

MicroSun
Electronics

QUALITY POLICY MANUAL

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Rev: 0



MicroSun Electronics
688A Wells Road
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QUALITY POLICY MANUAL

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Revision History

MicroSun Electronics has quality a management system that satisfies the needs of its customers and improves the management of the company. As a means of implementing and demonstrating the defined processes, the quality management systems has been established covering the requirements of the International Standard ISO 9001:2000. These quality system has been implemented, maintained and improved by the organization.

This policy manual is divided into sections corresponding to the sections of ISO 9001:2000. The index identifies the location of the sections of the quality policy. Each section starts with a **GENERAL POLICY** statement expressing the commitment to implement the basic principles of the quality system element that is the subject of the section. The **GENERAL POLICY** statement is followed by more specific **PROCEDURAL POLICIES** outlining how the **GENERAL POLICY** should be carried out and referencing the relevant operational procedures.

MicroSun Electronics has also prepared quality management system procedures that describe the processes required implementing the quality and system. The range and extent of this system procedures is dependent upon such factors as the company's size and type of the organization, the complexity and interaction of the processes, the methods used and the skills and training of personnel involved in performing the work. These procedures include procedures that either describes the activities required to implement the quality management system that describe the sequence and interactive nature of the processes necessary to ensure the conformity of the product and/or service.

All quality management system procedures are referred to at the appropriate stages in this policy manual. These references are shown in bold type, within parentheses.

This quality policy manual serves several purposes, including:

- Providing a definition and description of our quality system.
- Defining the authorities and responsibilities of the personnel affected by the systems.
- Providing general procedures for all activities comprising the system.
- Presenting our quality system to our customers and interested parties to inform them what specific controls are implemented to assure product quality satisfying customer needs, provide a foundation for continual improvement.
- Presenting our quality system to our suppliers so that they will better understand our company's expectations and requirements for incoming product and service.

President and CEO _____

Our mission statement at MicroSun Electronics is to be the

“Worldwide leader in design and manufacturing of innovative printed circuit boards that proactively anticipates customer needs while maximizing profits and making the world a safer place.”

QUALITY POLICY

MicroSun Electronics is dedicated to continual improvement of the quality management system to achieve complete customer satisfaction.

President and CEO _____

Section 4

General Policy

Top management is committed to establish, document, implement, maintain and continually improve the quality management systems in accordance with the requirements of the ISO 9001 international standards.

PROCEDURAL POLICIES

4.1 General requirements

- 4.1.1 In order to implement the quality system, the organization shall:
 - 4.1.1.1 identify the processes needed for the quality management system
 - 4.1.1.2 determine the sequence and interaction of these processes
 - 4.1.1.3 determine criteria and methods required to ensure the effective operation and control of these processes
 - 4.1.1.4 ensure the availability of information necessary to support the operation and monitoring of these processes, and
 - 4.1.1.5 measure, monitor and analyze these processes, and implement action necessary to achieve planned results and continual improvement
 - 4.1.1.6 the process map at the end of this section describes our quality management system.
- 4.1.2 When MicroSun Electronics chooses to outsource any process that affects product and/or service conformity, MicroSun Electronics ensures control over such processes. These controls shall be identified within the quality management system.

4.2 General documentation requirements

- 4.2.1 The quality management system documentation includes documented statement of a quality policy, objectives, manual, documented procedures required by ISO 9001, documents needed by the organization to ensure the effective planning, operation and control of its processes, and quality and environmental records required by ISO 9001. MicroSun Electronics has established and maintained a quality manual that includes the scope of the quality management system, including details of and justification for any exclusion. The scope of MicroSun Electronics's quality management system is the design, development, manufacturing, and packaging and sales of printed circuit boards. The manual contains a reference to the documented procedures established for the quality management system, and a description of the interaction between the processes of the quality management system. The process map at the end of this section defines the processes of the quality system.

- 4.2.3 Documents required by the quality management system are controlled. A documented procedure (**Procedure 4.2-01 Document Control**) defines the controls needed to approve documents for adequacy prior to issue, to review and update as necessary and re-approve documents, and to ensure that changes and the current revision status of documents are identified. The procedure also ensures that relevant versions of applicable documents are available at points of use, that they remain legible and readily identifiable, and that documents of external origin are identified and their distribution controlled. Document controls also prevent the unintended use of obsolete documents, and apply suitable identification to them when they are retained for any purpose.
- 4.2.4 Quality records are established, implemented, and maintained to provide evidence of conformity to requirements and of the effective operation of the quality management system. Records are legible, readily identifiable and retrievable. A documented procedure (**Procedure 4.2-02 Record Control**) defines the controls needed for the identification, storage, protection, retrieval, retention time and disposition of quality records.

4.3 Use of quality management principles

4.3.1 The quality management system is based upon the eight quality management principles:

4.3.1.1 Customer focus;

4.3.1.2 Leadership;

4.3.1.3 Involvement of people;

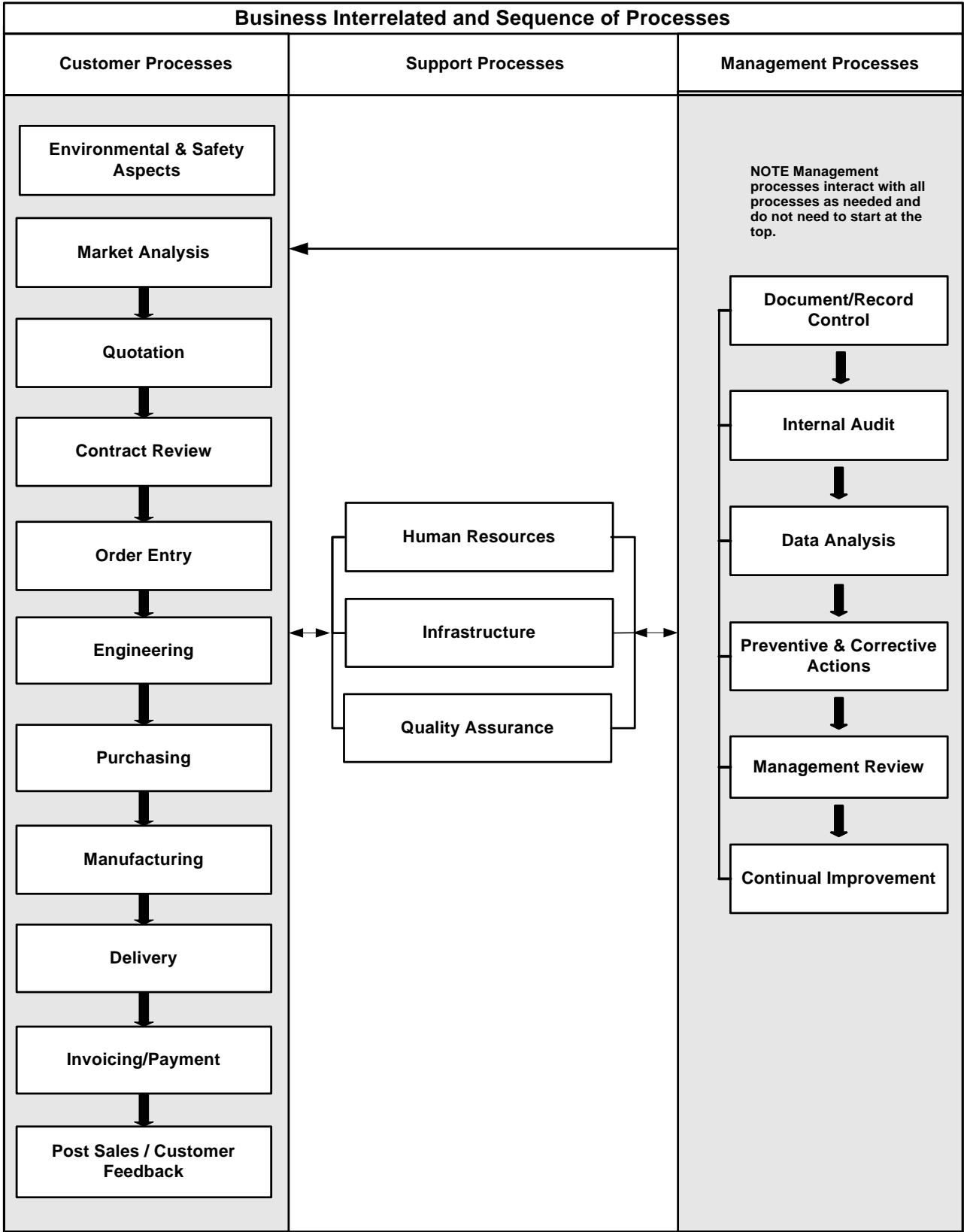
4.3.1.4 Process management

4.3.1.5 System approach to management;

4.3.1.6 Continual improvement;

4.3.1.7 Factual approach to decision making;

4.3.1.8 Mutually beneficial supplier relationships.



SECTION 5

MANAGEMENT RESPONSIBILITY

GENERAL POLICY

Top management is committed to satisfying customer requirements in all areas of the organization. This will be done through the quality and the framework of objectives and targets, and the details outlined in the quality system documentation. Quality planning is a formal part of this commitment. Top management formally reviews the operation of the quality system to ensure it continues to be suitable to meet the needs of the interested parties. Improvements in all areas of the company are initiated as required.

PROCEDURAL POLICIES

5.1 Management Commitment

- 5.1.1 Top management is committed to creating and maintaining awareness of the importance to fulfill customer requirements and meeting the commitment to the environment. Consequently, top management has established the quality and environmental policies and the objectives and planning, and has established a quality management system. In addition, management reviews are performed to ensure the availability of resources.

5.2 Customer focus

- 5.2.1 Top management also ensures that customer needs and expectations are determined and converted into requirements with the aim of achieving customer confidence, and that customer requirements are fully understood and met.

5.3 Quality policy

- 5.3.1 Top management has established its quality policy that is appropriate for the needs of MicroSun Electronics and its interested parties, including its commitment to meet all customer requirements, commitment to compliance and continual improvement. The quality policy also provides a framework for establishing and reviewing quality objectives and targets (**Procedure 5.6-01 Management Review**). This policy is communicated, understood and implemented throughout the organization (**Procedure 6.2-01 Training, Awareness and Competence**), are reviewed for continuing suitability and are available to the public when requested (**Procedure 5.6-01 Management Review**). This policy is communicated to personnel working for or on behalf of MicroSun Electronics.

5.4 Planning

5.4.1 Objectives

- 5.4.1.1 MicroSun Electronics has established quality objectives and targets at each relevant function and level within the organization. The quality objectives are consistent with the company's quality policy, its commitment to continual improvement & compliance to applicable legal and other requirements.

5.4.2 Quality planning

5.4.2.1 Activities and resources needed to achieve quality objectives are identified and planned. This planning is consistent with other requirements of the quality system, and the results of the planning are documented.

5.4.2.2 Specifically, quality planning covers the processes required in the quality management system. Planning also covers the realization processes taking into account planned or new developments or new or modified activities, products, and services and resources needed, identifying quality characteristics at different stages, resources needed to achieve the desired results, and the verification activities, criteria for acceptability and the quality records needed.

5.4.2.3 Organizational change is conducted in a controlled manner to ensure that the quality management system is maintained during this change.

5.5 Responsibility, authority and communication

5.5.1 Responsibility and authority

5.5.1.1 Roles and their interrelations, responsibilities and authorities are defined in order to facilitate effective quality management system and are communicated to relevant levels of the organization (organization chart enclosed at the end of this section). This communication is handled through a variety of methods (i.e., Job descriptions, training sessions, meetings, procedures, etc.).

5.5.2 Management representative

5.5.2.1 Top management has appointed member(s) of the management of each site who, irrespective of other responsibilities, have defined authority that includes ensuring that a quality management system is implemented and maintained in accordance with the requirements of ISO 9001:2000, reporting to top management on the performance of the quality management system. This includes the needs for improvement, and ensuring awareness of customer requirements throughout the organization.

5.5.3 Communication

5.5.4.1 Procedures for external communications and internal communication between the various levels and functions regarding the quality management system and their effectiveness have been established (**Procedures 5.6-01 Management Review**). If MicroSun Electronics decides to communicate externally about its method for external communications shall be established and implemented.

5.6 Management review

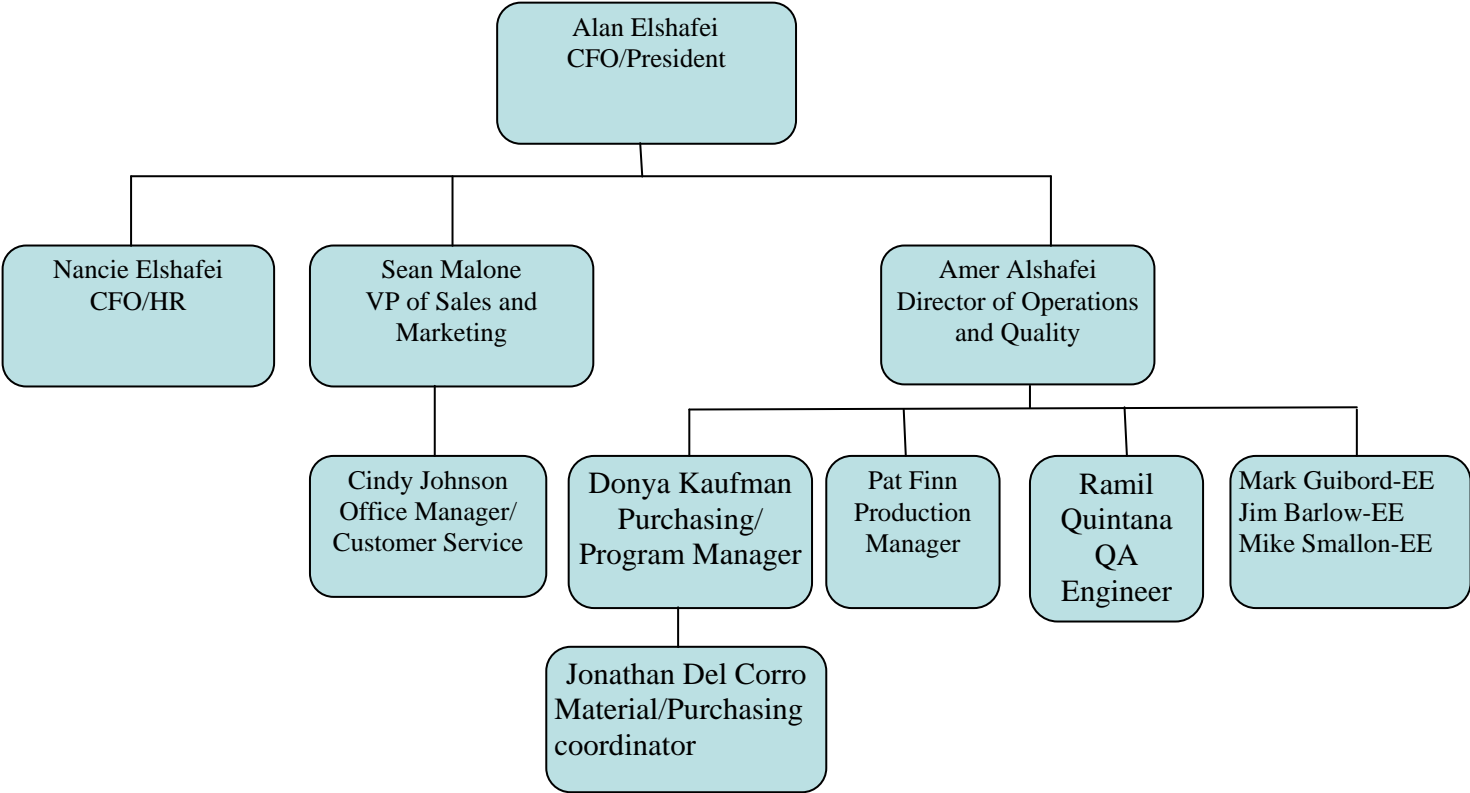
5.6.1 At defined intervals, top management reviews the quality management system to ensure its continuing suitability, adequacy and effectiveness. This review evaluates the need for changes to the company's quality management system, including its policy and objectives.

5.6.2 This management review also includes periodic review of current performance and improvement opportunities related to results of audits, evaluations of compliance with legal and other requirements, customer feedback, feedback from interested parties, process performance and product conformance analyses, status of preventive and corrective actions, follow-up actions from earlier management reviews, and changing circumstances.

5.6.3 The outputs from the management review include actions related to improvement of the quality management system, process, product and/or service audits, and resource needs.

5.6.4 Results of management reviews are recorded (**Procedure 5.6-01 Management Review**).

MicroSun Electronics
Management
Organizational Chart



SECTION 6

RESOURCE MANAGEMENT

GENERAL POLICY

Top management ensures that all resources needed to implement and maintain the activities of the quality system are available when needed. Only qualified people are assigned duties within this system. Adequate information and facilities are also part of this commitment.

PROCEDURAL POLICIES

6.1 Provision of resources

- 6.1.1 MicroSun Electronics determines the resources needed to establish and maintain the quality management system, and provides them in a timely manner (**Procedure 5.5-01 Organizational Structure and Responsibilities**).

6.2 Human resources

6.2.1 Assignment of personnel

- 6.2.1.1 The assignment of personnel including personnel working for or on behalf of the organization ensures that those who have responsibilities defined in the quality management system are competent on the basis of applicable education, training, skills and experience.

6.2.2 Competence, training, qualification and awareness

- 6.2.2.1 Systems are used to determine competency and training needs and to provide training to address the identified needs. At defined intervals, the effectiveness of training is evaluated. Appropriate records of education, training, skills, and experience are maintained.
- 6.2.2.2 Employees at each relevant function and level are made aware of the importance of conformance with the quality policy, and with the requirements of the quality management system, and the significant impact of their work activities on quality, actual or potential. In addition, all employees understand the benefits of improved personal performance, their roles and responsibilities in achieving conformance with the quality policy and procedures and with the requirements of the quality management system; and the potential consequences of departure from specified procedures (**Procedure 6.2-01 Training, Awareness and Competence**).

6.3 Infrastructure

- 6.3.1 MicroSun defines, provides and maintains the facilities needed to achieve the conformity of product and/or service. This includes workspace and associated facilities, equipment, hardware and software, suitable maintenance, and supporting services.

SECTION 7

PRODUCT AND/OR SERVICE REALIZATION

GENERAL POLICY

The individual activities in the quality system are planned, and appropriate controls are provided to ensure conformance with customer requirements. Customer requirements are understood and accepted before committing to an order. Design and development, and production activities are formally planned and controlled, including changes. Purchasing activities ensure selection of suppliers that are capable of delivering quality. Additional controls are used for identification, handling and protection of all products, including those owned by the customer, and measuring equipment. Special processes are treated with suitable additional controls.

PROCEDURAL POLICIES

7.1 Planning of realization processes

- 7.1.1 Processes that are necessary to realize the required product and/or service and their sequence and interaction are determined, planned and implemented, with consideration given to the outputs of quality planning. These processes are operated under controlled conditions and produce outputs that meet customer requirements.
- 7.1.2 MicroSun Electronics determines how each process affects the ability to meet product and/or service requirements. MicroSun Electronics establishes methods and practices relevant to these processes, to the extent necessary, to achieve consistent and controlled operations program.
- 7.1.3 Verification is done to show that processes can be operated to achieve product and /or service conformity with customer requirements. Arrangements for measurement, monitoring and follow-up actions, to ensure processes continue to operate to achieve planned results and outputs, are determined and implemented.
- 7.1.4 The availability of the information and data necessary to support the effective operation and monitoring of the processes is ensured. Records of the results of process control measures are maintained to provide evidence of effective operation and monitoring of the processes.

7.2 Customer-related processes**7.2.1 Identification of customer requirements**

- 7.2.1.1 Customer requirements are identified to determine the completeness of the customer's product and/or service requirements, including any requirements not specified by the customer but necessary for fitness for purpose. Obligations related to product and/or service, including regulatory and legal requirements, and customer requirements for availability, delivery and support of product and/or service are also identified (**7.2-02 Identification of Legal and Other Requirements and Procedure 7.3-01 Design Control**).

7.2.2 Review of customer requirements

- 7.2.2.1 The customer requirements, including any requested changes, are reviewed before a commitment to supply a product and/or service is provided to the customer to ensure that customer requirements are clearly defined for product and/or service. Where the customer provides no written statement of requirement, the customer requirements are confirmed before acceptance. Contract or order requirements differing from

those previously expressed in a quotation, are resolved. This process ensures that MicroSun Electronics has the ability to meet the customer requirements for the product and/or service.

7.2.2.2 The results of the review and subsequent follow-up actions are recorded (**Procedure 7.2-01 Quotations and Order Entry**).

7.2.3 Customer communication

7.2.3.1 Arrangements for communication with customers, with the aim of meeting customer requirements, are defined (Procedure 7.2-01 Customer Communication). These arrangements include:

- ◆ relating to product and/or service information,
- ◆ inquiry and order handling, including amendments,
- ◆ customer complaints and actions relating to nonconforming product and/or service, and
- ◆ Customer responses relating to performance of product and/or service (**Procedure 8.3-01 Control of Nonconforming Product and Procedure 8.3-02 Customer Complaints**).

7.3 Design and development

7.3.1 Design and/or development planning

7.3.1.1 The design and/or development of the product and/or service is planned and controlled.

7.3.1.2 Design and/or development plans are prepared which include stages of the design and/or development process, required review, verification and validation activities, and responsibilities and authorities for design and/or development activities.

7.3.1.3 Interfaces between different groups involved in design and/or development are managed to ensure effective communication and clarity of responsibilities.

7.3.2 Design and development inputs

7.3.2.1 The requirements to be met by the product and/or service are defined and recorded. These include performance requirements from customer or market, applicable regulatory and legal requirements, requirements derived from previous similar designs, and any other requirements essential for design and development. These inputs are reviewed for adequacy and incomplete, ambiguous or conflicting requirements are resolved.

7.3.3 Design and development outputs

7.3.3.1 The outputs of the design and/or development process are recorded in a format that enables verification against the input requirements. Design and/or development output meet the design and/or development input requirements, contain or make reference to product and/or service acceptance criteria, and define the characteristics of the product and/or service that are essential to its safe and proper use.

7.3.3.2 Design and/or development output documents are approved before being released.

7.3.4 Design and development review

- 7.3.4.1 At suitable stages, systematic reviews of design and/or development are conducted to evaluate the capability to fulfill requirements for quality, and to identify problems, if any, and propose the development of solutions.
- 7.3.4.2 Participants in the design and/or development review include representatives of functions concerned with the design stage being reviewed.
- 7.3.4.3 The results of the design and/or development reviews and subsequent follow-up actions are recorded.

7.3.5 Design and development verification

- 7.3.5.1 Design and/or development verification are planned and performed to ensure the output meets the input requirements. The results of the verification and subsequent follow-up actions are recorded.

7.3.6 Design and development validation

- 7.3.6.1 Design and/or development validation is performed to confirm that resultant product and/or service is capable of meeting the particular requirements for a specific intended customer use. Wherever applicable, validation is defined, planned and completed prior to the delivery or implementation of the product and/or service. Where it is impossible to undertake full validation prior to delivery or implementation, partial validation of the design or development outputs is undertaken to the maximum extent practical.
- 7.3.6.2 The results of the validation and subsequent follow-up actions are recorded (**Procedure 7.3-01 Design Control**).

7.3.7 Control of changes

- 7.3.7.1 Design and/or development changes or modifications are approved by authorized personnel and recorded before implementation. The effect of these changes is determined on the interaction between the elements of the design and/or development, the interaction between the component parts of the resulting product and/or service, existing products and/or services and upon post delivery product and/or service operations, and the need for carrying out re-verification or re-validation for all or part of the design and/or development outputs.
- 7.3.7.2 The results of the review of changes and subsequent follow-up actions are recorded (**Procedure 7.3-02 Engineering Change Control**).

7.4 Purchasing

7.4.1 General requirements

- 7.4.1.1 Purchasing processes are controlled to ensure purchased product and/or service conforms to requirements. The type and extent of methods to control these processes are dependent on the effect of the purchased product and/or service upon the final product and/or service.
- 7.4.1.2 Suppliers are evaluated and selected based on their ability to supply product and/or service in accordance with requirements. Evaluation, re-evaluation and selection criteria for suppliers are established. The results of evaluations and subsequent follow-up actions are recorded (**Procedure 7.4-01 Selecting and Monitoring Suppliers**).

7.4.2 Purchasing information

- 7.4.2.1 Purchasing documents contain information clearly describing the product and/or service ordered, including where appropriate requirements for approval or qualification of product and/or service, procedures, processes, equipment and personnel, and any management system requirements.
- 7.4.2.2 The adequacy of purchasing documents for the specification of requirements is ensured prior to release.

7.4.3 Verification of purchased product and/or services

- 7.4.3.1 The arrangements necessary for verification of purchased product and/or service are determined and implemented.
- 7.4.3.2 Where MicroSun Electronics or its customer proposes to perform verification activities at the supplier's premises, the required verification arrangements and method of product and/or service release is specified in the purchasing documents.

7.5 Production and service operations

7.5.1 Operational control

- 7.5.1.1 Production and service operations are planned and controlled, including those undertaken after initial delivery, through the availability of specifications that define the characteristics of the products and/or services that are to be achieved, and the availability of clearly understandable work specifications or instructions for those activities where they are necessary for the achievement of conformity of products and/or services. This control also includes the use and maintenance of suitable production, installation, and service provision equipment, and the provision of suitable working environments. The availability and use of suitable measuring and monitoring equipment, the implementation of suitable monitoring or verification activities, and suitable methods for release and delivery and/or installation of product and/or service are ensured (**Procedure 7.5-02 Operation Control**).

7.5.2 Identification and traceability

- 7.5.2.1 Provision is made for identifying status of product and/or service with respect to required measurement and verification activities and, where applicable, the product and/or service is identified by suitable means throughout all processes. This applies to the component parts of the product and/or service where their interaction affects conformity with requirements (**Procedure 7.5-01 Product Traceability**).
- 7.5.2.2 The unique identification of product and/or service is controlled and recorded where traceability is a requirement (**Procedure 7.5-01 Product Traceability**).

7.5.3 Customer property

- 7.5.3.1 Care with customer property, including intellectual property, is exercised while it is under the supervision of, or is being used by MicroSun Electronics. This care includes identification, verification, storage and maintenance of customer property provided for use or incorporation. Any customer property that is lost, damaged, or otherwise found to be unsuitable for use is recorded and reported to the customer.

7.5.4 Preservation of product

- 7.5.4.1 MicroSun Electronics ensures that the identification, packaging, storage, preservation, and handling do not affect conformity with product and/or service requirements during internal processing and final delivery of

product and/or service to the intended destination. This also applies to parts or components of a product and elements of a service.

- 7.5.4.2 Product release and/or service delivery are not done until all the specified activities have been satisfactorily completed and the related documentation is available and authorized.

7.5.5 Validation of processes

7.5.5.1 Production and/or service processes are determined where the resulting output cannot be readily or economically verified by subsequent monitoring, inspection and/or testing. This includes any product and/or service where processing deficiencies may become apparent only after the product is in use or the service has been delivered. Such processes are validated to demonstrate their effectiveness and acceptability.

7.5.5.2 The arrangements for validation are defined and address processes to be qualified prior to use, qualification of equipment and/or personnel, use of specific procedures and/or records, and re-validation.

7.5.5.3 Evidence of validated processes, qualified equipment and/or personnel are recorded and maintained (**Procedure 6.2-01 Training, Awareness and Competence**).

7.6 Control of measuring and monitoring devices

7.6.1 Measuring and monitoring devices used to demonstrate conformance of product and/or service to specified requirements, including those to measure and monitor key operational characteristics are controlled, calibrated, and maintained. Methods of handling, preservation and storage that protect measuring devices from damage and deterioration are provided.

7.6.2 Measuring and monitoring devices are used in a manner that ensures that measurement uncertainty, including accuracy and precision, is known and is consistent with the required measurement capability.

7.6.3 Software used for verification of specified requirements is validated prior to use. Special purpose software developed specifically to test a product meet the applicable requirements for the development of product, as stated in Section 3, Design and Development.

7.6.4 Measuring and monitoring devices are calibrated and adjusted at specified intervals or prior to use, against equipment traceable to international or national standards. Where no such standards exist, the basis used for calibration is recorded. Measuring and monitoring devices are identified with a suitable indicator or approved identification record to show calibration status.

7.6.5 The method for calibration of measuring and monitoring devices is determined and the results of calibration are recorded. Measuring and monitoring devices are safeguarded from adjustments that would invalidate the calibration. When a device is found to be out of calibration, the validity of previous inspection and test results are assessed and appropriate actions are taken (**Procedure 7.6-01 Control of Measuring and Monitoring Devices**).

SECTION 8

MEASUREMENT, ANALYSIS AND IMPROVEMENT

GENERAL POLICY

Formal systems, including internal audits, are used to measure quality systems, processes, and product performance and conformance, as well as customer satisfaction. Control and review of nonconforming product is an important input to these measurements. The information from these measures is used to drive problem solving and continual improvement.

PROCEDURAL POLICIES

8.1 Planning

- 8.1.1 Measurement, monitoring, analysis and improvement processes are defined, planned, and implemented to ensure that the quality management system, processes and products and/or services conform to requirements. The type, location, timing and frequency of measurements and the requirements for records are defined. The effectiveness of measures implemented are periodically evaluated (**Procedure 5.6-01 Management Review**).
- 8.1.2 The results of data analysis and improvement activities are an input to the management review process (**Procedure 5.6-01 Management Review**).

8.2 Measurement and monitoring**8.2.1 Customer satisfaction**

- 8.2.1.1 Information on customer satisfaction and/or dissatisfaction is monitored. The methods and measures for obtaining and utilizing such information and data are defined (**Procedure 8.2-01 Customer Satisfaction**).

8.2.2 Internal audit

- 8.2.2.1 Objective audits are carried out in order to determine if the quality management system has been effectively implemented and maintained and conforms to the requirements of ISO 9001:2000. In addition, audits to identify potential opportunities for improvement are also carried out as appropriate.
- 8.2.2.2 The audit process, including the schedule, is based on the status and importance of the activities and/or areas to be audited and the results of previous audits. The audit scope, frequency and methodologies, as well as the responsibilities, requirements for conducting audits, recording and reporting results to management are defined.
- 8.2.3 Personnel other than those who performed the work being audited, perform the audits (**Procedure 8.2-02 Internal Quality Audits**).

8.2.3 Measurement and monitoring of processes

- 8.2.3.1 Suitable methods and procedures for measurement and monitoring of processes necessary to meet customer requirements, to demonstrate the process's continuing ability to satisfy its intended purpose. Measurement results are used to maintain and/or improve those processes (**Procedure 7.5-02 Operation Control**).

8.2.4 Measurement and monitoring of product

- 8.2.4.1 Suitable methods and procedures for measurement and monitoring of the characteristics of the product and/or service to verify that requirements for the product and/or service are met are also applied.
- 8.2.4.2 Evidence of implementation of required measurement and monitoring and conformance with the acceptance criteria used and compliance with legal and other requirements are recorded. These records indicate the authority responsible for release of product and/or service.

8.3 Control of nonconformity

8.3.1 General requirements

- 8.3.1.1 Product, process and/or service that do not conform to requirements are controlled to prevent unintended use or delivery. This control provides for identifying, recording and reviewing the nature and extent of the nonconformity encountered.

8.3.2 Nonconformity review and disposition

- 8.3.2.1 Nonconformities are reviewed and action to be taken is determined. Nonconformities can be corrected or adjusted to conform to requirements, accepted under concession, with or without correction or adjustment, re-assigned for alternative valid application, or rejected as unsuitable.
- 8.3.2.2 Responsibility and authority for the review and resolving of nonconformities are defined.
- 8.3.2.3 When required by the contract, the proposed use or repair of nonconforming product is reported for concession to the customer, end-user, regulatory body or other body. The descriptions of any such correction or adjustment, accepted nonconformity, product repairs or service modification are recorded. Where it is necessary to repair or rework product and/or service, verification requirements are determined and implemented (**Procedure 8.3-01 Control of Nonconforming Product**)

8.4 Analysis of data for improvement

- 8.4.1 Applicable data is analyzed to determine the effectiveness of the quality management system and to identify where improvements can be made. Data generated by measuring and monitoring activities and any other relevant sources is collected.
- 8.4.2 Applicable data is analyzed to provide information on the suitability, effectiveness and adequacy of the quality management system, objectives and targets, process operation trends, customer satisfaction and/or dissatisfaction, conformance to customer requirements and characteristics of processes, products and/or services (**Procedure 5.6-01 Management Review**).

8.5 Improvement

8.5.1 Planning for continual improvement

- 8.5.1.1 The quality management system is continually improved. The quality policies, objectives and targets, internal audit results, analysis of data, corrective and preventive action and management review area all used to facilitate continual improvement.

8.5.2 Corrective action

8.5.2.1 MicroSun Electronics uses a process for reducing or eliminating the causes of nonconformity in order to prevent recurrence. This process provides for identification of nonconformities (including customer complaints), determination of the causes of nonconformities, evaluation of the need for actions to ensure that nonconformities do not recur, implementation of any actions determined necessary to ensure that nonconformities do not recur, recording the results of actions taken, and reviewing that corrective action taken is effective and recorded (**Procedure 8.5-01 Corrective and Preventative Action**).

8.5.3 Preventive action

8.5.3.1 A process for eliminating the causes of potential nonconformities to prevent occurrence is also used (**Procedure 8.5-01 Corrective and Preventative Action**). Quality and environmental management systems records and results from the analysis of data are used as inputs for preventive action, as applicable.

8.5.3.2 This process addresses

- ◆ identification of potential nonconformities,
- ◆ determination of the causes of the identified potential nonconformities and recording the results,
- ◆ determination of preventive action needed to eliminate causes of potential nonconformities, implementation of preventive action, and
- ◆ reviewing that preventive action taken is effective and recorded (**Procedures 8.5-01 Corrective and Preventative Action**).

INDEX OF OPERATIONAL PROCEDURES

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5	6.2-01	Training, Awareness and Competence	0
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7	7.2-02	Identification of Legal and Other Requirements	0
8	7.3-01	Design Control	0
9	7.3-02	Engineering Change Control	0
10	7.4-01	Selecting and Monitoring Suppliers	0
11	7.5-01	Product Traceability	0
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13	7.6-01	Control of Measuring and Monitoring Devices	0
14	8.2-01	Customer Satisfaction	0
15	8.2-02	Internal Quality Audits	0
16	8.3-01	Control of Nonconforming Product	0
17	8.3-02	Customer Complaints	0
18	8.3-03	Emergency Preparedness and Response	0
19	8.5-01	Corrective and Preventative Action	0

Approval Signatures (Apply to entire document):

Alan ElShafei (AE): Alan Elshafei Date: August 15, 2007

Nancie ElShafei (NE): Nancie Elshafei Date: August 15, 2007

Sean Malone (SM): Sean Malone Date: August 15, 2007

Amer Alshafei (AA): Amer Alshafei Date: August 15, 2007

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