

C.C.S., Inc.

# Quality Policy Manual

(ISO 9001:2000)

## Management Approval of Quality Manual

The signatures that appear below indicate that the executive management of C.C.S., Inc. has reviewed and approved the following documents contained in this manual:

Corporate Quality Policy  
Quality Policies addressing the individual elements of ISO 9001:2000  
C.C.S., Inc. Organizational chart  
Process Interaction Diagram



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Management Representative

06.01.2004

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Date

The manual is effective the date of the Management Representative's signature. The policy/procedure cross-reference appended to this manual does not require approval because it does not change policy content.

# Section 1

## Quality Policy

C.C.S., Inc. is committed to the following principles:

- We will meet or exceed our contractual obligations for product quality.
- We will deliver all products on or before the agreed delivery date.
- We will seek to continuously improve our products, processes, and systems.
- We will train our personnel so that they are able to better serve our customers.

## Section 2

# Description of Business and Scope of Registration

C.C.S., Inc. provides the following services:

- ❑ Light product assembly
- ❑ Inspection
- ❑ Kitting and packaging

C.C.S. has developed and implemented an ISO 9001:2000 quality system that includes all of the above-mentioned activities.

## Section 3

# Explanation of Manual Numbering System

The policies contained in this manual are numbered in a way that corresponds with the paragraphs of ISO 9001:2000. For example, Policy 5 includes company policies dealing with Management Responsibility.

## Section 4

### Quality Management System

C.C.S. has established documented, implemented and maintains a quality management system and continually improves its effectiveness as required by ISO 9001:2000.

C.C.S.

- a) has identified the processes needed to implement an ISO 9001:2000 quality management system and ensures that they are appropriately implemented throughout the organization,
- b) has defined the sequence and interaction of these processes,
- c) established criteria and methods needed to ensure that business processes are effectively implemented and controlled,
- d) provides the resources and information necessary to support the operation and monitoring of business processes,
- e) monitors, measures and analyses quality system processes, and
- f) implements actions needed to achieve planned results and to continually improve the quality system processes.

C.C.S. operates its business in accordance with the requirements of ISO 9001:2000 and this quality manual.

C.C.S. ensures adequate quality control (within the ISO 9001:2000 quality system) of any outsourced activities that affect product quality.

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### Quality System Documentation Requirements

Quality management system documentation includes

- a) a documented quality policy and related quality objectives,
  - b) this quality manual that
    - defines the scope of the quality management system, including details of and justification for any exclusions,
    - references the documented procedures established for the ISO 9001:2000 system,
    - a description of the interaction between the processes of the quality management system.
  - c) documents needed by the C.C.S. to ensure the effective planning, operation and control of its business processes, and
  - d) records required by to demonstrate the effective implementation of this system
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## Control of Documents

Documents and information related to the ISO 9001:2000 system are controlled. Records are a special type of document and shall be controlled according to the requirements below. C.C.S. has implemented a documented procedure that define the controls needed

- a) to approve documents for adequacy prior to issue,
  - b) to review, update, and re-approve documents as necessary,
  - c) to ensure that changes and the current revision status of documents are clearly indicated
  - d) to ensure that relevant versions of applicable documents are available to users,
  - e) to ensure that documents remain legible and readily identifiable,
  - f) to ensure that documents of provided by customers, suppliers, or outside agencies are controlled, and
  - g) measures are taken to prevent the unintended use of obsolete documents, which are clearly identified as obsolete if they are retained.
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## Control of records

Records shall be established and maintained to provide evidence of conformity to requirements and of the effective operation of the quality management system. Records shall remain legible, readily identifiable and retrievable. A documented procedure shall be established to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records.

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## Quality Management System Procedures

04-01 Control of Documents

04-02 Control of Records

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## Section 5

### Management Responsibility

#### Management Commitment

C.C.S.' Top Management demonstrates its commitment to the development and implementation of the ISO 9001:2000 quality system and the continuous improvement of its effectiveness by

- a) communicating to all employees the importance of meeting customer, statutory, and regulatory requirements,
  - b) defining and communicating a quality policy which
    - is appropriate to the purpose of the C.C.S.,
    - includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system,
    - provides a basis for defining and reviewing quality objectives,
    - is communicated and understood within the company, and
    - is reviewed for continuing relevance.
  - c) ensuring that quality objectives are defined and are used as points of reference,
  - d) conducting management reviews of the quality system, and
  - e) ensuring the availability of resources needed to effectively implement the system.
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#### Customer focus

Top management ensures that customer requirements are determined and are met with the aim of enhancing customer satisfaction.

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#### Planning

##### Quality objectives

Top management has defined quality objectives, including those needed to meet requirements for product, for relevant functions and levels within C.C.S. The quality objectives are measurable and consistent with the quality policy discussed above.

## Quality management system planning

Top management ensures that

- a) the development and implementation of the quality management system is carried out in order to meet the requirements of ISO 9001:2000, as well as the quality objectives discussed above, and
  - b) the integrity of the quality management system is maintained when changes to the ISO 9001:2000 system are introduced.
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## Responsibility, authority and communication

### Responsibility and Authority

Top management ensures that job responsibilities and authorities are clearly defined and communicated within the company.

### Management Representative

Top management has appointed a member of management who, in addition to other duties, is responsible for

- a) ensuring that the processes needed for the ISO 9001:2000 system are established, implemented and maintained,
- b) reporting to top management on the performance of the ISO 9001:2000 system and needed improvements, if any, and
- c) promoting the of importance of customer satisfaction throughout the company.

### Internal Communication

Top management shall ensures that appropriate communication processes are established and used to ensure employee awareness of the effectiveness of the quality management system, as well as areas requiring improvement.

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## Management review

Top management reviews C.C.S.' quality management system at planned intervals to ensure its continuing suitability, adequacy and effectiveness. This review includes evaluating opportunities for improvement and the needed improvements to the quality management system, including updating the quality policy and quality objectives. Records from management reviews are maintained as required by our quality records policy.

Inputs to management review include information on

- a) audit results,
- b) customer feedback,
- c) process performance and product conformity,
- d) status of preventive and corrective actions,
- e) follow-up on items from previous management reviews,
- f) changes that could affect the quality management system, and
- g) recommendations for improvement.

Outputs from management reviews include any decisions and actions related to

- a) improving the effectiveness of the quality management system and its processes,
  - b) improvement of product quality, and
  - c) resource needs.
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## Management Responsibility Procedures

05-01 Management Review

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## Section 6

### Resource Management

C.C.S. has identified and provides the resources needed

- a. to implement, maintain, and continually improve the effectiveness of the ISO 9001:2000 quality system, and
  - b. to enhance customer satisfaction by meeting customer requirements.
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#### Human resources

C.C.S.

- a) identifies the qualifications required for personnel performing work affecting customer satisfaction,
  - b) provides training or other assistance to ensure that personnel are qualified, as required,
  - c) evaluates the effectiveness and adequacy personnel qualification programs,
  - d) ensures that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives, and
  - d) maintains records that demonstrate that employees are properly qualified
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#### Infrastructure

C.C.S. has identified, provides and maintains the physical resources needed to ensure products conform to quality requirements. Infrastructure includes:

- a) buildings, workspace and associated utilities,
  - b) process equipment (both hardware and software), and
  - c) supporting services (such as transport or communication)
  - d) Work environment (cleanliness, operating conditions, etc.)
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### Resource Management Procedures

06-01 Qualification of Personnel

06-02 Preventive Maintenance

## Section 7

### Product Realization Processes

#### Planning of product realization

C.C.S. plans and develops the processes needed for production. Planning of production activities is consistent with the requirements of the other processes of the ISO 9001:2000 quality management system. When planning production activities, C.C.S. determines the following, as appropriate:

- a) quality objectives and requirements for the product;
- b) the need to establish processes, documentation, and provide resources specific to the product;
- c) needed verification, validation, monitoring, inspection and test activities specific to the product and the criteria for product acceptance;
- d) records needed to provide evidence that the production processes and resulting product meet requirements.

The output of production planning is in a form suitable for the C.C.S.' method of operations.

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#### Sales Administration

##### Determination of requirements related to the product

C.C.S. defines and/or records

- a) requirements specified by the customer, including the requirements for delivery and post-delivery activities, if applicable
- b) requirements not stated by the customer but necessary for specified or intended use, where known,
- c) statutory and regulatory requirements related to the product, and
- e) any additional requirements determined as relevant by C.C.S.

## Review of Requirements Related to Products

C.C.S. reviews requirements related to product. This review takes place prior to C.C.S.' commitment to supply a product to the customer (e.g. submission of quotations, acceptance of contracts or orders, acceptance of changes to contracts or orders) and ensures that

- a) product requirements are as accurately and completely defined as possible,
- b) contract or order requirement discrepancies or ambiguities are resolved, and
- c) C.C.S. has the ability to meet the defined requirements.

Records of the results of the review and actions arising from the review are maintained. Where the customer provides no documented statement of requirements, customer requirements shall be confirmed and recorded by C.C.S. before accepting the order or change order. Where contract requirements are changed, C.C.S. ensures that relevant documentation is updated and that relevant personnel are informed of the changes.

C.C.S. has defined and implemented effective processes for communicating with customers in relation to

- a) product information,
  - b) questions, quotations, contracts or order handling, including change orders, and
  - c) customer feedback, including customer complaints.
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## Design and Development

C.C.S. does not engage in product design and development. Our ISO 9001:2000 system therefore does not include Design and Development within its scope.

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## Purchasing

### Vendor Management

C.C.S. ensures that purchased products and services (that may reasonably be expected to affect customer satisfaction) conform to specified purchase requirements. The type and extent of control applied to a supplier and the purchased products/services are proportionate to the effect of the purchased item exerts on customer satisfaction with our products. C.C.S. evaluates and

selects suppliers based on their ability to supply acceptable products and services. Criteria for selecting, evaluating and re-evaluating suppliers have been defined and implemented. Records of the results of supplier evaluations and any necessary actions arising from them are maintained.

### Purchasing Information

Purchasing information communicated to our suppliers describes the product(s)/service(s) being purchased, including where appropriate

- a) requirements for acceptable product, procedures, processes and equipment,
- b) requirements, if any, pertaining to supplier personnel, and
- c) supplier quality management system requirements.

C.C.S. ensures the accuracy and completeness purchase requirements prior to their communication to the supplier.

### Verification of Purchased Materials and Services

C.C.S. has defined and implemented inspection or other activities necessary for ensuring that purchased materials and services meet specified purchase requirements. Where C.C.S. or its customer intends to verify product quality at the supplier's premises, C.C.S. states the intended verification arrangements and method of product release in the purchasing documentation.

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## Production and service provision

### Control of production and service provision

C.C.S. plans and carries-out production and service activities under controlled conditions. Controlled conditions include, as applicable

- a) the availability of information that describes the characteristics of the product,
- b) the availability of work instructions, as necessary,
- c) the use of suitable equipment,
- d) the availability and use of monitoring and measuring devices,
- e) the implementation of monitoring and measurement, and
- f) the implementation of release, delivery and post-delivery activities.

### Validation of Processes for Production and Service Provision

C.C.S. validates any processes for production and service provision where product quality output cannot be verified by subsequent monitoring or measurement. This includes any processes where deficiencies become apparent only after the product is in use or the service has been delivered.

Validation demonstrates the ability of these processes to produce product that meets requirements. C.C.S. has implemented arrangements for these processes including, as applicable

- a) defined criteria for review and approval of the processes,
  - b) approval of equipment and qualification of personnel,
  - c) use of specific methods and procedures,
  - d) requirements for records (validation and ongoing monitoring) and
  - e) revalidation.
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### Material Identification and Traceability

Where appropriate, C.C.S. ensures that raw materials, components, work-in-process, and finished goods are clearly identified to prevent inadvertent misuse or shipment.

C.C.S. also ensures that material inspection and test status is clearly indicated throughout processing to prevent the inadvertent use or shipment of incompletely evaluated material or nonconforming material.

C.C.S. maintains unique product identification and traceability records when, and to the extent, that traceability is required by a customer or by statute.

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### Customer Property

C.C.S. carefully manages customer property (raw material, components, tooling/fixtures, inspection equipment, packaging, intellectual property) while it is in our possession. C.C.S. identifies, verifies, protects and safeguards customer property provided for our use or for incorporation into the product. If any customer property is lost, damaged or otherwise found to be unsuitable for use, it is promptly reported to the customer and records of the resolution of the issue are maintained.

Note: Customer-provided intellectual property is treated as a special class of “Controlled Documents”. See Section 4 of this manual.

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### Preservation of Product

C.C.S. has established processes to protect product quality the conformity of product during internal processing and delivery to the intended destination. These processes include controls for identification (labeling), material handling, packaging, material storage and protection. Preservation measures have also been applied raw materials, components, and work-in-process as well as the finished product.

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## Control of Monitoring and Measuring Devices

C.C.S. has identified the monitoring and measurement activities required and the monitoring and measuring devices needed to ensure materials meet defined requirements. C.C.S. has implemented processes to ensure that monitoring and measurement activities are carried out according to defined requirements. Where necessary to ensure valid results, measuring equipment is

- a) calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the method used for calibration or verification is recorded;
- b) adjusted or re-adjusted as necessary;
- c) identified to enable the calibration status to be determined;
- d) safeguarded from adjustments that would invalidate the measurement result;
- e) is protected from damage and deterioration during handling, maintenance and storage.

C.C.S. evaluates and records the validity of the previous measuring results when a measuring device equipment is found to be “out of calibration”. C.C.S. takes appropriate action on the equipment and any product affected. Records of the results of calibration and verification are maintained. When used to verify product conformance to specification, the ability of computer software to satisfy the intended application is confirmed prior to initial use and reconfirmed if/as necessary.

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## Product Realization Procedures

- 07-01 Development of Control Plans
- 07-02 Creating Quotations
- 07-03 Order Processing
- 07-04 Vendor Selection & Monitoring
- 07-05 Purchasing Documentation
- 07-06 Process Control and Product Monitoring
- 07-07 Control of Customer-Supplied Property
- 07-08 Preservation of Product
- 07-09 Product Identification and Traceability
- 07-10 Control of Monitoring and Measurement Devices

07-11 Attribute Gauge R & R Study  
07-12 Gauge R & R Study

## Section 8

### Measurement, Analysis and Improvement

C.C.S. has planned and implemented the monitoring, measurement, analysis and improvement processes needed

- a) to demonstrate that product meets defined requirements,
- b) to ensure conformity of the quality management system to the requirements of ISO 9001:2000 as well as the expectations of customers and management,
- c) to continually improve the effectiveness of the quality management system.

This includes determination of applicable methods, including statistical techniques if/as needed, and the extent of their use.

#### Monitoring and measurement

##### Customer satisfaction

C.C.S. collects and evaluates information relating to customer satisfaction with our performance. The methods for obtaining and using this information have been defined and implemented.

##### Internal audit

C.C.S. conducts internal audits at scheduled intervals to determine whether the quality management system

- a) conforms to procedural requirements, to the requirements of ISO 9001:2000 and to the expectations of C.C.S.' management, and
- b) is effectively implemented and maintained.

An audit schedule has been developed and is followed. The schedule takes into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency and methods have been procedurally defined. Prohibiting auditors from auditing their own work ensures the objectivity and impartiality of the audit process.

Responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining audit records have been defined in a documented procedure. The management

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responsible for the area(s) audited ensures that actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities verify the effectiveness of actions taken. Records of follow-up activities are maintained.

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### Monitoring and measurement of processes

C.C.S. applies suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These methods demonstrate the ability of the processes to achieve desired results. When the desired results are not achieved, correction and corrective action are taken, as appropriate, to ensure conformity of the product.

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### Monitoring and Measurement of Product

C.C.S. monitors and measures the characteristics products to verify that product specifications are met. These “inspections” are carried out at appropriate stages of the production process in accordance with the procedural requirements. Records that demonstrate that products meet specified requirements are kept. These “inspection records” clearly identify the authority/person who inspected and/or released to product. Products are not shipped until all required inspections have been satisfactorily completed, unless otherwise approved by a relevant authority. Any products that fail to meet a customer specification must be approved by the customer (specification waiver/deviation) before being shipped.

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### Control of Nonconforming Product

C.C.S. ensures that materials and products that fail to meet conform to specified requirements are identified and controlled to prevent unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product have been defined in a documented procedure.

C.C.S. resolves nonconforming product by one or more of the following ways:

- a) by taking action to eliminate the detected nonconformity;
- b) by authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer Any products that fail to been a customer specification must be approved by the customer (specification waiver/deviation) before being shipped.
- c) by taking action to preclude its original intended use or application.

Records of the nature of nonconformities and their resolution, including customer concessions obtained, are maintained.

When nonconforming product is corrected it is re-evaluated to ensure that it now conforms to specified requirements. When nonconforming product is detected after delivery or use has started, the C.C.S. takes action appropriate to the effects, or potential effects, of the nonconformity.

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### Analysis of data

C.C.S. collects and analyses appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where improvements to the effectiveness of the system can be made. This includes data generated as a result of product/process monitoring and measurement and from other relevant sources. The analysis of data includes information relating to

- a) customer satisfaction,
  - b) conformity to product requirements,
  - c) characteristics and trends of processes and products including opportunities for preventive action, and
  - d) supplier performance.
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## Improvement

### Continual improvement

C.C.S. continually improves the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

### Corrective Action

When product nonconformities occur C.C.S. takes action to eliminate the cause of nonconformities in order to prevent their recurrence. Corrective actions are appropriate to the effects and frequency of the nonconformities encountered. A documented procedure has been developed and implemented to define the process for

- a) reviewing nonconformities (including customer complaints),
- b) determining the causes of nonconformities,
- c) evaluating the need for action to ensure that nonconformities do not recur,
- d) determining and implementing action needed,
- e) maintaining records of the results of action taken and
- f) verifying the effective implementation of the corrective action taken.

## Preventive action

C.C.S. takes action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions are appropriate to the effects and frequency of the potential problems.

A documented procedure has been developed and implemented to define the process for

- a) identifying potential nonconformities and their causes,
  - b) evaluating the need for action to prevent occurrence of nonconformities
  - c) formulating and implementing the action(s) needed,
  - d) maintaining records of the preventive action process
  - e) reviewing the effective implementation of preventive actions taken.
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## Measurement, Analysis and Improvement

- 08-01 Customer Satisfaction Survey
- 08-02 Analysis and Use of Company-Level Data
- 08-03 Inspection and Testing
- 08-04 Control of Non-conforming Product
- 08-05 Use of Pre-control
- 08-06 Attribute Sampling Inspection
- 08-07 Corrective and Preventive Action
- 08-08 Customer Complaints
- 08-09 Internal Audits