

SPIRIT ELECTRONICS



EXCERPT ONLY

QUALITY MANUAL

D0004, Revision AM

Spirit Electronics

11202 N 24th Avenue
Phoenix, Arizona 85029

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Introduction

Spirit Electronics is a veteran-owned, woman-owned business that provides superior supply-chain solutions and electronic component distribution for global technology leaders in aerospace, defense and communication industries. From fighter jets to guided missiles, Spirit plays a vital role in supplying world-class products and services to meet the highly demanding and rapidly changing needs of our clients.

The vision for Spirit is to offer solutions for our customers, not just components. In fact, many of the companies we serve have deeply integrated Spirit into their planning, processes and procedures. They count on us to plan, procure, and warehouse inventory, and deliver components that are prepped and ready for assembly the moment they arrive on site.

Our ERP platform allows us to plan and execute complex customer MRP and product requirements, supporting just-in-time deliveries and various auto-replenishment programs. Moreover, our sales and procurement system fully supports robust B2B services.

With more than four decades of experience under our belt, Spirit continues to be a world-class provider committed to continuous improvement and optimization of commercial best practices. Spirit strives to be a valued partner to key technology sectors, and our status as VOWOSB, SDB company provides diversity requirement relief to defense and aerospace customers.

The Corporate headquarters is located in Phoenix, Arizona. All of the company's sales personnel are experienced in the sale of high technology products and services, and deal with customers nationwide.

Quality Management Principles

Spirit Electronics recognizes the benefits of the quality management principles and has used them as a basis for our quality management. The seven quality management principles are:

- Customer Focus
- Leadership
- Engagement of People
- Process Approach
- Improvement
- Evidence-Based Decision Making
- Relationship Management

Process Approach (section 4.4)

Spirit Electronics has adopted a process approach to its quality management system. The process approach enables the planning of our processes and their interactions within the QMS.

The quality management system (QMS) is structured around the processes identified as critical to meet the needs and requirements of customers, employees and external providers of Spirit in order to deliver conforming outputs from each of Spirit's franchised manufacturers and all value-add services required.

Risk-Based Thinking (section 4.1, 4.4, 6.1, and 8.1.1 & throughout 8)

Risk-based thinking is essential for achieving and maintaining an effective QMS. Spirit effectively plans and implements various actions to address risks and opportunities. Addressing both risks and opportunities establishes a basis for increasing the effectiveness of the QMS, achieving improved results, and preventing negative effects.

1.0 Scope

The QMS applies to all activities of Spirit and has been developed in accordance with the AS9100D / ISO 9001:2015 International Standard.

**Continually achieving &
improving Quality and
Customer Satisfaction
through our *SPIRIT*
and commitment
to excellence**

SPIRIT ELECTRONICS

