# Quality Manual

In support of ISO 9001:2008.

# Table of Contents

# 1 Quality Manual Presentation

## 1.1 Control

The quality manual is controlled according to Procedure 423 Control of Documents Procedure

## 1.2 Distribution list

The Controlled Quality Manual of Testmetric is available on the company intranet and one hard copy of the manual is kept by the Technical Manager as a working copy.

## 1.3 List of modifications

| PAGE | DATE | Modified section | | PAGE | DATE | Modified section |
|---|---|---|---|---|---|---|
| 5 | 7/7/2009 | 3.1 | | | | |
| 6 | 7/7/2009 | 4.1 | | | | |
| 7 | 7/7/2009 | 5.1 | | | | |
| 9 | 7/7/2009 | 6.3 | | | | |
| 9 | 7/7/2009 | 6.4 | | | | |
| 12 | 7/7/2009 | 7.5.4 | | | | |
| 12 | 7/7/2009 | 7.6 | | | | |
| 13 | 7/7/2009 | 8.2.3 | | | | |
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# 2 Organization

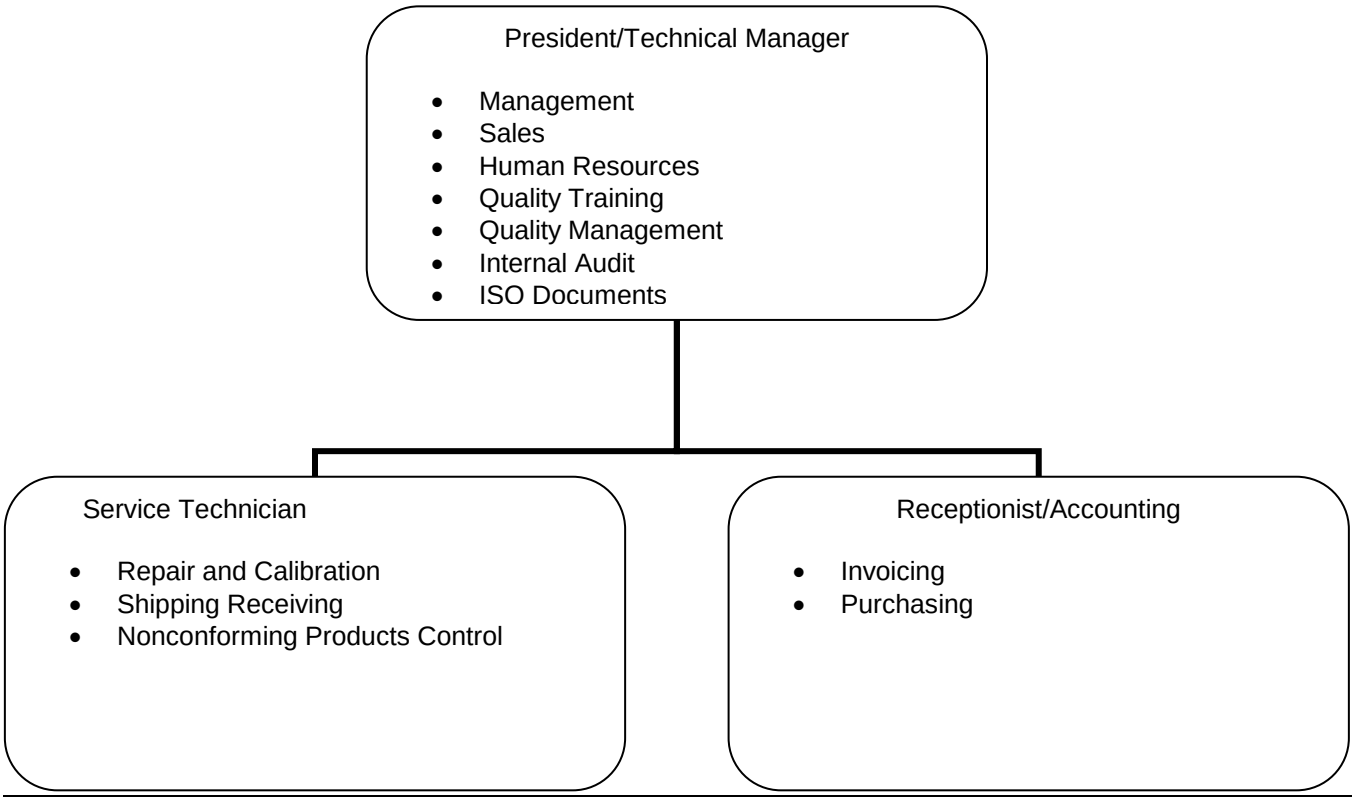
### 2.1 Business background

Testmetric provide Sales, Repair & Calibration Services of Test & Measurement Equipment since 2004. Industries served include Pharmaceutical, Aerospace, Manufacturing, Educational and Utility Field

The Facility is located as follow:

Testmetric
605C Cité des Jeunes,
St-Lazare, Qc, J7T 2A7
Tel: 1-877-424-7717
Fax: 450-424-7717
Email: sales@testmetric.com
www.Testmetric.com

### 2.2 Organization chart



# 3 References

### 3.1 Normative references

The Quality Management System described in this manual conforms to ISO 9001:2008 and follows guidelines of ISO 10012, ISO/IEC17025 and ANSI/NCSL Z540-1994.

There are no legal nor regulatory requirements applicable to Testmetric products or services.

### 3.2 Scope of application

The quality management system applies to all Testmetric operations, including subcontracted activities, related to the Quality Management System

### 3.3 Exclusions

ISO 9001:2008 applies in its entirety except for:

7.3 Design and Development

Justification: Testmetric does not design or develop products for customers.

7.5.2 Validation of processes for production and service provision

Justification: Testmetric products and services can be verified by subsequent measurement and monitoring.

# 4 Quality Management System

## 4.1 Quality management system

Testmetric has implemented a quality management system which is maintained and continually improved to ensure its effectiveness.

Outsourced processes are controlled in order to ensure that customer requirements are met.

## 4.2 Documentation requirements

### 4.2.1 General

The Quality Management System documentation includes:

- This quality manual;
- Quality procedures;
- Calibration Procedures;
- Forms

In addition, the following documents are available and in use:

- Process maps (see appendix A);
- Organization charts;

### 4.2.2 Quality manual

The quality manual has been developed and is maintained as required to meet ISO 9001-2008.

### 4.2.3 Control of documents

Documents and data are controlled to ensure that the information used for production is precise, complete and up to date.

Revised documents and data are distributed in a timely manner in order to assure that production operations are carried according to requirements.

Obsolete documents are not retained.

Reference Procedure 423 Control of documents

### 4.2.4 Control of records

Records are legible, readily identifiable and retrievable. A documented procedure describes the controls for identification, storage, protection, retention time and disposition of quality records.

Reference Procedure 424 Control of records

# 5 MANAGEMENT RESPONSABILITY

## 5.1 Management commitment

Testmetric management is committed to the development and continual improvement of the effectiveness of the quality management system as demonstrated by their daily actions and by assuming all the responsibilities relating to the quality management system. (Reference 3.1, 5.3, 5.4.1, 5.5.3, 5.6 and 6.2).

## 5.2 Customer focus

Testmetric management ensures that customer requirements are defined and met to ensure improved customer satisfaction.

## 5.3 Quality policy

The quality policy is communicated and understood within the organisation, and is reviewed for continuing suitability.

Records F560 Management Review Record
Records F620 Employee Training Record

**QUALITY POLICY**

- Testmetric is committed to provide quality products and services at an excellent value
- Testmetric is committed to maintain and continually improve the effectiveness of the Quality Management System.
- Testmetric improves its quality management system on a continuous basis in order to ensure gains in the following areas: - On Time Delivery
  - Order Acceptance Rate
  - Product Conformity.

## 5.4 Planning

### 5.4.1 Quality objectives

Quality objectives are established at relevant levels and functions within the organisation. The Quality objectives are measurable and consistent with the quality policy. The objectives and targets are confirmed at the management review meeting.

Records F560 Management Review Record

### 5.4.2 Quality management system planning

Testmetric quality management system is planned and improved to ensure its suitability, adequacy and effectiveness. It is modified as needed to ensure quality objectives are met.

## 5.5 Responsibility, authority and communications

### 5.5.1 Responsibility and authority

The responsibilities, authorities and their interaction are defined and communicated to the all personnel.
In addition, the quality management procedures clearly identify the actions and responsibilities of the personnel involved.

### 5.5.2 Management representative

Paul Brisson is appointed management representative having responsibility and authority that includes:

1 Ensuring that processes of the quality management system are established and maintained;
2 Reporting to the Management on the performance of the quality management system, including needs for improvement;
3 Promoting awareness of customer requirements throughout the organisation;
4 Liaison with external parties on matters relating to the quality management system.

### 5.5.3 Internal communication

Appropriate communication channels are established within the organisation to ensure communication takes place regarding the effectiveness of the quality management system.

## 5.6 Management review

The Management reviews the quality management system at least once a year to ensure its continuing suitability, adequacy and effectiveness. The review is conducted by the President. The reviews input and outputs are covered in a procedure.

Records F560 Management Review Record

# 6 RESSOURCE MANAGEMENT

## 6.1 Provision of resources

Testmetric determines and provides the resources needed to maintain and improved the quality management system and to improve customer satisfaction.

## 6.2 Human resources

Personnel performing work affecting conformity to product requirements are competent on the basis of appropriate education, training, skills and experience.

In addition, new or transferred employees are made aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.

When training has been provided, its effectiveness is evaluated.

Records F620 Employee Training Record

## 6.3 Infrastructure

Testmetric identifies, provides and maintains the facilities it needs to achieve the conformity of product.
All monitoring and measuring equipments are maintained

Records F633 A/C Maintenance Log
F634 Humidifier Maintenance Log

## 6.4 Work environment

Testmetric identifies and manages the human and physical factors of the work environment needed to achieve conformity of product. More specifically, the work area is controlled for relative humidity and temperature.

# 7 Product Realization

## 7.1 Planning of product realization

Testmetric products are repetitive in nature and this was reflected during the development of the quality management system.

## 7.2 Customer related processes

### 7.2.1 Determination of requirements

Testmetric determines all the requirements of the product which include:

- The requirements specified by the customer, including the requirements for delivery and post-delivery activities,
- The requirements not stated by the customer but necessary for specified use or known and intended use;
- Statutory and regulatory requirements applicable to the product, and
  any additional requirements considered necessary by Testmetric.

Reference Procedure 722 Sales

### 7.2.2 Review of requirements

Before it commits to supply a product, Testmetric reviews the requirements and assures that:

- Product requirements are defined;
- Contract or order requirements differing from those previously expressed are resolved, and
- The organisation has the ability to meet defined requirements.

Where the customer provides no documented statement of requirements, Testmetric confirms the customer requirements before acceptance.

Where product requirements are changed, Testmetric assures that relevant documents are amended and relevant personnel are made aware of the changed requirements.

Reference Procedure 722 Sales

### 7.2.3 Customer communication

Arrangements for customer communication are established. These relate to:

- Product information;
- Inquiries, contract or order handling, including amendments;
- Customer feedback, including customer complaints.

## 7.3 Design and development

See exclusion under section 3.3

## 7.4 Purchasing

### 7.4.1 Purchasing process

Testmetric ensures that purchased product conforms to specified purchase requirements. Suppliers are selected based on their ability to supply product in accordance with Testmetric requirements.

Criteria for the selection, evaluation and re-evaluation are established. Records of the results of evaluations and any necessary actions arising from the evaluation are kept.

Reference Procedure 740 Purchasing

### 7.4.2 Purchasing information

Purchasing documents describe the product to be purchased, including the requirements for quality control and quality assurance, where appropriate.

The purchase requirements are reviewed for adequacy prior to their communication to the supplier.

Reference: Procedure 740 Purchasing

### 7.4.3 Verification of purchased products

Activities necessary to ensure that purchased product meets the specified purchase requirements are established and implemented.

If applicable, the verification arrangements and method of product release at the supplier premises are stated in the purchasing information.

Reference Procedure 740 Purchasing

## 7.5 Production and service provision

### 7.5.1 Control of production and service provision

Production and service provision are planned and carried out under controlled conditions.

Work instructions are used for all Repair and Calibration activities. Production is carried out in a controlled environment.

### 7.5.2 Validation of processes for production and service provision

See exclusion under section 3.3

### 7.5.3 Identification and traceability

Where appropriate, the product is identified by suitable means throughout product realization.

The status of the product is identified with respect to conformity.

The unique identification of the product is controlled and records are maintain.

### 7.5.4 Customer property

Care is exercised with customer property while it is under Testmetric's control or being used by Testmetric.

Any customer property that is lost, damaged or otherwise found to be unsuitable for use is reported to the customer and records are kept.

Reference Procedure 740 Receiving Inspection
Procedure 830 Control of nonconforming products

### 7.5.5 Preservation of product

The conformity of product is preserved during internal processing and delivery to the intended destination in order to maintain conformity to requirements.

This includes identification, handling, packaging, storage and protection, as applicable.

### 7.6 Control of monitoring and measuring equipment

The measurements to be undertaken and the measuring and monitoring equipment needed to provide evidence of conformity of product are determined.

The measuring and monitoring equipments are controlled.

When an equipment is nonconforming, previous measuring results are assessed and appropriate action on the equipment and any product affected is taken and recorded.

When computer software is used in measuring and monitoring activities, its ability to perform the task is confirmed prior to use and reconfirmed as necessary.

Reference Procedure 830 Control of nonconforming products

Records F824.1 Calibration Certificate
F824.2 Certificate of Compliance
Calibration certificates delivered by external sources

# 8. Measurement, Analysis and Improvement

## 8.1 General

Testmetric has implemented the monitoring, measurement, analysis and improvement processes required by ISO 9001-2008.

## 8.2 Monitoring and measurement

### 8.2.1 Customer satisfaction

Information relating to customer perception as to whether Testmetric has fulfilled customer requirements is monitored as one of the measurements of performance of the quality management system. Customer survey is performed annually.

Record F821 Customer Satisfaction Survey.

### 8.2.2 Internal audit

Internal audits are conducted at planned intervals to determine whether the quality management system:

- Conforms to the planned arrangements, the requirements of ISO 9001 and the quality management system requirements established by Testmetric, and
- Is effectively implemented and maintained.

Records of the audit and there results are maintained.

Reference Procedure 822 Internal audit
Procedure 850 Corrective and Preventive Action

### 8.2.3 Monitoring and measurement of processes

Suitable methods are used for monitoring, and where applicable, measurement of the quality management system processes. Performance indicators are used on key processes. When planned results are not achieved, corrections and correctives actions are taken, as appropriate.

In addition, for the production processes, the rooms are controlled and monitored for temperature and relative humidity, and when applicable, antistatic protection is provided.

Records F823-1 TEMP Inspection Log
F823-2 ESD Inspection Log

### 8.2.4 Monitoring and measurement of product

Characteristics of the product are monitored and measured to verify that product requirements are met. This is carried out at appropriate stages of the product realization process in accordance with the planned arrangements.

Evidence of conformity with the acceptance criteria is kept. Records indicate the person(s) authorising release of the product for delivery to the customer.

Product release and service delivery do not proceed until all the planned arrangements have been satisfactory completed, unless otherwise approved by a relevant authority, and where applicable by the customer.

Records F824-1 Calibration Certificate
F824-2 Certificate of Compliance
F824-3 Packing Slip

MET/CAL Inventory Record
MET/CAL Maintenance Record

### 8.3 Control of nonconforming product

Product, which does not conform to requirements, is identified and controlled to prevent unintended use or delivery.

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, are kept.

When nonconforming product is corrected it is subject to re-evaluation to demonstrate conformity to the requirements.

When nonconforming product is detected after delivery or use has started, action is taken which is appropriate to the effects, or potential effects, of the nonconformity.

Reference Procedure 830 Control of nonconforming products

### 8.4 Analysis of data

Testmetric collects and analyses data on:

Customer satisfaction;
Product conformance;
Suppliers' performance;
Quality objectives.

This allows Testmetric to evaluate the performance of the quality management system and evaluate where continual improvement can be made.

Records F560 Management Review Record

### 8.5 Improvement
### 8.5.1 Continual improvement

Testmetric takes the necessary actions in order to improve the effectiveness of the quality management system.

### 8.5.2 Corrective action

Action is taken to eliminate the cause of nonconformities in order to prevent recurrence. Corrective action is appropriate to the effects of the nonconformities encountered.

Reference Procedure 850 Corrective and Preventive Action

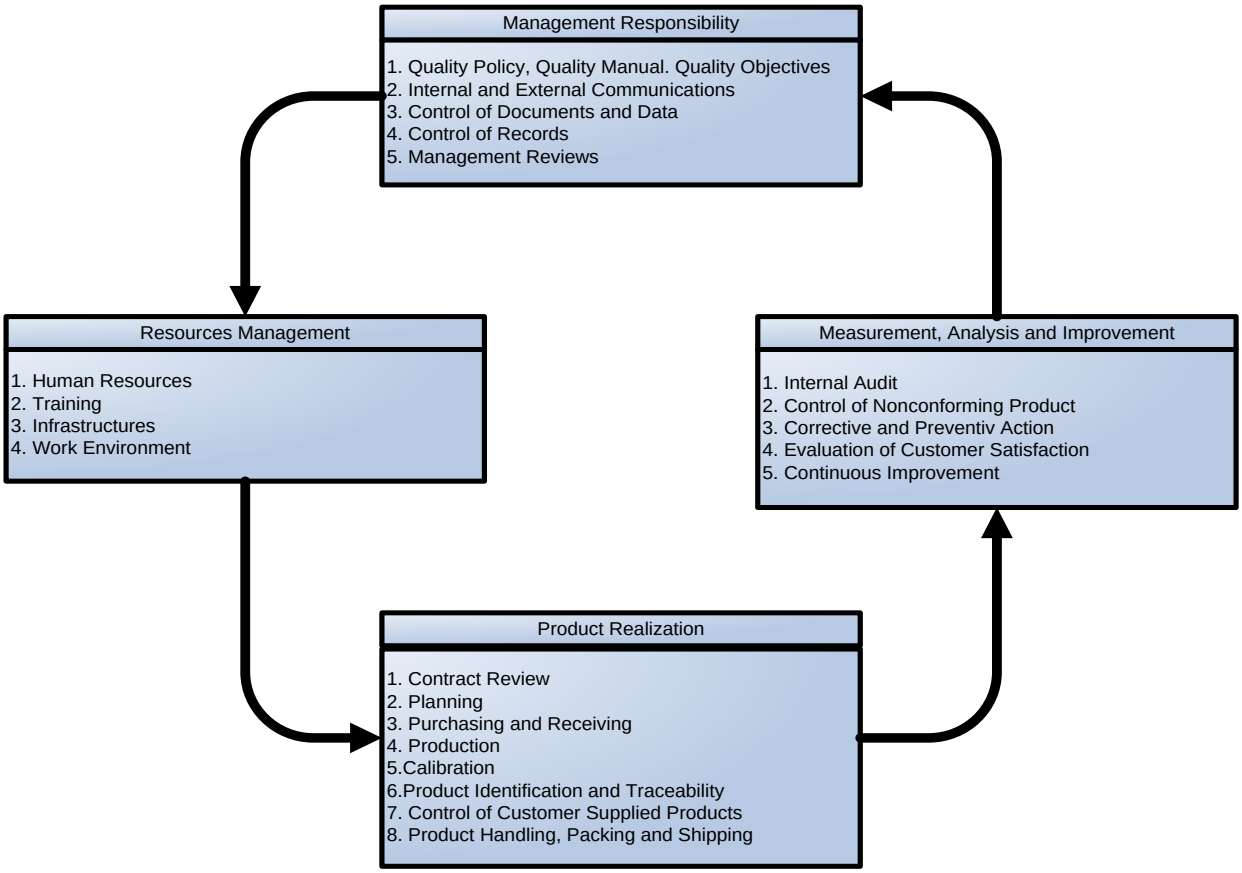
### 8.5.3 Preventive action

Action to eliminate the causes of potential nonconformities in order to prevent occurrence is determined. Preventive actions are appropriate to the impact of the potential problems.

Reference Procedure 850 Corrective and Preventive Action

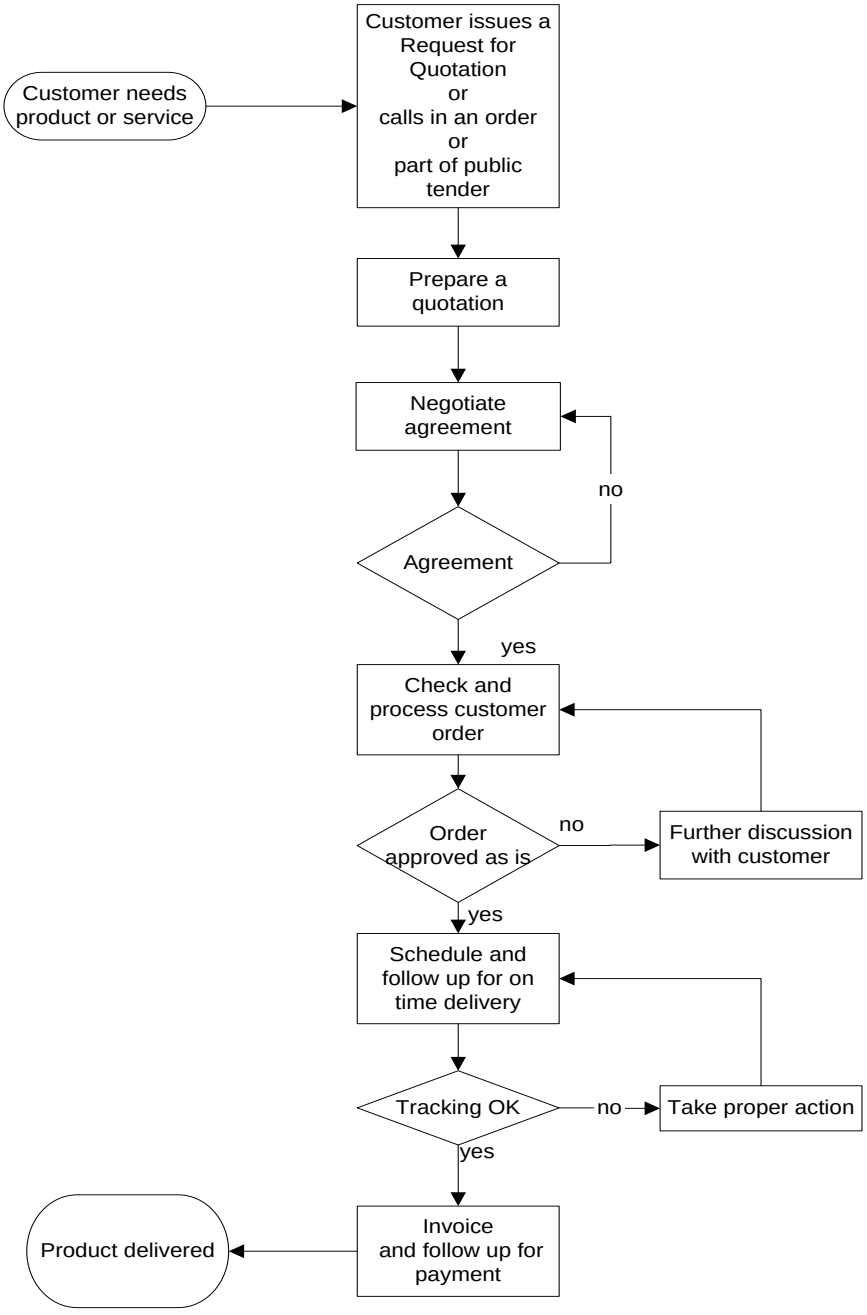
Appendix A

## INTERRACTION OF PROCESSES



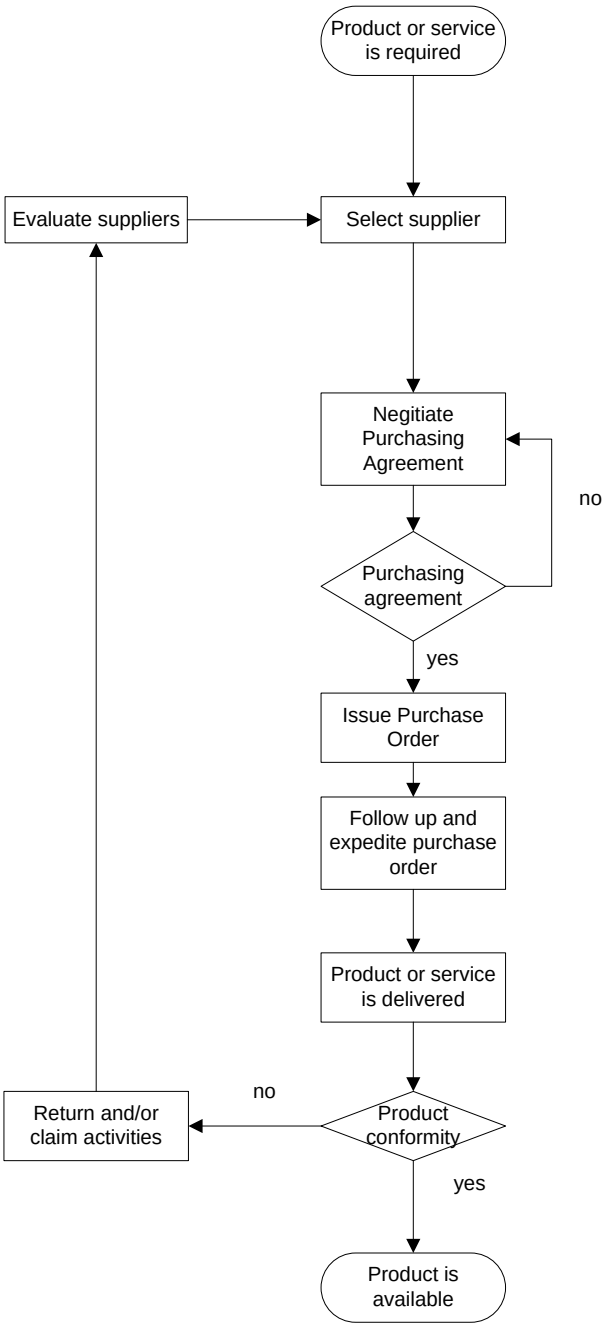
Appendix A

# SALES PROCESS



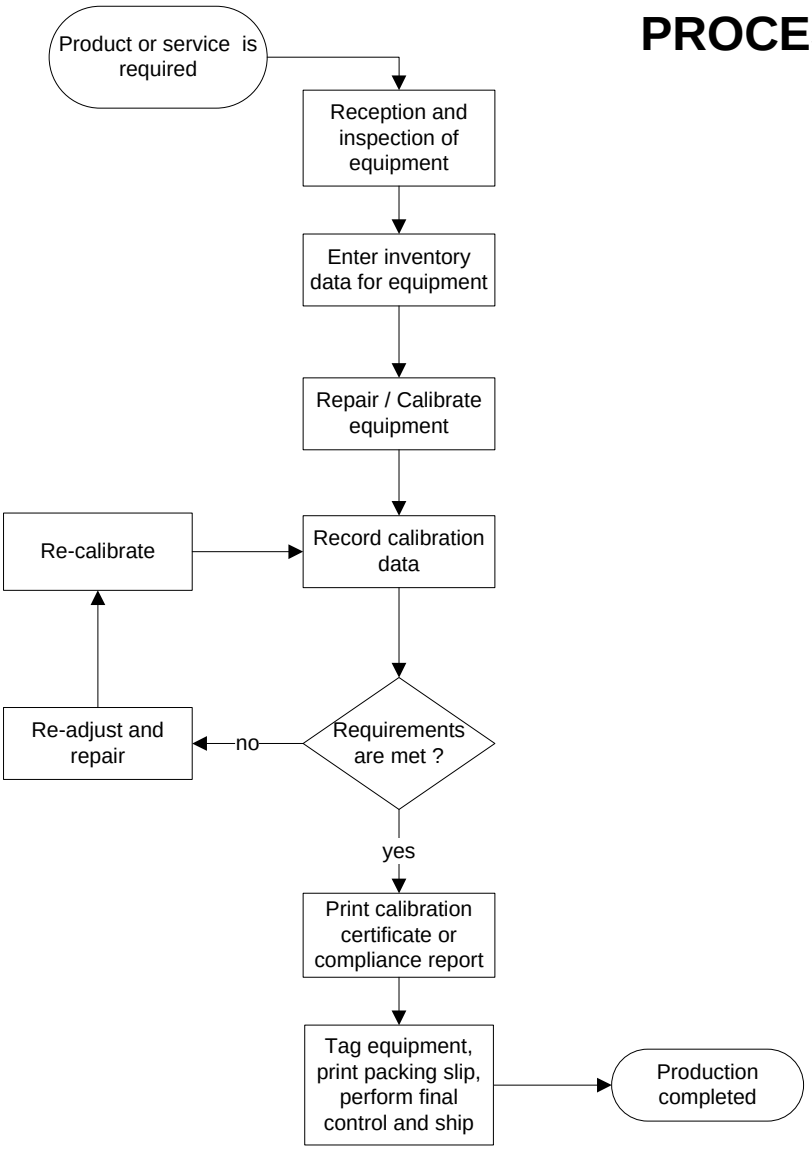
Appendix A

# PURCHASING PROCESS



Appendix A

# PRODUCTION and CONTROL PROCESS



Appendix A

# MANAGEMENT PROCESS