

**LONE STAR
CIRCUITS**

SAE AS 9100D
Quality Management System
Manual
Rev M



QUALITY MANAGEMENT SYSTEM MANUAL REV. M

<u>Title</u>	<u>Page</u>
The Company	4
Introduction	4
4. Context of the organization	11
5. Leadership	13
6. Planning	15
7. Support	16
8. Operation	18
9. Evaluation	21
10 Improvements	22

UNCONTROLLED COPY

Management Approval

Signature: Lance Riley
Lance Riley, President

Date: 4/11/19

UNCONTROLLED COPY

Revisions

Revision	Section	Change
A	All	AS9100
B	4.5,7	Updated paragraph for compliance
C	4,5,6,7	Updated
D	3,4,5 6,7	Updated for AS9100 C
E	3.0, 7.5.1.4, 7.5.4	Added Exclusion for Post-delivery support & Customer property And added justification in Scope under 3.0
F	3.1	Added practical steps to support policies
G	2.1	Change in personnel
H	All	Updated name changes to Lone Star Circuits
I	3.0 5.5.2 7.5.4	Changed Customer property as an applicable Item. Update to Quality Manager title. Changed Customer property statement.
J	All	Removed numbering of sections 2.0 through 3.0. Changed Management Approval. Removed Section numbers in header and footer. Added page numbers to footer. Updated Header. Updated Table of Contents.
K	All	Rewrite of sections 5 through 10 to be compliant to AS9100 Rev D (CN 003219)
L	8.5.5	Update section 8.5.5 Post-delivery activities to meet AS9100D standard (CN 003267)
M	8.5.5	Update section 8.5.5 Post-delivery with definitions, CN003397

The Company

Global Innovation Corp. ("GIC") as of August 1st, 2014 is operating under the name Lone Star Circuits ("LSC") All QMS documented information will be updated as revision changes become necessary.

("LSC") provides unmatched service in the industry exceeding our customer's expectations of quality, value, and responsiveness. LSC provides a wide range of offerings from single

sided boards to metal backed circuit and RF boards built with exotic materials such as Teflon and more. With over 100,000 square feet of state of the art manufacturing space, LSC produces quantities ranging from a single part to thousands without sacrificing quality and delivering on time, every time.

LSC's technology capabilities include single sided boards, multilayer mother boards, daughter cards and back-panels along with a range of metal backed boards and RF board capabilities as well. Our staff is committed to staying ahead of the technology curve and as such, they are continuously testing, proving and adding new capabilities. LSC will meet our customers' needs and desires to the best of our abilities without sacrificing quality for expediency.

As LSC continues to grow and move forward, we will not lose sight of what made us the industry leader and the ideals upon which LSC was founded:

- Strong relationships built upon ethics, excellent communication, unrivaled customer service and on-time delivery of quality printed circuit boards, back-panels, metal back and RF products.

UNCONTROLLED COPY

Scope

The content of this manual applies to LSC in accordance with AS9100D and ISO9001:2015

Manufacturing Location: 901 Hensley Lane
Wylie, Texas 75098

The Quality Management System incorporates processes associated with the Manufacturing of Printed Circuit Boards for contract manufacturers of OEM customers or OEM customers directly. The manufacturing processes are suitable for prototype, small to medium production volumes for the manufacture of:

- Rigid circuit boards – single, double, multilayer
- Metal-back boards
- RF Antenna boards
- Teflon boards
- Back panels

The Quality Management System complies with all elements of the SAE AS 9100 International Standard with the following exclusion:

- LSC does not design product. LSC does provide input to our customers for improving manufacturability of the products they contract to us to build, therefore, section 8.3, Design and Development, of the SAE AS9100 International Standard is not applicable to LSC and is excluded from this quality management system.
- LSC does not provide Post Delivery Support; therefore, section 8.5.5 is not applicable and is excluded from this quality management system.
- LSC does retain possession of Customer Property. When in fact, Customer Materials are needed and/or supplied by customer, LSC will purchase such property and it will enter the material stream in the same way as other purchased materials. After manufacture, those materials are re-sold to the customer as per agreement. All customer supplied Data, Drawings, Prints and e-Documents are being addressed within the internal Product Engineering Procedures, supported by our Information Technology (IT) facilitator.
- All personnel who manage, perform and verify work that affects quality are responsible for implementing the QMS as documented. Implementation is assessed regularly by way of internal and external audits and management review.

Company Vision

LSC will be the leading supplier of printed circuit boards to the commercial and military OEM customers in North America.

Quality Policy

LSC will team up with suppliers and strive to meet or exceed customer expectations in quality, service, delivery and cost. Quality objectives are established and accomplished in a profitable, ethical and professional manner. LSC is committed to continual improvement of its QMS through employee awareness and preventive actions.

Environmental, Health and Safety

Lone Star Circuits is committed to protecting the environment and the health and safety of our associates, our customers and the environment in which we all live. We shall conduct our business with the highest ethical standards. LSC will comply with all applicable environmental, health and safety (EHS) regulations. We will integrate EHS regulations into our key business matters which include the production and support of our products and services. We will work to reduce and minimize the generation of hazardous and solid waste, recycle and reuse materials and responsibly manage water and waste water at our facility. We will strive to minimize any accidents or injuries at the facility and encourage safe practices while away from our workplace.

UNCONTROLLED COPY

PRACTICAL STEPS TO SUPPORT POLICIES

Customer Focus:

The company shall consider the Customers needs in its every day operations and decision making and consider the impact on the Customer at all times.

Workplace Excellence:

The Company strives to encourage employees to strive for individual excellence in their work and in their association with other people inside and outside of the workplace. We aim to motivate employees by providing leadership, training, proper materials and facilities and a cooperative and safe environment.

Empowerment:

The Company managers are responsible for developing organizations and systems that accommodate the goal of achieving Customer satisfaction. Managers are to recognize, and support employees charged with the responsibility of interfacing with Customers. Employees who are authorized to deal with Customers are responsible for carefully listening to Customers and fully understanding their requirements and expectations. These employees shall be as responsive as possible to those needs within the province and spirit of good business practices.

Intelligent Management:

Managers are directed to make decisions and guide operations based on facts, data and verifiable evidence whenever possible. Such management techniques eliminate bias and unfounded opinion wherever possible.

Mission Statement

As the leading supplier of printed circuit boards to North America's electronic equipment manufacturers, LSC

- Will be a customer-focused organization utilizing engineering expertise and production capabilities to provide printed circuit systems that meet or exceed our customers' requirements.
- Will be a highly responsive, cost effective supplier with capacity and resources to meet our customers' requirements.
- Will continually improve processes, methods and materials to reduce costs, improve quality and reduce cycle time.
- Will leverage capabilities and resources of strategic alliance partners (resin, chemical suppliers and equipment manufacturers) to develop new business opportunities and market LSC's capabilities.
- Will continually explore other market opportunities taking advantage of existing or modified processes to expand our offerings and service to our customers.
- Will utilize our resources and technical capabilities to the fullest extent in order to protect the health and safety of our employees, our customers, the general public and the environment.
- Will be the preferred place of employment of highly trained and empowered employees.
- Will be a high-performance organization that achieves consistent product quality, on-time delivery and strong financial performance.

Controlled Copy Distribution List

The master electronic copy of this Manual shall be maintained on the LSC network server as a password protected read-only documented information record in accordance with the Quality Management System Procedure 001 Control of Documents (QMS PRC 001). All other copies, electronic or printed, are uncontrolled copies and are to be used as reference only.

Copies sent to customers, electronic or printed, are uncontrolled copies and not subject to revision updates. A *.pdf version of the Quality Management System Manual shall be used to send to electronic copies to customers and such shall clearly indicate that it is not a controlled copy.

Key Terminology used in the Quality Manual

Risk

Risk is an undesirable situation or circumstance that has both a likelihood of occurring and a potentially negative consequence.

Special Requirements

Those requirements identified by the customer, or identified by LSC, which have high risk to being achieved, thus requiring their inclusion in the risk management process. Factor used in the determination of special requirements include product or process complexity, past experience and product or process maturity. Examples of special requirements include performance requirements imposed by the customer that are at the limit of manufacturing capability, or requirements determined by the organization that exceeds the technical or process capabilities.

Critical Items

Those items (e.g., functions, parts, software, characteristics, and processes) having significant effect on the product realization and use of the product: including form, fit, function, producibility, service life, safety, performance, etc.; that require specific actions to ensure they are adequately managed. Examples of critical items include safety critical items, fracture critical items, mission critical items, key characteristics, etc.

Key Characteristic

An attribute or feature whose variation has a significant effect on product fit form, function, performance, service life or producibility that requires specific actions for the purpose of controlling variation.

Counterfeit Parts

LSC is committed to providing high quality products on which our customers may rely upon. It is our policy to ensure that counterfeit parts are not used in the manufacture of our products. We purchase all components and materials directly from:

- Manufacturer Direct
- Manufacturers Authorized Distributor
- OEM Bonded Inventoried

UNCONTROLLED COPY

4. Context of the organization

4.1 UNDERSTANDING THE ORGANIZATION AND ITS CONTEXT

We have determined the relevant external and internal issues that affect our ability to achieve the intended outcomes of our management system. We have considered the full business environment, the key drivers and trends having impact on the objectives of the organization and the relationship and values of external stakeholders. Details of the context of our organization are given below:

See Appendix Attachment 2 “Issues, which can affect Interested Parties”

4.2 UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES

We have identified and documented the interested parties in general terms, and their requirements. We have determined and documented any applicable and statutory and regulatory quality management system requirements, and we have addressed these requirements in our quality management system.

See Appendix Attachment 3 “Interested Parties (Stakeholders)”

4.3 DETERMINING THE SCOPE OF THE QUALITY MANAGEMENT SYSTEM

We have determined and documented the boundaries and applicability of our management system and have considered the issues identified in Clause 4.1 and 4.2 as well as those that relate to our product and service when establishing and documenting the scope.

4.4 QUALITY MANAGEMENT SYSTEM AND ITS PROCESSES (QMS)

We have established, implemented, and will maintain and continually improve our quality management system, including the processes and their interactions needed to meet the requirements of the international standard.

To deliver the requirements, we have identified and documented:

- The processes needed for the implementation, operation and maintenance of the management system along with opportunities for its improvement and their application throughout the organization
- The inputs required, and outputs expected from these processes
- The sequence and interaction of these processes
- The criteria and methods needed to ensure that both the operation and control of these processes are effective
- The availability of resources and information necessary to support the operation and monitoring of these processes; the availability of resources and information necessary to support the operation and monitoring of these processes
- The risks and opportunities within the management system and how to plan to address them
- The monitoring, measuring and analyzing of these processes, and implement actions necessary to achieve planned results and continual improvement
- The assignment of the responsibilities and authorities for these processes

Attachment 1 presents an illustration of the inter-relationship of QMS processes. In addition, documented information record is maintained to support these processes and is retained as records to demonstrate that all processes are effective and working as planned.

UNCONTROLLED COPY

5. Leadership

5.1 LEADERSHIP AND COMMITMENT

5.1.1 General

Our Top management demonstrates leadership and commitment with respect to our QMS by taking accountability of the effectiveness of the QMS; by establishing a quality policy and quality objectives that are compatible with the direction of the organization; that both policy and objectives are communicated, understood and applied within the organization; ensuring integration of QMS requirements into the organization's business processes and by promoting awareness of a process approach and risk based thinking.

In addition, our Leadership Team provides the resources necessary for the QMS; sustained implementation and to ensure the importance of effective quality management and of conforming to QMS requirements; ensuring that the QMS achieves intended results; engaging with, directing and supporting persons to contribute to the effectiveness of the QMS; promote improvement and support other members of the Leadership Team to demonstrate their leadership as it applies to their area of responsibility. Management provides the resources to communicate these common goals to all levels of associates.

5.1.2 Customer Focus

As an organization, Lone Star Circuits strives to meet our clients' expectations; our Leadership Team demonstrates their leadership and commitment by ensuring that clients' requirements and applicable regulatory and statutory requirements are met; that risks and opportunities that could affect our products and services have been addressed; that our focus is on consistently providing client satisfaction.

We measure and report monthly on product and service conformity and on-time delivery performance. If planned results are not met or will not be achieved, we take action as deemed appropriate by the LSC leadership team during management review meetings.

5.2 POLICY

Our Top Management have developed a quality policy that is in line with the requirements of the standard. The Policy is available as documented information, is communicated throughout the organization and is also available to interested parties, as appropriate.

5.3 ORGANIZATIONAL ROLES, RESPONSIBILITIES AND AUTHORITIES

Our Top management will ensure that the responsibilities and authorities for relevant roles are assigned and communicated throughout the organization. The organization has identified, documented and communicated the roles, responsibilities and authorities of those involved in the management system and their interrelationships within the organization. We have established an organization chart and supporting table the defines the organizational structure and responsibilities of each member of the management team.

TOP MANAGEMENT HAS APPOINTED A SPECIFIC MEMBER OF MANAGEMENT, IDENTIFIED AS THE management representative, who has the responsibility and authority for oversight of the following requirements.

- ensuring that the quality management system conforms to the requirements of the AS9100D International Standard
- ensuring that the processes are delivering their intended outputs
- reporting on the performance of the quality management system and on opportunities for improvement, to top management
- ensuring the promotion of customer focus throughout the organization
- ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

The management representative has the organizational freedom and unrestricted access to top management to resolve quality management issues.

The appointed Management Representative is: Quality Manager or Designee

NOTE: The responsibility of a management representative can include liaison with external parties on matters relating to the quality management system.

6. Planning

6.1 ACTIONS TO ADDRESS RISKS AND OPPORTUNITIES

We have considered the issues detailed in clause 4.1 and 4.2 of this document and have determined the risks and opportunities that need to be addressed to assure the QMS can achieve its intended outcomes; that we prevent or reduce undesired effects and achieve continual improvement.

We have put a plan in place to address these risks and opportunities and a plan to integrate and implement these actions in the QMS and evaluate their effectiveness. We have established a procedure for risk management.

6.2 QUALITY OBJECTIVES AND PLANNING TO ACHIEVE THEM

We have established quality objectives at various levels throughout the organization in line with the requirements of AS 9100 D (ISO 9001:2015 Clauses 6.2.1 and 6.2.2. We have established a procedure for quality planning to outline objectives and planning activities for the organization.

6.3 PLANNING OF CHANGES

If we make changes to our QMS they would be carried out in a planned and systematic manner. We will consider the purpose of any change, their potential consequences, the integrity of the QMS, the availability of resources and the allocation or reallocation of responsibilities and authorities.

Z Support

7.1 RESOURCES

7.1.1 General

We have determined and provided the resources needed for the establishment, implementation, maintenance and continual improvement of our QMS. We have considered the capabilities of our existing resources and what we need to obtain from external providers.

7.1.2 People

Those resources include people who have the necessary skills and competencies to effectively operate our QMS and to meet and exceed our clients' expectations. Also, see Clause 7.2.

7.1.3 Infrastructure

We have provided the infrastructure determined necessary for the provision of our processes and conformity of our products and services.

7.1.4 Environment for the Operation of Processes

We have provided the environment determined necessary for the provision of our processes and conformity of our products and services.

7.1.5 Monitoring and Measuring Resources

We have determined that we need to use measuring and monitoring resources for evidence of conformity for our products and services and have created specific documented information detailing how we have approached this requirement.

7.1.6 Organizational Knowledge

We have determined the knowledge necessary to operate our processes when achieving conformity of our products and services. We have systems in place to address any changes to our needs and possible trends that come up from time to time. The Change Notice, Management Review Report and the Training Database are the systems to address changes of our needs. The knowledge is in the form of documented information record and is available to those who require it.

7.2 COMPETENCE

We have determined the competence of people doing work under our control that affects performance to ensure that these people are competent based on appropriate education, training or experience and where applicable, take actions to acquire the necessary competence and evaluate the effectiveness of the actions taken.

WE REVIEW NECESSARY COMPETENCES WHENEVER RESPONSIBILITIES OR SCOPE OF WORK CHANGE, AND AT NOMINALLY ANNUAL INTERVALS.

7.3 AWARENESS

We have ensured that people doing work under our control are aware of our policies; our quality objectives relevant to them; their contribution to the effectiveness of the system and the implications of not conforming to the QMS requirements.

ADDITIONALLY, WE ENSURE THAT THEY ARE AWARE OF

- relevant quality management system documented information and changes
- their contribution to product or service conformity
- their contribution to product safety
- the importance of ethical behavior

7.4 COMMUNICATION

We have determined the need for internal and external communications relevant to the system including on what, when, with whom, how and who would communicate.

WE COMMUNICATE INTERNAL AND EXTERNAL FEEDBACK RELEVANT TO THE QUALITY MANAGEMENT SYSTEM.

7.5 DOCUMENTED INFORMATION

We have written policies and procedures as appropriate to meet the requirements of our QMS and the AS 9100 D (ISO 9001:2015 standard). Details of how we produce and control our documented information are detailed in the Control of Documents procedure.

8. Operation

8.1 OPERATIONAL PLANNING AND CONTROL

We have planned, implemented and controlled processes needed to meet requirements for the provision of our products and services, and to implement the actions determined in clause 6.1 of this document by determining the requirements of our products and services; establishing criteria for those processes and for the acceptance of our products and services. We have also determined the resources needed to achieve conformity of our products and services and by implementing control of the processes in accordance with the detailed criteria.

We keep documented information to the extent necessary to have confidence that the processes have been carried out as planned and that demonstrate the conformity of our products and services.

We shall control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects as necessary. We shall ensure that outsourced processes are also controlled.

8.2 REQUIREMENTS FOR PRODUCTS AND SERVICES

8.2.1 Customer Communication

We communicate with clients where necessary in relation to information related to our products and services, inquiries, contracts or order handling including changes, customer property, obtaining their feedback, including complaints and specific contingency actions where appropriate.

8.2.2 Determination of Requirements Related to Products and Services

When determining the requirements for our products and services offered to potential clients we have ensured that applicable regulatory and statutory requirements have been defined and that we can meet those requirements and that we can substantiate any claim made for our products and services.

WE DETERMINE ANY SPECIAL REQUIREMENTS OF THE PRODUCTS AND SERVICES

We identify operational risks (e.g. new technology, ability and capacity to provide, short delivery time frame)

8.2.3 Review of Requirements Related to Products and Services

We review our Clients' requirements including those for delivery and post-delivery activities; as well any statutory and regulatory requirement applicable to the product and service being provided. We also review those requirements not stated by the client, when known, plus any contract or order requirements that are different from the original request.

REQUIREMENTS REVIEW IS COORDINATED WITH APPLICABLE FUNCTIONS WITHIN THE COMPANY (THESE INCLUDE BUT NOT LIMITED TO PLANNING, QUALITY ASSURANCE, ENGINEERING AND MANUFACTURING

We conduct this review prior to our commitment to supply our products and services; we always provide a documented information confirmation of the order, even if the client has not.

IF IT IS DETERMINED THAT SOME REQUIREMENTS CANNOT BE MET OR CAN ONLY PARTIALLY BE MET, WE NEGOTIATE A MUTUALLY ACCEPTABLE REQUIREMENT WITH THE CUSTOMER.

Where requirements change, we ensure that all relevant documented information is amended and that personnel are made aware prior to delivery.

8.2.4 Changes to requirements for products and services

We will ensure that when changes are made to our products and services relevant persons are made aware and relevant documented information is amended to reflect those changes made.

8.3 DESIGN AND DEVELOPMENT OF PRODUCTS AND SERVICES

We have looked at the requirements of this clause in the standard and have determined that they are not applicable to the scope of our management system.

8.4 CONTROL OF EXTERNALLY PROVIDED PROCESSES, PRODUCTS AND SERVICES

We have established a procedure which details how our organization handles the control of externally provided products and services.

8.5 PRODUCTION AND SERVICE PROVISION

8.5.1 Control of Production and Service Provision

We have implemented controlled conditions for the production and service provision, including delivery and post-delivery activities in line with the requirements of Clause 8.5.1 of the AS9100D quality management system standard.

8.5.2 Identification and Traceability

Where necessary we have introduced a system to uniquely identify our products and services for the purposes of traceability. We identify the status of our processed outputs with respect to monitoring and measurement requirements throughout the provision of our products and services. We retain documented information appropriate to maintaining identification and traceability. We have established a procedure for identification and traceability.

8.5.3 Property belonging to Customers or External Providers

We exercise due care and attention when dealing with property belonging to external providers (including clients). We report any defect, damage or loss to the external provider as soon as it has been identified by our personnel.

8.5.4 Preservation

We ensure the preservation of our products and services to the extent necessary to maintain

their conformity throughout the production process.

8.5.5 Post-delivery Activities

LSC does not provide Post Delivery Support. Therefore, the following requirements do not apply

- a. statutory and regulatory requirements;
 - c. the nature, use, and intended lifetime of its products and services;
 - d. customer requirements;
 - e. customer feedback;
 - f. collection and analysis of in-service data (e.g., performance, reliability, lessons learned);
 - g. control, updating, and provision of technical documentation relating to product use, maintenance, repair, and overhaul;
 - h. controls required for work undertaken external to the organization (e.g., off-site work);
 - i. product/customer
- b. the potential undesired consequences associated with our products and services, is applicable and is covered under customer satisfaction 9.1.2.

8.5.6 Control of Changes

We review and control changes necessary for the production and service provision to ensure continued conformity of our products and services. We keep documented information records of any such changes. We have established a procedure for change control.

8.6 RELEASE OF PRODUCTS AND SERVICES

We have implemented arrangements at appropriate stages of production or service provision to verify that product and service requirements have been met; evidence of such acceptance is documented with our certificate of conformance and warranty offering.

Products and services will not be released to our clients until the verification arrangements have been met; exceptions can only be made with the authorization of the client themselves. Appropriate records of who authorized the release are maintained electronically.

8.7 CONTROL OF NONCONFORMING OUTPUTS

We have established a procedure for non-conforming product which details how our organization would deal with the control of nonconforming process outputs, products and services.

9. Performance Evaluation

9.1 MONITORING, MEASUREMENT, ANALYSIS AND EVALUATION

9.1.1 General

We have determined what needs to be monitored and measured; the methods for monitoring, measurement, analysis and evaluation, as applicable, to ensure valid results; when the monitoring and measuring shall be performed and when the results from monitoring and measurement shall be analyzed and evaluated.

We retain documented information on the results of such monitoring and measurement to enable us to evaluate the effectiveness of our QMS.

9.1.2 Customer Satisfaction

We have determined the methods for obtaining information regarding our clients' perception of our organization in terms of meeting or exceeding their requirements in the provision of our products and services. The information gathered is reviewed as part of the Management Review process.

9.1.3 Analysis and Evaluation

We analyze and evaluate data gathered as part of our monitoring and measuring activities and the results are used as part of our Management Review process.

9.2 INTERNAL AUDIT

We conduct internal audits at planned intervals to provide information on whether our QMS conforms to our requirements, to the requirements of AS 9100 D (and ISO 9001:2015 Quality Management System standard) and is effectively implemented and maintained; it also takes into consideration the importance of the processes concerned. We have established a procedure for internal audits that covers in detail the process surrounding the internal audit process.

9.3 MANAGEMENT REVIEW

Our Top management reviews the organization's QMS at planned intervals, at least once every 12 months, to ensure its continuing suitability, adequacy and effectiveness. Each review will take into consideration the status of actions from any previous meetings and any changes in internal or external issues relevant to our QMS and performance information, including trends and indicators as detailed in AS9100 D Clause 9.3.1 and 9.3.2.

Information relating to each of these meetings is recorded using Management / TRB Review Report form. We have established a procedure for management review.

10 Improvements

10.1 GENERAL

We have determined and shall select such opportunities to improve and put in place any actions necessary to meet our clients' requirements and enhance their satisfaction. This will include improving our services; correcting, preventing or reducing undesired effects; improving the performance and effectiveness of our QMS.

10.2 NONCONFORMITY AND CORRECTIVE ACTION

When nonconformity occurs, we shall react to the nonconformity and take action to control and correct it to deal with the consequences. We will evaluate the need for action to eliminate the causes of the nonconformity, in order that it does not recur or occur elsewhere in the organization. We will implement the actions required and review the effectiveness of any corrective action taken, update risks and opportunities determined during planning (if necessary) and make changes to the QMS, where necessary.

We record all nonconformities, actions taken and the results of any corrective action using the appropriate documented information forms. We have established a procedure for corrective actions.

10.3 CONTINUAL IMPROVEMENT

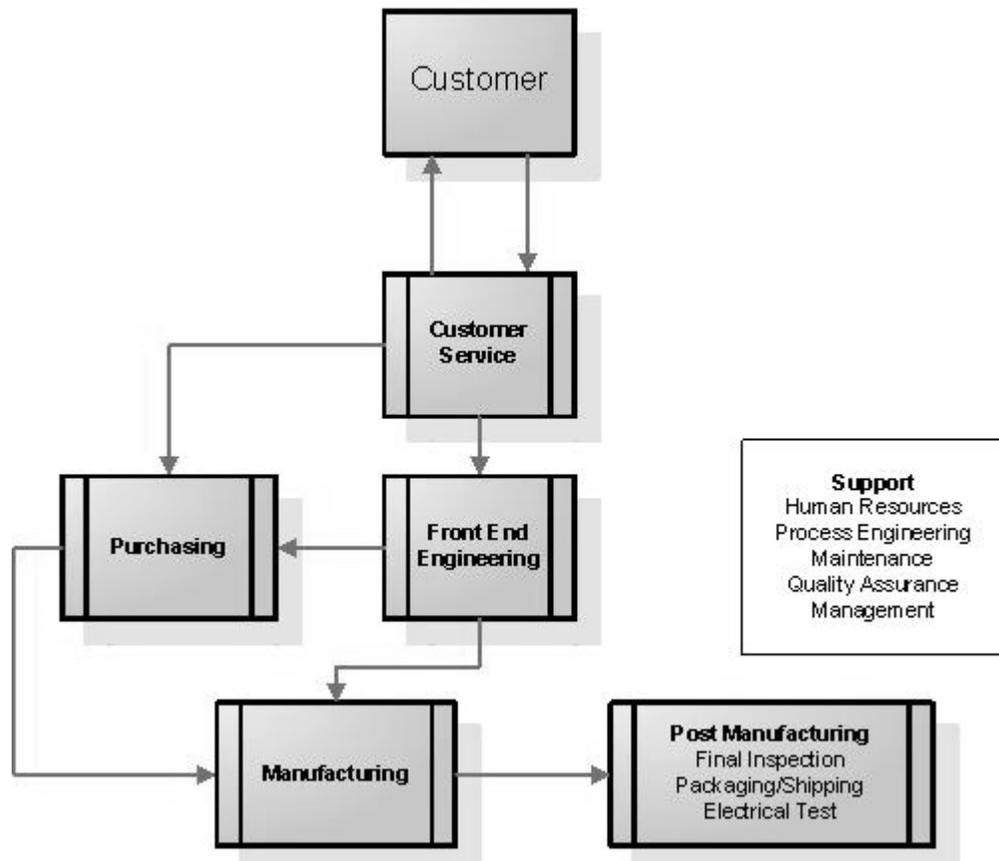
We shall continually improve the suitability, adequacy and effectiveness of our QMS. We consider the results of analysis and evaluation, as well as the outputs from management review to determine if there are needs or opportunities that could be addressed as part of our continual improvement.

NOTE: EXAMPLES OF CONTINUAL IMPROVEMENT OPPORTUNITIES CAN INCLUDE LESSONS LEARNED, IMPROVEMENT PLANS, AND THE BENCHMARKING OF BEST PRACTICES.

We monitor the implementation of improvement activities and evaluate the effectiveness of the results.

Appendix

Attachment "1" Inter-department relationship of QMS processes.



Attachment 2 “Issues, which can affect Interested Parties”

Type	Internal or External	Issues
Technological	I/E	Currently sufficient technological resources are available to address customer requirements.
Employees	I	<ul style="list-style-type: none"> ➤ Competent staff available ➤ Low turnaround
Competition	E	Status of the competition
Society & Culture	E	No negative impact on the society
Supply Chain	E	Work closely with suppliers in quality improvement.

Attachment 3 “Interested Parties (Stakeholders)”

Interested Party	Internal or Extern	Reason for Interest
Clients	E	Using Service and looking for Safety, Compliance to standard, Quality, Service, Performance, Delivery,
QA/QC	I/E	Service Quality Assurance & Quality Control
Auditors	I/E	Compliance/Conformance to standards, policies & procedures
Management / Employees	I	Meeting Clients’ expectations, efficiency & effectiveness of the processes
External Providers	E	Provide supporting service or material
Regulators/ Statutory	E	Dictate regulatory/statutory requirements which affect the management system
Society	E	Good Neighbors, Compliant to environmental regulations
Competition	E	Competing with the organization

UNCONTROLLED COPY