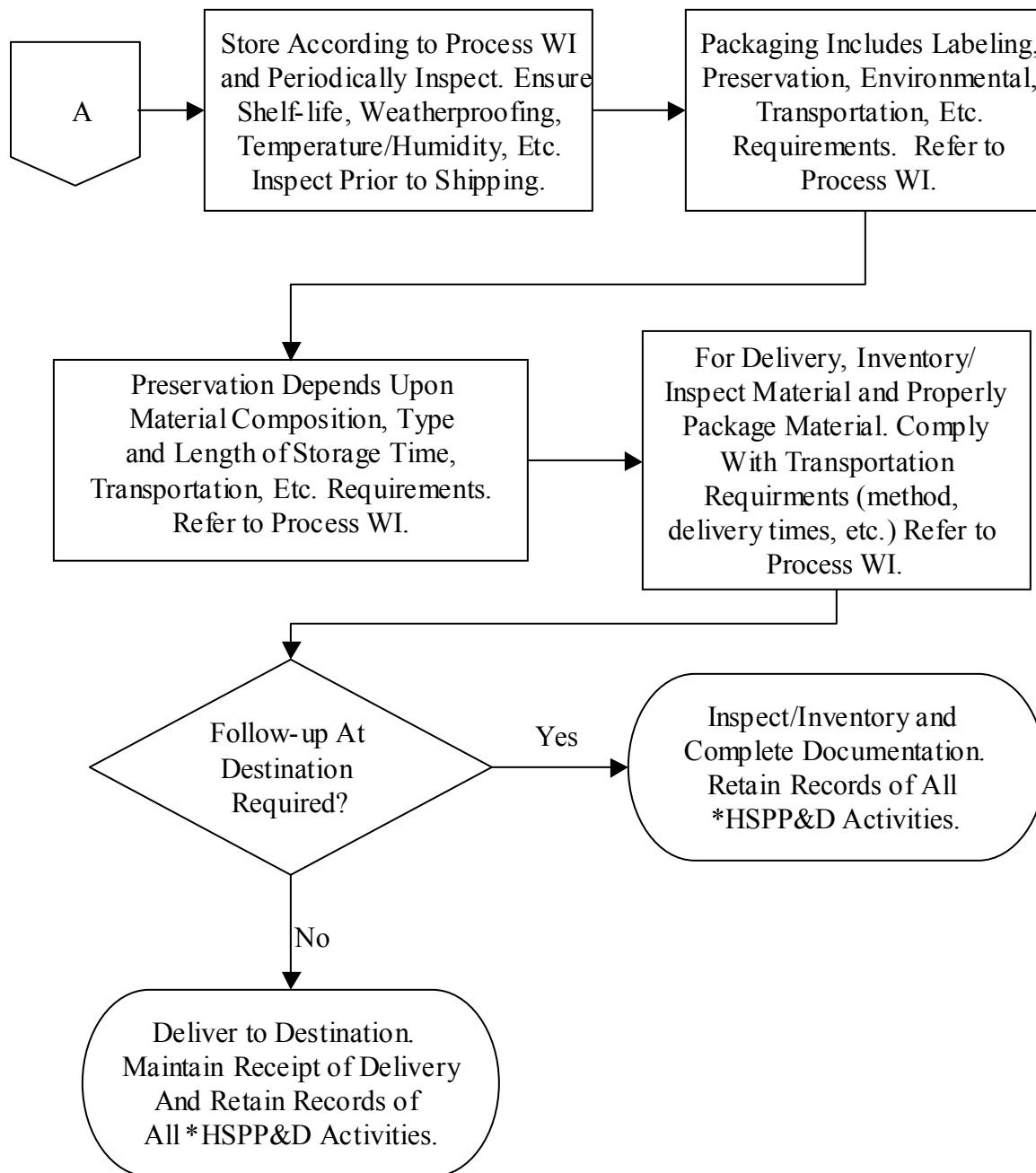
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Figure 2 – Process Flow for Packaging, Preservation, Storage, and Delivery



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5.1 General

Appropriate FAMs and designated personnel are responsible for the handling, storage, packaging, preservation, and delivery of SBAR products and service-related components. HSPP&D requirements are established by:

- Customer requirements (e.g., SOWs).
- Generally accepted industry practices.
- International/national/industry standards.
- SBAR experience, etc.

5.2 Process Work Instructions

FAMs ensure the applicable process WI includes the relevant HSPP&D requirements for the particular product/service. As applicable, process WIs include the following:

5.2.1 Handling: Personnel handling products and service-related components ensure that all items are handled in such a manner as to prevent loss, damage, and deterioration prior to packaging. Areas to consider include:

- Static and dynamic environment (i.e., shock, vibration, pressure).
- Environmental (e.g., temperature, humidity).
- Equipment needed to handle/move the product (e.g., dollies, forklifts)

5.2.2 Storage: SBAR storage facilities receive and document the products and/or service related components to be stored. Storage can be long term (one year or more), short term (less than one year), and/or segregated, as applicable. Long- or short-term stored SBAR products and/or service-related components are periodically inventoried/inspected, as required. In preparation for shipping and delivery, stored items are staged for final inventory, inspection or test(s), as required. Areas to consider include:

- Shelf-life
- Weatherproof facility and/or storage container.
- Temperature and humidity extremes.

5.2.3 Packaging: Products/parts are identified, labeled, and are packaged for long-term or short-term storage, preservation, and/or immediate delivery, as applicable. Additional factors to consider include:

- Static and dynamic environment (i.e., shock, vibration, pressure).
- Environmental (e.g., temperature, humidity).
- Transportation, instrumentation that may be required to characterize transportation/handling environment (i.e., recording accelerometers, hygrographs, etc.), environmental mitigation (desiccant packs, thermal insulation, etc.)



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5.2.4 Preservation: Requirements for preservation measures, for example desiccants, depend on the composition of the product itself, the storage and transportation environments, the length of time the product is to be stored, and/or customer/contract requirements. All of these factors are carefully considered when determining the proper measures to be taken to preserve the integrity of SBAR's product.

5.2.5 Delivery: Prior to packaging for shipping, designated personnel responsible for the SBAR product and/or service-related component, either previously stored or scheduled for immediate delivery, conduct a final inventory/inspection/test(s), along with the responsible storage facility personnel. Material condition/test results are documented, as required. Additional factors to consider include:

- Method of transportation.
- Transportation delivery times.
- Compliance with Department of Transportation regulations, customer requirements, etc.

NOTE: All of the above requirements need to be considered together as each can affect the other.

5.3 Additional Requirements

5.3.1 In the event of loss, damage, test failure, etc., the anomaly is documented and corrective measures taken per customer/contract and SBAR procedures/WIs, as applicable. When appropriate, a nonconformance is issued via a Process Action Report (PAR).

5.3.2 Upon satisfactory inventory/inspection/test(s) completion, SBAR products and service related components are packaged, as required, for shipping and delivery to customer/final destination. Our objective is to ensure that protection is in accordance with all requirements, that material arrives in the proper condition, and that all required documentation is correct.

5.3.3 In the event that delivery of SBAR products and service-related components require follow-up at the delivery/ultimate destination point, responsible SBAR personnel conduct onsite inventory/inspection/test(s) of material/documentation, as required, to assure satisfactory delivery. Further, in case of an unsatisfactory or damaged delivery, the problem is identified, documented, and corrective actions taken in accordance with customer/contract and SBAR procedures/WIs. If there is nonconformity, a nonconformance is issued, as appropriate.

5.3.4 Upon satisfactory delivery and onsite inventory/inspection/test(s) completion (as required), all final documentation is in accordance with customer/contract and SBAR procedures/WIs. Finally, maintain quality records in accordance with SBAR *Control of Quality Records*.



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