ETSmfg, LLC

Quality Manual

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APPROVALS

The ETSmfg Quality Assurance Manual has been approved by the following management personnel, who have been delegated authority and responsibility for its effective implementation.

_____ Date _____

QA MANAGER

_____ Date _____

GENERAL MANAGER

1.0 Introduction

ETSMFG manufacturing was established in 2005. Our manufacturing facilitiy area is approximately 50,000 ㎡. Our core competency is in the area of effective design for manufacturing. ETSmfg produces many types of products including copper and alumium heatsinks, extrusions, skiving, stampings, soldering, fasteners,sheet metal enclosures, die cast parts, machined parts, plastic injection molded parts, in summary an extensive list of state of the art mechanical and assembly processes.

In order to provide the best service for our global Customers, we have implemented the relevant and effective manufacturing processes, in compliance to the ISO9001:2000 standard. After granting of the registration,we received the rights for the import and export licence, and have been providing the DFM and manufacturing services to our global Customers.

Our motto continues to be the passion for driving towards zero defects, enabling us to provide our best established services and Quality products to both our domestic and overseas Customers.

2.0 Purpose and Scope

Purpose:

This manual describes the Quality Management System implemented in ETSmfg and insures that this manual complies with the requirements of the ISO9001:2000 standard. The manual also provides the Quality system framework for meeting or exceeding Customer Quality

requirements, provides direction and serves as a guide to various functions and process owners in ETSMFG manufacturing, and also provides references of our Quality system for the Customer, Contract Manufacturers or other third party suppliers.
The Quality manual serves as the primary reference document within the company for all Quality system related activities.
In regards to the editing of the Quality systems - our objective is to identify the operation, responsibility/process owners and the method for impacting the related Customer's departments.
Also, to ensure all our employees take an active role in corrective actions and in the event there are any NG products, then the necessary follow up with the Customer becomes essential. This provides the basis for our company's Quality demand improvement.

Scope:

All Quality systems in this manual are in accordance with ISO 9001:2000 international version.
The scope includes all parts that are involved with the following processes - design, manufacturing, storage, sales, and service departments throughout our organization.

2.1 Responsibility and operation

2.1.1 Relative department: Edit and amend for the Quality Manual's comments.

2.1.2 Management representative: Collect, amend and audit for the Quality Manual.

2.1.3 General Manager：Audit for amend and operation for the Quality Manual.

2.1.4 Document Management Centre: Issue for the Quality Manual.

2.1.5 Internal audit team: Audit and improvement for Quality system’s operation result.

2.1.6 IPQC/FQC：Manufacturing Quality inspection and confirmation.

2.1.7 IQC：Incoming confirmation for Quality and Quantity

2.1.8 RMA：Address Customer complaints

2.1.9 QA：Quality tracking, improving, and re-confirming for complaint, closure of complaints and provides preventive actions for non-reoccurrences of complaints.

3.0 List of key ETSmfg processes

Design for copper and aluminum heat sinks

Hardware manufacturing processes
Cutting：Cut for raw material by saw machine.
Drill, tap: Have a variety of drill and tap equipment and tools to machine many kinds and specs screw tooth.

Sampling: Jointly with supplier procedures assistance

Polish: Jointly with supplier procedures assistance

Surface polish: Jointly with supplier procedures assistance

Assembly：Complete product assembly, suitable for various kinds of package specifications.

Tooling：Jointly with supplier procedures assistance

CNC: Finish machining

3.1 The editing, issuance, amending and deleting the Quality manual

The editing of the Quality manual: This manual through the general manager authorizes the management representative, based on ISO9001:2000 international Quality standard to edit. After auditing of the manual by the vice president and signed by the general manager, the manual is issued for operation in our company.

Controls are based on the Document, date and record management work procedure. The issuance, amendments, and deleting of the Quality manual should also comply with the rule (Document, date after approval by the general manager, this manual issued by the document control centre (according to Document, date and record management procedure. Each department requires education for their employees to understand, comply with this manual. The Quality manual is filed, available and kept in the correct area for employees to read.
If any department has the demand to re-issue the Quality manual. The department needs to apply to the document and record management work procedure).
When the Quality manual is not suitable or need to abolish it, then the management representative needs to apply and audited by the general manager before it goes into effect.
The old version or deleted Quality manuals are taken back and dealt with by the Document control centre.

When the Quality manual is sent to a supplier or other third party consultants, it needs the general manager approval first, then a record of login and issuance to the outside, is maintained. There is no need to change the version and or take back service requirement.

4.0 Quality management system

4.1 General Requirements:

To make all employees comply and operate through this written Quality policy, procedure and introduction. All the departments that need the operation Quality activity, our Quality policy is based on ISO 9001:2000 standards.

4.2 Documentation Requirements:

To develop this Quality manual so that relative works process or procedure so that every team worker has a sample to comply with.

The edit Quality manual. Work procedure, and sub-stage document are need to issue all relative department and management based on【Document, date and record management work procedure】.

Our Quality system has 4 stages total:

1st stage document: Quality manual

2nd stage document: Work guidance

3rd stage document: like Work guidance, inspection standard, QC engineering chart etc.

4th stage document: Windows format.

4.2.1 Quality Manual

To ensure the Quality manual operates effectively, make each written procedure and relative project, plan or standard at the basis of chart one〝Quality management process mold〞and chart two〝Quality systems follow related chart〞.

Manufacture process need outside assistance should be according to【manufacturing management procedure】manage by manufacturer management department.

This Quality manual includes all the demands in ISO 9001:2000.

Management audit meeting will review and amend the applicability and validity for the Quality policy, process, and procedure. Please refer【Meeting management work procedure】。

Identify, set, amend, issue, classify, protect, dispense, and abolish affairs should have written procedure to control the document.

Quality document and data, should comply with【Document、data and record management work procedure】, edit, audit, issue, login and change by responsibility department.

4.2.2 Control of Documents

The responsible department, who is listed in the Quality manual, should check the document timely to ensure the one kept is the latest version. And file it in correct work places.

The document and data relative with supplier is the responsibility of the purchasing department. Also the document and data relative with Customers are kept by the sales

department.
The outside documents should be managed by the relative department, but should be logged in by the document control centre.
The issued document and data should be having a〝document browse chart〞，to identify the management document and data.
Comply with the latest version【document、data and record management work process】code for document and data for recognize.
The issue and abolish for all kinds of Quality document should be audit it's applicability by relative members. Except special prescribe, only the original department have the authority to amend the manual after approval. Once Quality document become inefficacy, should be abolish and independent of the issued centre, otherwise should be ensure it's would not use again by mistake.
Old version document are responsible for callback by document control centre that cooperate with relative department once the document and data was changed. For special reason need to kept it should be label for recognize use.
The Quality record for carry out this principle refer【document、data and record management work procedure】to identify, collect, file and keep for.
Edit for Quality record: The Quality record should have integrity and correct to ensure the Quality systems effect operation.
Quality record should be taking on by written, tape, or electronic media.

4.2.3 Control of records:

Each department has the responsibility to label, collect, index, read, file, keep and Delete relative Quality record works separately. The suppliers' Quality record is included also.
Except the Customer has special agreements, Quality record should be provided to the Customer for evaluation if Customer requests.
Except confidential documents, all Quality record should be legible, keep and retain at the location that easy to take and look in case any damage, transformation and lost.
The Quality record should be saved appropriately and comply with【Document、data and record work procedure】define the kept department and useful-life to prove that the Quality system's effective operation.

Consult Data:
Document. Data and record work procedure (QA-001-CX)
Manufacture management work procedure (MC-001-CX)
Meeting management work procedure (MA-004-CX)

5.0 Management responsibility

5.1 Management Commitment

Management Ranking:

Management Ranking carries out ISO 9001:2000 based on this Quality manual.

All products processes by our company are complying with the law and Customer demands. Take the management meeting regular talk about make policy and object

Provide the resources requirements and review regularly.

Improve the work persistent.

Quality objectives:

See attached Quality system procedures in the company are included the scope of products design, manufacture, inspection etc. For comments please refer attached documents.

5.2 Customer Focus

Customer oriented: To ensure that the Customers demands and expects achievement, through the window of sales department. Comply with【Purchase order audit management procedure】Or【Customer satisfaction work procedure】forward the information with relative management ranking to achievement and improvement towards the satisfaction of Customer.

5.3 Quality Policy

Object: Communicate the Quality policy of our company, criterion used for the framework and responsibility of resolution of Quality problems. Provide human resources for validation, assign management representative, and edit management audit procedure to ensure Quality policy effectiveness.

Quality policy: The Quality policy of our company is Quality first - Strive for innovation, all-member participation and Customer satisfaction.

5.4 Planning:

All relative departments that need to drive Quality activities in our company.

This policy is made by management ranking base on annual management audit meeting.

In order to carry out this policy all members in company should be comply with this Quality manual. Strive for Customer satisfaction, focus on nip in the bud and insist to do well each process at the first time. Make good Quality become a good habit.

Notes: Quality policy management ranking letter of commitment available upon request.

5.5 Responsibility, Authority and Communication:

Responsibility, Authority and Communication Company organization chart: Compare the chart of【Organization and administration management work procedure】.
The organization chart for our company will have a proper adjustment according to the business demand of company to make the organization more perfect to arrive the management administration objectives.
The responsibility of each department please refer 【Organization and administration management work procedure】
The responsibility for administration representative please refer【Organization and administration management work procedure】

Management information\inside communication

In order to all kinds of information are transmit correct and on time in the company, the Company management ranking support and built some communication channel just like telephone, e-mail, document, letter of connect etc to review and improve the product Quality.

5.6 Management Review:

To ensure Quality policy and control of the document data carry out effective. As well as the validity of audit work and emphasis on cooperation of each department. The administration audit meeting need at least twice a year. Lead by management representative. Carry out by【Meeting management work procedure】, The audit content are included inner Quality audit, Quality object. Quality system and Customer feedback, achievement effective, improvement tracking and maintain resources demands etc.
Each department comply with Quality objectives for operation
Management ranking reviews the Quality object achievement status regularly.
Each department assesses the Quality object by Quality month report. Make proper improvement plan on time to mend the Quality.

If necessary need day report, week report for management to ensure achieve the Quality objectives. For details please refer the Quality report for each department.

Consult Data:
Purchase order audit procedure (SA-001-CX)
Customer satisfaction survey work procedure (SA-002-CX)
Organization and administration management work procedure (MA-001-CX)
Meeting management work procedure (MA-004-CX)

Letter of connect
Month report for each department（week report or day report）

6.0 Resource management

6.1General:

Ensure available resources have operation effectiveness and improve the Quality to generate the Quality, cost and delivery targETSmfg.

6.2 Competence, Awareness and Training:

All members are relative to the education training and resource management in our company. Resources supply review should be listed on every week's management meeting to ensure the adequate resources required for the Quality systems needed, are enough and proper to meet the Customer's requirements.

Management department complies with【Human resources management procedure】edit and drive the human resources training plan to meet company's objective and improve the work ability of our operation.

6.3 Infrastructure

The responsible department should be consult special worker's qualification demands, approval special professional worker's qualification and keep records. If

Not in accordance with the qualifications, employee will be limited in his or her work scope and will be provided some training if necessary.

To ensure the Quality, all products need to inspection, emendation, inner audit, Quality policy management, operation and the inspection workers should have the training as 【Human resources management procedure】specification

Each department plan and approval relative training base on operator's work demands. To ensure operator work ability are satisfy the demand of Customer and the Quality of our products and services. Relative training record should be kept properly.

6.4 Work Environment

Facilities, measurement equipment and fixture management: The facilities, measurement equipment and fixture which relative manufacture consult【Equipment maintain work procedure】,【Open and amend tooling work procedure】and【Test equipment management emendation work procedure】rules，assign suitable worker maintain it regularly to ensure the standing of process ability and Quality.

Consult Data:

Human resources management procedure (MA-002-CX)
Equipment maintain work procedure (MA-003-CX)
Open and amend tooling work procedure (PC-001-CX)

Test equipment emendation work procedure (QA-009-CX)

7.0 Product Realization

7.1 Planning of Product Realization:

To ensure the manufacturing plan is reasonable in our company so that we can perform the Customer requirement as listed in the contract.

7.2 Customer related process:

Understand well all the requirement of Customer, review and correspond with relative department to reach same agreement. Sales comply with【Quotation work procedure】quote with Customer's project and reach the same common with Customer to ensure the profit for both sides.

Before sign the contract and purchase order per Customer requirement, Should audit by sales department consult【Purchase order audit management procedure】

Record and review carefully for, purchase order and contract to ensure we understand the Customer requirement.

The audit comments for contract and purchase order are included (1) products requirements (2) Anything differences with contract are settle down already. (3)Ensure the company has the ability to meet the contract (4) Product responsibility and rule requirement.

After reach the agreement for sides, the contract and purchase order is effective after sign by responsibility manager.

After signed of the contract, the sales should works with other departments to meet the contract.

If contract or purchase order comments needs changes, after confirmation by both sides, sales forward the information to relative department to control and confirm.

The save for contract changes and purchase order audit record should be have time limited or per Customer's request.

The inside audit work for contract and purchase order consult【Purchase order audit management procedure】

If refer the item relative Quality, work together with the Quality department or other relative members. If Customer need samples comply 【Sample manufacture procedure】 make sample for approval.

If contract or purchase order comments need changes，consult the change management item which list in【Purchase order audit management procedure】 to deal with, consider the change reason and take proper countermeasure to reach the common benefit.

If Customer are not satisfied with our products Quality and provide feedback, then the relative department takes care according to【Complain solve work procedure】, improvement and make Customer satisfactory. Other feedback and product information by Customer comply with【Customer satisfactory survey work procedure】forward the

information to relative department by written form and sales department strengthen the communication with Customer.

7.3 Design and Development:

Design department consult the contract between sales and Customer set about the plan for business development and assign qualified engineer for design works.

Design process and plan for new products consult【New products development procedure】for work schedule. Also to avoid resources waste, relative works can consult forward design products.

Open the tooling consult【Open and amend tooling work procedure】

The department which takes over the design control should communicate with design engineering regularly and forward the latest news.

The stage for each design should compare or augment design input and output. The output of design needs a standard for permit accepts.

The stage for each design should have formal written audit, and record for each item by design engineer and control department.

Design approval work is needed in suitable time. Design engineer works with QC together to verify the design output is complying with the design input.

Design engineer confirms Customer requirements to confirm the design and approval work. Record for the design approval and confirmation. If not comply consult【Design change work procedure】for change and remedy.

The design change is effective after the lead approval. Each department consult【Design change work procedure】to follow up. If improvement is to Customer’s benefit, should be changed or amend after we got the approval by Customer

Regarding issue the design drawing and data consult【Document、data record management work procedure】

If outside assistances are needed for design works, R&D department provides some necessary guidance to satisfy Customer’s requirement.

Design engineering consult【Organization and administration work procedure】for work.

7.4 Purchasing:

Other departments consults【Purchase management work procedure】, provide purchase list to the purchase department, after approval, sends out as purchase order.

The purchase list should identify the product’s name, spec, quantity and lead time etc. And need the lead approval before purchase department send out their order.

Purchase department buy the products from the qualified supplier menu. The evaluate for supplier consult【Supplier management work procedure, issue the purchase order after

approval for supplier.
All the activities relative purchase, like supplier evaluates approval work, issue the purchase order, push the lead time etc. The purchase should carry out seriously to ensure the Quality of purchase work.
About the Quality and supervision of supplier goods, consult the【Incoming material inspection work procedure】and【Supplier management work procedure】 to ensure the Quality of incoming material.
If the Customer needs to audit and inspect the Quality of our supplier, our company will send members to audit together. The inspection result can not be the standard of incoming material.
Inspection: We carry out our Quality policy【Incoming material work procedure】as usual，if Customer need to inspection the parts in our company. The result could be the standard for our company's responsibility to provide good parts to Customer.
Process control:
Assign employees work for plan, build and carry out and tracking of the manufacturing process and service which mentioned on the contract or purchase order. Focus on the factor that could influence Quality, like (1) materials (2) employees (3) Work standards, work process (4) manufacture .measurement to control. Each department consults their operation to cooperate with other management plans.
Material Control: The material for manufacture process or flow process need to inspection and approval as the manual mentioned. Any parts without approval can not flow to the next step. The material for manufacturing process or flow process label and record it cons【Manufacture location management work procedure】for identify and tracking use.
Personnel control:
Manufacture department assign qualified personal in charges of process and flow procedure details and plans and consult【Manufacture work procedure】for manufacture works.

Quality inspection department personnel consult【incoming material work procedure】、【Process inspection work procedure】、【Finished product inspection work procedure】、【Shipping inspection work procedure】and 【Reject product control procedure control procedure】for inspection and test to ensure the product Quality.
The profession training and skill identify for relative personal. Please refer【Human resources】for operation.

7.5 Production service provision:
All the manufacture plan and relative business and information products in our company. Each department documents a written procedure and carries out from sales receive the purchase order to finish the products.

Focus on product/project and contract demands to make the Quality target.
Product inspection item and accept standard meet Customer’s requirement.
Each department advance the resource and equipment maintain requirement
Provide Quality plan based on Customer’s requirement.
Each department keeps and maintains the records.

Control of Production and Service Provision:

Manufacture department consult【Manufacture location management work procedure】to make work guidance for the products character and list the proper manufacture, inspection method and variety equipments. The relative work skill standards should be definite with the most clear and practicality method.
If NG products that find in manufacturing process needs to be rejected. Manufacturing department should comply with work guidance or other written guild to rework the parts.
Manufacture, test equipment and fixture control: The manufacture and measurement equipments and fixtures consult【Equipment maintain work procedure】and 【Measurement equipment management and amend work procedure】，assign qualified personal for management and maintain to ensure the manufacture capability and Quality
All documents, data, and record come from manufacture work, management and control it consult【Document, data and record management work procedure】
The manufacture process in our company also can identify by inspection rule or work guidance to supervise its work, process parameter, equipment function and qualified of employees. Record and save the relative document.
Identify and track for products:
Identify system for products:

For Customer requirements, each department consult their business work methods recognize their products and service. This recognize should included the stage for receive, manufacture, delivery, and service.
The identify system for products consult【Product identify and track work procedure】to carry out at suitable stage on Quality system.
This recognizes methods needs to record and save.

Identification and Traceability:

If tracking demands is prescript, consult【Product identify and track work procedure】 aim to individual or batch of products from receive, manufacture, delivery, to service provide tracking information.

Manufacture process consult【manufacture control work procedure】 record for manufacture process list, each products label. Material code and other worker or documents to ensure identify and tracking work for the products.

If the Customer has special requirements or rules, carry out per Customer requirements.

Customer property (Including intellectual property)

The receiving, storage, and maintenance for the material which is provided by the Customer consult【Incoming material inspection work procedure】and【Warehouse management work procedure】 carry out per Customer request. Management by【Customer provides product management work guide】.

If lost, damage or unsuitable situation happens for Customer provided material. Should be recorded and notify to Customer.

If reject, low Quality or lost situation happens for Customer provided material, notify the Customer disposal by sales departments.

The drawings and other wisdom intellectual property by Customer are save and maintain by sales department can not flow to outside.

Preservation of product: Consult【Manufacture location management work procedure】and 【warehouse management work procedure】carry out material, process products and finished products transit work in case any damage or destroy.

Storage and save: Base on material process products and finished products character consult【Manufacture location management work procedure】and【warehouse management work procedure】provide correct storage location and isolation zone in case of any damage or destruction.

Delivery or treating period. And need to evaluate on time to test the transformation status for the storage products.

Package: Make package work guide for control to ensure the package meet the Customer’s requirement.

Delivery: Delivery the qualified products to Customer on time to meet Customer’s request.

Equipment checkout:

Inspection, measurement and test equipment management:

Build the equipments manual for all inspection, measurement and test equipment.

The use, lease, and control for inspection, measurement and test equipment consult the relative rules to process.

Once the equipments that are used for inspection, measurement and test are damaged or abnormity, the stop to use it immediately and use obliviously label for recognize incase any use by mistake.

Consider the nicety limit for measurement; choose the high nicety limit equipment for test and measurement.

Confirm the application procedure for inspection, measurement and test equipment are Included equipment type, special label, location, inspection frequency, inspection method, accept standard and the improvement action if reject.

Customer property:

If Customer needs to provide the relative technical information for inspection, measure and test equipments needs to have agreement by the Quality department.

7.6 Control of Monitoring and Measuring Devices

Inspection, measure and test equipment need to proper revise plan per【Test equipment management revise work procedure】request.

Inspection, measurement and test equipment need carry out proper amend work on time.

Revise for Inspection; measurement and test equipment consult the revise standard guild and the revise method.

All the Inspection, measurement and test equipment may influence the Quality of product need to refer the nation or international standard.

Label for Inspection, measurement and test equipment to show the revision status.

The revise record for inspection, measurement and test equipment need to consult 【Document, data and record control work procedure】maintain and save it.

The revise for inspection, measurement and test equipment need to ensure comply with the rules. If find the revise for inspection, measurement and test equipment are incorrect， Consult【Test Equipment management work procedure】to evaluate for the past test result and inspection.

Transit, save and storage for equipment should be kept correctly and be suitable.

Measure the inspection, measurement and test equipment inconsistency to ensure the test ability is accurate. Protect the inspection, measurement and test equipment in case any invalidation because of unsuitable adjustment.

If use of computer software for Quality supervise or measure, need the approval by Quality department.

Consult Data:

Purchase order management procedure (SA-001-CX)

Quotation work procedure (SA-003-CX)

Customer complain work procedure (QA-008-CX)

Customer satisfy survey work procedure (SA-002-CX)

Open and amend tooling work procedure (PC-002-CX)

Document, data and record management procedure (QA-001-CX)

Organization and administration work procedure (MA-001-CX)

Purchase management work procedure (PC-001-CX)
Supplier management wok procedure (PC-003-CX)
Incoming material inspection work procedure (QA-004-CX)
Manufacture location management work procedure (MD-001-CX)
Manufacture control work procedure (MC-001-CX)
Manufacture process work procedure (QA-005-CX)
Finished products inspection work procedure (QA-006-CX)
Delivery inspection work procedure (QA-007-CX)
Reject products management procedure. (QA-003-CX)
Human resources control procedure (MA-002-CX)
Equipment maintain work procedure (MA-003-CX)
Test equipment management wok procedure (QA-009-CX)
Product identifies and track work procedure (QA-010-CX)
Warehouse management work procedure (WH-001-CX)
Accessories approval work management procedure (RD-001-CX)
Sample manufacture procedure. (RD-002-CX)
Product design work procedure (RD-003-CX)
Design change work procedureRD-004-CX)
Customer provide products management procedure (WH-003-CX)

8.0 Measurement, Analysis and Improvement

8.1 **General:** Carry out the inspection and test base on economic, effective and Quality. Analysis the Quality record, provide improvement step to meet the Customer’s Quality request and cost down for company

8.2 Monitoring and Measuring: All the products and relative work with Quality systems measurement analysis.
General:
Quality department make suitable inspection procedure and method to verify the products meet the request arrive the inspection and test standard.

Administration representative consult【Inside audit management work procedure】supervise each department is carry out the Quality system effective and improvement it continuance.
Customer satisfaction:
Sales department carry out the survey for Customer satisfactory and list the dissatisfaction item for collect and analysis use.
Each department cooperates for improvement and review details.
Survey work consult【Customer satisfaction survey work procedure】

Internal Audit:

Consult【Inner audit work procedure】edit proper inner audit plan regular, and set up inner audit team to carry out audit plan. Choose and qualified for audit member consult relative rules but make sure the independency for auditor.
Record the result after inner audit, and consult 【Document, data and record management work procedure】save this as the refer for future improvement。
Focus on fall short of item consult【Inner audit work procedure】, follow up and confirm the Effectively for corrective actions:
Provide relative data of inner Quality audit result for the management ranking approval.
Procedure supervises and measurement:
The process of products consult【incoming material work procedure】、【Process inspection work procedure】、【Finished product inspection work procedure】、and【Delivery inspection work procedure】for supervise and management
Quality system management process consult【Inner audit work procedure】and【Meeting management work procedure】for supervise and management take the corrective actions once the plan has not been achieved.
Incoming inspection and test: All material or parts which purchase from outside con 【incoming material work procedure】for inspect and test. Ensure the material on line is all qualified。

Label and record for the material that use for urgent production to ensure the materials recede and track once finds any NG problems.
Process inspection and test: Process inspection and test consult【Process inspection work procedure】for supervise and management.
The NG parts in process consult【Process inspection work procedure】Ng parts disposal method to deal with.
The semi-product in process must confirm the Quality is ok then follow to next step.
Special deal material also complies with above principle on work line.
Last inspection and test: After finish all process works, carry out the【Finished product inspection work procedure】 to verify the final parts are meet the requirement of Customer.
Incoming/Process/Final inspection consult the inspection rules for sampling inspect.

Written record is needed for the inspection result to provide testify that the product was inspected. Also need the authority personal signature on the inspection record.

The inspection record should show the test result clearly .Any parts have not pass the inspect and test consult【incoming material work procedure】、【Process inspection work procedure】and【Finished product inspection work procedure 】to deal with.

8.3 Control of non-conforming product:

Label: Label for non-standard goods and record in relative chart.

Isolation：Based on product characteristic Classify and isolation for non-standard products in case any usage by mistake.

Disposal：consult【incoming material work procedure】、【Process inspection work procedure】and【Finished product inspection work procedure 】 record for non-standard parts, non-standard

Item, the deal method for non-standard products is as below：

Rework

Accept on deviation；

For other usage；

or scrap；

If Customer has specific requirement, apply the usage and amend for non-standard material to Customer representative, non-standard products can deal with per Customer’s demand

Filter or rework materials should be inspected again, the non-standard work method needs to inspection/review also. If the non-standard products are found after delivery or when use by Customer, Quality department consult【Customer complain work procedure】and 【Product identify and track work procedure】rules for correction and analysis the influence grade.

Relative management method for non-standard products please refer【Non-standard product management procedure】

Information analysis:

Each dept edit and use proper collect skill per sales and Customer request to improve the work affectivity. The scope is included Customer satisfaction survey, process and product characteristic and supplier behaviors.

The information analysis and effective for action are needed to evaluate after carry out.

8.4 Analysis of Data:

Quality system’s improvement continuance consult【Meeting management work procedure】review the Quality policy, objective, plan and efficiency for corrective action by management ranking.

8.5 Improvement

Corrective and Preventive actions:

Base on Quality system's audit result ,product inspection result or other Quality record, each department assign relative personal consult【Incoming material inspection work procedure】、【Process inspection work procedure】、【Finish product inspection work procedure】and【Inner audit work procedure】specification to corrective and recheck the result to ensure corrective

Action is implement and effective.

Each department use proper information resources, like process and operation record for product Quality, special item, audit result, Quality record, and Customer complain and service report etc to sense, analysis non-standard latent reason and assign relative member in charges of carry out prevent action. The prevent action adopted should be provide the management ranking for inner audit or management examination.

For the preventive actions, which above the responsibility scope need submit to manager, the manager approval corrective and prevent activity's implement to in case any more non-standard happens again.。

When received Customer complains, Relative member's consult【Customer complain work procedure】 to research, record non-standard status and Customer requests.

Responsible department based on Customer complaint reports, investigate the non-standard reason and any latent defects in the Quality systems first then implements internal corrective and preventive actions, as required and in case complaint happens again.

Corrective and prevent actions consult【Corrective and prevent action management work procedure】to carry out.

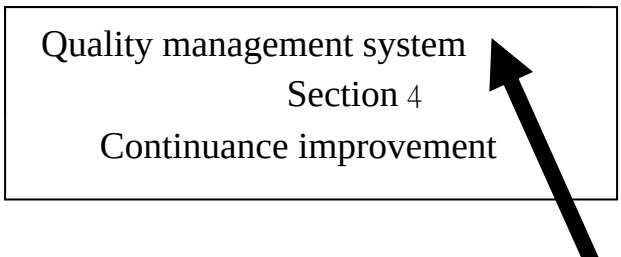
The changes because of the corrective or preventive actions are recorded by relative members. The comments change refers 【Document, data, and record work procedures】specifications to carry out.

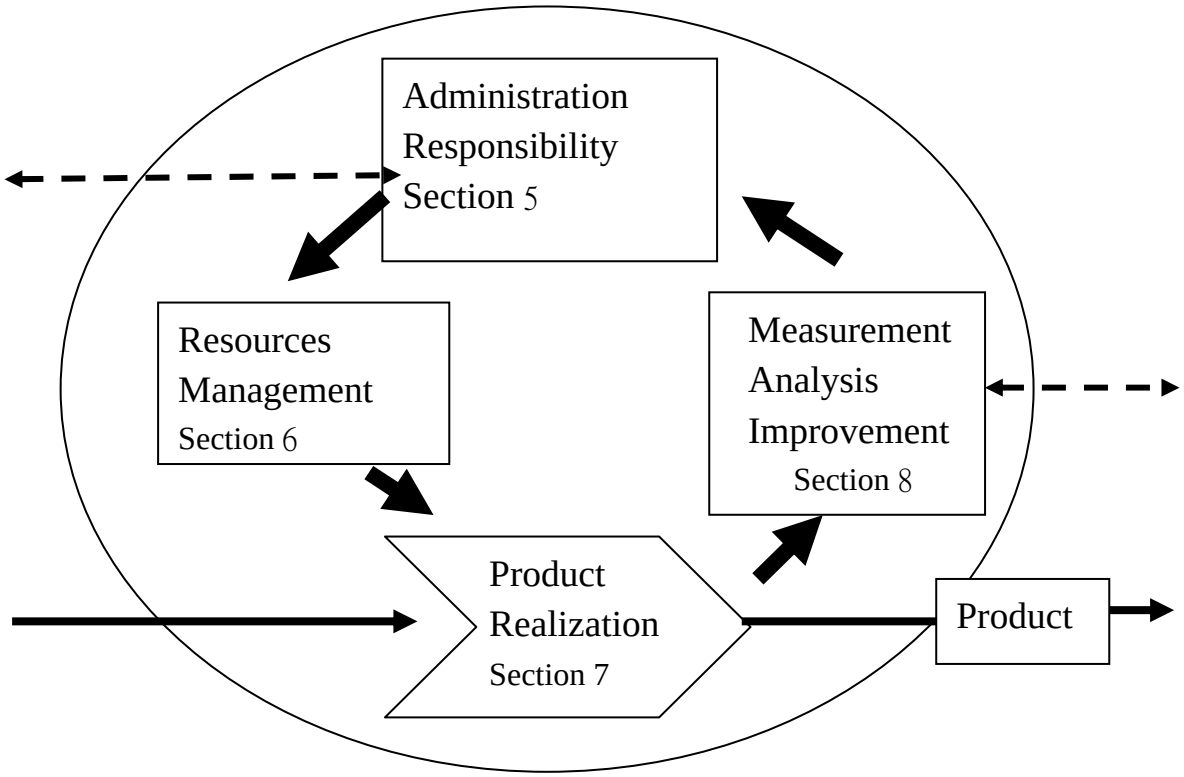
Consult Data:

Inner audit work procedure (QA-002-CX)
Customer satisfactory survey work procedure (SA-002-CX)
Incoming material inspection work procedure (QA-004-CX)
Process inspection work procedure (QA-005-CX)
Finish product work procedure (QA-006-CX)
Delivery inspection work procedure. (QA-007-CX)
Non-standard product control procedure (QA-003-CX)
Meeting management work procedure (MA-004-CX)

Customer complain work procedure (QA-008-CX)
Product identify and track work procedure (QA-010-CX)
Document, data and record management work procedure (QA-001-CX)

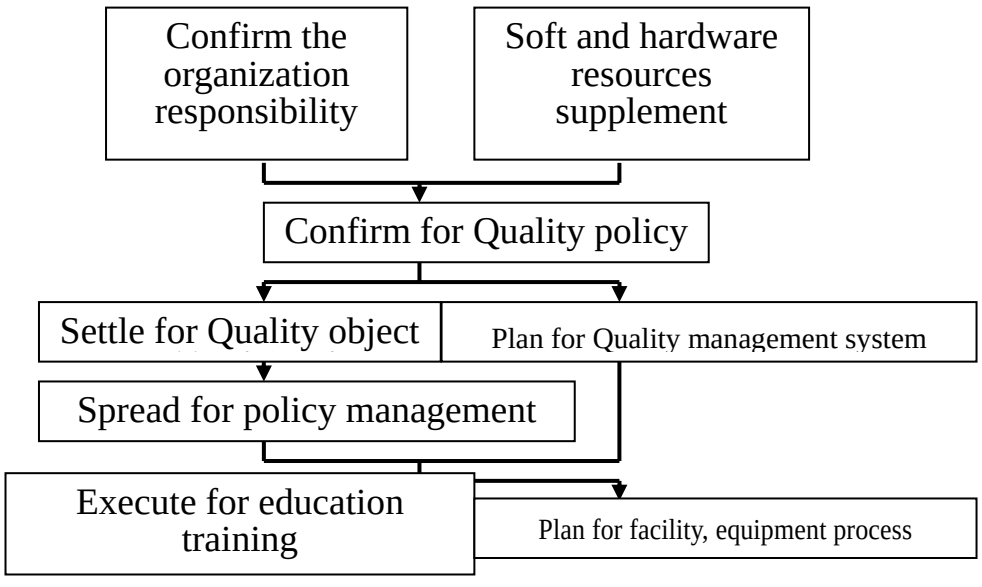
Chart One: Quality Management System flow





Note: 1.Line for ″Practice flow″ ; Dash for ″Affixation activity″ 2.The flow procedure in pane are listed on the procedure of Quality manual

Chart Two: Quality systems flow



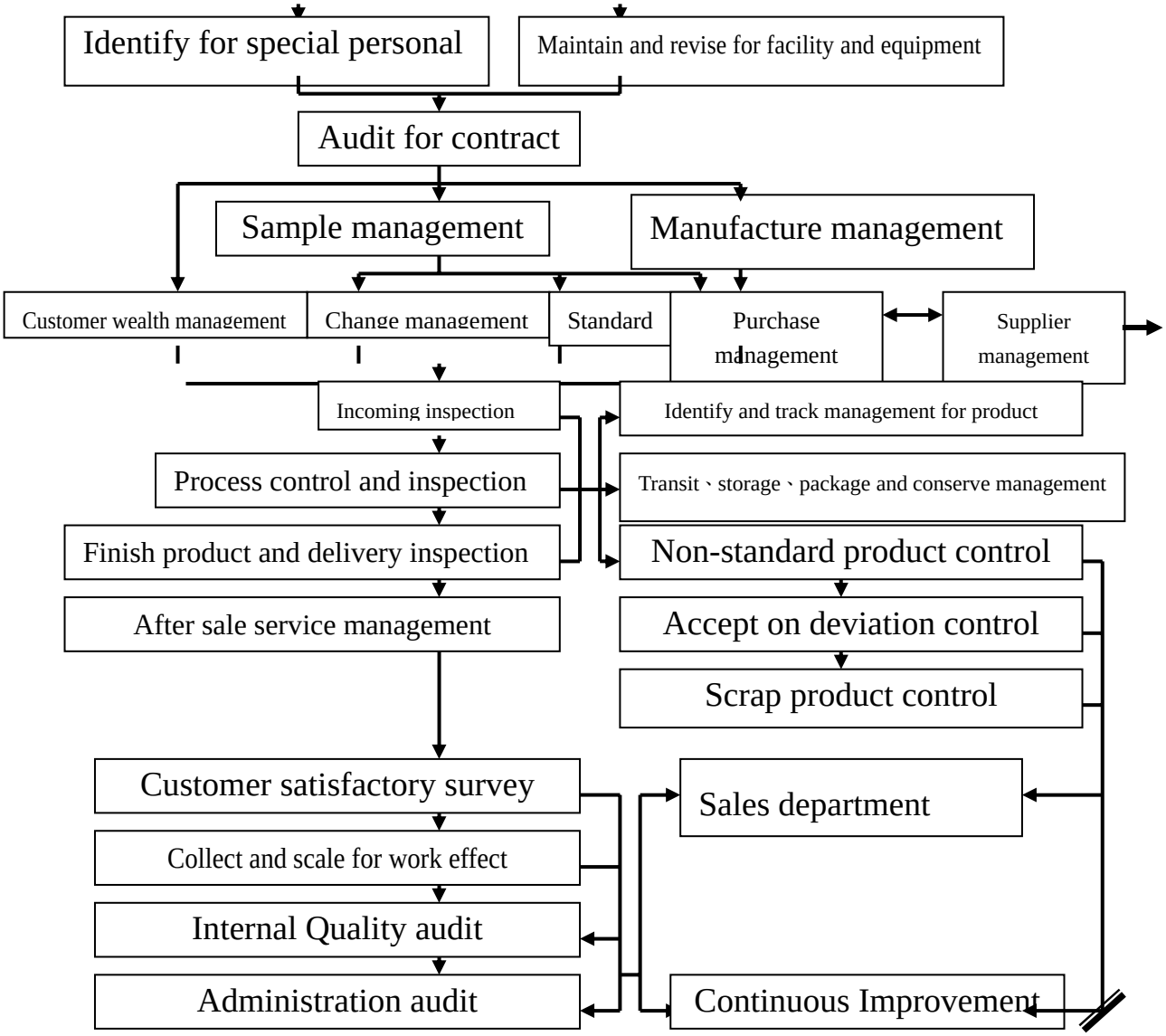


Table A.1-ISO 9001:2000 Quality system spread chart

Procedure document		Quality demand	In charge department						
Document No	Document Name	Manual section	Sales dept	Administration dept	QC Dept	Manufacture dept	R&D dept	Purchase dept	Material control dept
MA-001-CX	Organization and administration work procedure	Section 5/SEC7	△	※	△	△	△	△	△
QA-001-CX	Document、data record management t work procedure	SEC4/SEC7/SEC8	△	△	※	△	△	△	△
MA-002-CX	Human resources control procedure	SEC6/SEC7	△	※	△	△	△	△	△
MA-004-CX	Meeting management work procedure	SEC4/SEC5/SEC8	△	※	△	△	△	△	△
PC-001-CX	Purchase management work procedure	SEC7	△	△	△	△	△	※	△
PC-003-CX	Supplier management work procedure	SEC7	△	△	△	△	△	※	△

PC-002-CX	Open and amend tooling work procedure	SEC6/SEC7	△	△	△	△	△	※	△
MC-001-CX	Manufacture control work procedure	SEC4/SEC7	△		△	△	△	△	※
WH-001-CX	Storage management work procedure	SEC7	△		△	△	△	△	※
WH-003-CX	Customer provide product management work procedure	SEC7	※		△	△	△	△	△
MD-001-CX	Manufacture location management work procedure	SEC7			△	※	△		△
MA-003-CX	Equipment maintain work procedure	SEC6/SEC7	△	※	△	△	△	△	△
QA-004-CX	Incoming material inspection work procedure	SEC7/SEC8			※	△	△	△	△
QA-005-CX	Process inspection work procedure	SEC7/SEC8			※	△	△	△	△
QA-006-CX	Finish product inspection work procedure	SEC7/SEC8	△		※	△	△	△	△
QA-007-CX	Delivery inspection work procedure	SEC7/SEC8	△		※	△	△	△	△
QA-003-CX	Non - standard product control procedure	SEC7/SEC8	△		※	△	△	△	△
QA-009-CX	Test measurement equipment management and revise work procedure	SEC6/SEC7	△		※	△	△	△	△
QA-010-CX	Product identify and track work procedure	SEC7/SEC8	△		※	△	△	△	△
QA-008-CX	Customer complain work procedure	SEC7/SEC8	△		※	△	△	△	△
QA-002-CX	Inner audit work procedure	SEC8	△	△	※	△	△	△	△
QA-015-CX	Correct and prevent management work procedure	SEC8	△	△	※	△	△	△	△
RD-002-CX	Sample work procedure	SEC7	△		△	△	※	△	△
RD-001-CX	Accessories approval management procedure	SEC7	△		△	△	※	△	△
RD-003-CX	Product development work procedure	SEC7	△		△	△	※	△	△
RD-004-CX	Change design work procedure	CH7	△		△	△	※	△	△
SA-001-CX	PO audit management procedure	SEC5/SEC7	※		△	△	△	△	△
SA-002-CX	Customer satisfactory work procedure	SEC5/SEC7/SEC8	※	△	△	△	△	△	△
SA-003-CX	Quotation work procedure	SEC7	※		△	△	△	△	△

Note：1.Sponsor department remark as ″※″ 。 2. Co-organizer department remark as ″△″ 。

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Functional flow chart attached