# QM 5.5 – Organization and Communication
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| Quality Manual | 5 – Management Responsibility | |
|---|---|---|
| Section 5.5 | Section Revision: A | Revision Date: 7/12/2010 |
| 5.5 – Organization and Communication | | |
| Approved By: Todd Gifford | | Date: 7/12/2010 |

## GENERAL POLICY

Functions and their interrelation within the company are defined and communicated.

Executive management appoints a management representative of the Dee Electronics organization responsible for establishment and maintenance of the quality system, and for reporting to the executive management on the performance of the system.

Issues regarding the quality system are communicated internally though distribution of pertinent documents, meetings, training and awareness programs, and management reviews.
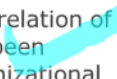
## PROCEDURAL POLICIES

The Responsibility and Authority for overall administration of Dee Electronics quality activities are shared by the Executive Management: the President and the CEO/Treasurer.. The associates of Dee Electronics have the responsibility to carry out all quality activities in support of its quality policy, quality system documentation and customer requirements. Each associate has been granted appropriate authority in order to meet specified requirements.

Departments, groups and functions within the company, and their interrelations, are defined in the Dee Electronics Quality Manual, Quality Operations Procedures, and Organizational Chart.

## MANAGEMENT RESPONSIBILITY

1. Quality Policy – A company quality policy has been established by executive management identifying quality system goals, objectives and commitment to customer expectations. This policy has been communicated to all employees and is maintained as the highest priority within the company. Each associate understands his or her role.

2. Responsibility and Authority – The responsibility, authority and interrelation of personnel who manage, perform and verify work affecting quality has been defined and documented, particularly for personnel who need the organizational

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freedom and authority to:

- Initiate action to prevent nonconformities relating to product, process and quality system,
- Identify and record any problems relating to the product, process and quality system,
- Initiate, recommend or provide solutions through designated channels,
- Verify the implementation of solutions,
- Control further processing or delivery of nonconforming product until the deficiency or unsatisfactory condition has been corrected.

3. Resources – Resources required to complete quality system activities are identified during management review and adequate resources are provided, including assignment of trained personnel for management, performance of work and verification activities, including internal quality audits.

1. Training will ensure the availability of qualified people to perform management, distribution and verification activities.
2. Team Members with input to the adequacy of resources are invited to submit their suggestions and/or concerns to executive management by way of the Employee Concern Form posted on the Internet Site.

4. Management Representative – The President has been appointed MR by the QSC and executive management. The MR has been granted full authority for establishing, implementing, maintaining and reporting on quality assurance system activities. The MR is also responsible for promoting awareness of customer requirements throughout the organization.

5. Management Review – The MR carries out scheduled Management Review meetings with executive management at defined intervals. These reviews determine the effectiveness and suitability of the implemented quality system requirements. Minutes of these review meetings are maintained as records.

INTERNAL COMMUNICATION

Internal communication regarding the quality system flows two ways:

1. The management communicates to the organization the quality policy and objectives; customer and regulatory requirements; product and process specifications; verification and validation requirements; and instructions on how to implement and use the quality system.

2. The organization communicates to the management information and data regarding customer needs and expectations, customer satisfaction, quality performance, the effectiveness of the quality system, and opportunities for improvement.

The information is communicated through manuals, procedures, instructions, quality records, reports, etc.; and through training, on-the-job instruction, and meetings. Operational Procedures QOP-42-01, Quality System Documentation; QOP-42-02, Control of Documents; and QOP-62-01, Training and Awareness, regulate these activities.

5. Management review meetings have a special role in ensuring proper communication between the top management and the organization. The meeting

5. Management review meetings have a special role in ensuring proper communication between the top management and the organization. The meeting provides the framework for the organization to report on the status of quality-related issues and activities, and for the management to formulate policies and directives to change and/or improve the quality system. This process is defined in Operational Procedure QOP-56-01, Management Review.

6. The President has the overall responsibility for ensuring that all pertinent documents, reports and records are distributed to appropriate departments and functions, and that information and data about quality performance and the effectiveness of the quality system are reported to the top management.

**ASSOCIATED DOCUMENTS**

Organizational Chart

QOP-56-01 Operational Procedure: Management Review

QOP-62-01 Operational Procedure: Training and Awareness

QOP-42-01 Operational Procedure: Quality System Documentation

From <http://desmoines.deei.com/?page_id=82>

Checked by Sarah Vogel 8/12 no findings

# QM 5.6 – Management Review
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| Quality Manual | 5 – Management Responsibility | |
|---|---|---|
| Section 5.6 | Section Revision: **B** | Revision Date:**8/14/2014** |
| **5.6 – Management Review** | | |
| Approved By: Todd Gifford | | Date: 7/12/2010 |

**GENERAL POLICY**

The quality system described in this section of the Quality Manual conforms to the requirements of the standard: Element 5.6 ISO 9001:2008 Management Review.

Top management conducts periodical reviews of the quality system. The review evaluates the suitability and effectiveness of the system, identifies opportunities for improvement, and considers the need for changes to the quality policy and quality objectives. Results of the review are documented.

**PROCEDURAL POLICIES**

1. General

1.1 The purpose of management reviews is to:

Evaluate the suitability, adequacy and effectiveness of the quality system;

Consider changes to the quality management system and to the quality policy and quality objectives; and

Identify opportunities for improvement of the quality system, processes and products.

1.2 Management reviews are chaired by the President and are attended by the **top** management team, representing all departments within the company.

1.3 Management reviews are conducted at minimum twice per year. More frequent reviews are scheduled in periods when organizational changes, or other circumstances require increased attention and input from the top management.

2. Review input

2.1 Input into the management reviews consists of information and data related to quality performance of the organization. At a minimum, this includes:

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*Results of audits,*

*Customer feedback and complaints,*

*Process performance and product conformance data,*

*Status of preventive and corrective actions,*

*Changes that could affect the quality system,*

*Follow-up actions from earlier management reviews, and*

*Recommendations for improvement.*

Section 8.4 of this manual, Analysis of Data, and Operational Procedure QOP-56-01, Management Review, define the scope, and method of presentation, of the input information and data.

3. Review output

3.1 Management reviews are concluded with actions related to improvement of the quality management system, and improvement of processes and products to better meet customer requirements. The review also identifies resource needs to implement these actions.

3.2 Results of management reviews are documented in minutes of the review meeting. The minutes include improvement actions, and assign responsibilities and allocate resources for implementation of these actions.

**ASSOCIATED DOCUMENTS**

QOP-56-01 Operational Procedure: Management Review

From <http://desmoines.deei.com/?page_id=84>

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# QOP-56-01 – Management Review

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| QMS Operational Procedure | QOP-56-01 | |
|---|---|---|
| Section 5.6 | Section Revision: B | Revision Date: 2/3/2014 |
| **Management Review** | | |
| Approved By: Todd Gifford | | Date: 7/12/2010 |

## I.  PURPOSE

The purpose of this procedure is to provide for a system and instructions, and to assign responsibilities for scheduling, conducting, and recording management reviews of the quality management system.

## II.  APPLICATION

This procedure applies to all activities comprising the quality system, and in particular those named in ISO 9001:2008 Standard 5.6.2, Review input.

This procedure directly concerns the top executive management.

## III.  PROCEDURE

1. Frequency and Scheduling

Quality performance and the quality management system are reviewed by the executive management twice per year, at minimum. The President determines the actual date for the review, coordinating with participating managers.

**2. Attendance**

Attendance required to qualify as a Management Review meeting includes, at a minimum:  Three out of the following people: President, CEO/Treasurer, Vice President-Sales, Vice President of Operations, and Chairman of the Board of Directors.

**3. Agenda**

3.1 The agenda for management review meetings is prepared by the President. It is distributed to the participating managers at the meeting, or shortly before the meeting. At a minimum, the agenda covers all items listed in Clause 4 of this procedure, Review input.

4. Review input

4.1  At a minimum, following information and data are presented for review:

Action items from last meeting:

Status of action items from previous meeting. Items which are not completed are carried on as continuing actions, and are recorded as such in the minutes of the meeting.

Resources:

Review of adequacy and allocation of resources, including capital equipment needs, staffing levels.

Resource Requirements Review

Measurement Systems Analysis Review (MSA)

5S Systems Review

IT Systems Projects Completed and Future Review

Process performance and product conformance:

Review of quality performance data. These include rates or process and product nonconformities, on-time delivery performance, supplier quality performance, and productivity data.

Internal quality audits:

Review of results of internal quality system audits. This includes summaries of results for the cycle, frequencies of audit findings against particular elements of the quality system, and discussion of particularly important findings.

Corrective and preventive actions:

Review of most important corrective and preventive actions implemented through the period, and the status of pending actions.

Customer feedback and complaints:

Review of customer feedback and complaints, including analysis of trends for particular categories, as defined in Procedure QOP-72-02.

Customer satisfaction:

Review of customer satisfaction data and trends, as defined in Procedure QOP-82-01.

Vendor Performance:

Review of significant vendor quality performance issues.

Training:

Review status of training programs and the effectiveness of training provided. This includes correlation of training with quality and productivity performance trends in corresponding areas.

Continual improvement:

Review of data demonstrating progress toward achieving continual improvement goals, and reviews current and completed improvement projects.

Changes that could affect the quality system:

Review/discussion of any process, capacity, or other operational or organizational changes that affect the quality system; and proposes specific actions to update or modify the system in response to these changing circumstances.

4.2  In addition to the topics listed above, management review may also consider such issues as cost of quality and non-quality; integration of the quality system with other operations and activities; market and customer response to the quality effort; and any other such issues related to the quality management system.

5. Quality policy and quality objectives

5.1 An important role of management reviews is to determine progress toward fulfilling the quality policy and achieving quality objectives.

5.2 Quality objectives established through the review period are systematically evaluated to assess progress. Objectives that have been achieved may either be upgraded to a higher performance level, or be closed out to free resources for improvement in another area.

5.3 When objectives are not achieved on time, the review investigates and determines causes for the failure to achieve the objectives. Depending on the nature of the objective and causes for failure to achieve it, the top management may decide to drop the objective, reduce its scope or level, reassign responsibilities and/or allocate additional resources, or extend the due date for achieving the objective. Any decisions regarding quality objectives are recorded in the minutes of the review.

5.4 New objectives are established where it is necessary to improve performance or quality system to fulfill the quality policy or other organizational goals or aspirations. New objectives are documented in the minutes of the review.

5.5 The principal quality policy is also reviewed to ensure its continuing relevance. The policy is changed when the goals expressed in the policy have been achieved, or when changes within or outside the company render the policy inadequate or inappropriate.

6. Review output

6.1 Management reviews are concluded with actions related to:

*Improvement of the quality management system,*

*Improvement of quality performance, and*

*Improvement of products and/or services to better meet customer requirements and increase customer satisfaction.*

6.2 These improvement actions are often formulated as quality objectives with specific measurable targets, due dates, assignments of responsibilities, and allocation of resources for their implementation.

6.3 Management review output is documented in the minutes of the review meeting, in QF-56-01. Action items are highlighted or are placed under a special heading to ensure that they are easily identifiable. Whenever applicable, action items include assignment of responsibility, timeframe, and allocation of resources for implementation of the action.

7. Record

7.1 Minutes of management review meetings are prepared by the President in electronic form QF-56-01, and are distributed to the attending and, if any, absent managers. The minutes and other documents associated with the review are confidential. The location and retention period for management review records are specified in Operational Procedure QOP-42-03, Control of Quality Records.

**ASSOCIATED DOCUMENTS**

[QF-56-01-01 Quality Form: Management Review Minutes](#)

QF-56-01-02 Quality Form [Cedar Rapids Location/Shared]: Statistical Data For Management Review

QF-85-01-01 Quality Form: Employee Feedback/Concern Form

QF-72-02-02 Quality Form: Online Customer Feedback/Complaint Form

QF-72-02-01 Quality Form [Cedar Rapids Location]: Call Report Form

QOP-62-01 Operational Procedure: Training and Awareness

QOP-72-02 Operational Procedure: Customer Feedback and Complaints

QOP-82-01 Operational Procedure:  Customer Satisfaction

QOP-82-02 Operational Procedure: Internal Quality Audits

QOP-85-01 Operational Procedure: Continual Improvement

QOP-85-02 Operational Procedure: Corrective and Preventive Action

From <<http://desmoines.deei.com/?page_id=92>>

Checked by Sarah Vogel 8/12 no findings

# QM 6.1 Provision of Resources

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| Quality Manual | 6 – Resource Management | |
|---|---|---|
| Section 6.1 | Section Revision: A | Revision Date: 7/12/2010 |
| 6.1 – Provision of Resources | | |
| Approved By: Todd Gifford | | Date: 7/12/2010 |

## GENERAL POLICY

Top executive management is committed to provide adequate resources for the implementation and improvement of the quality system, and for addressing customer satisfaction.

## PROCEDURAL POLICIES

1. General

1.1 Resources required for implementation and improvement of the quality system, and for addressing customer satisfaction, may include people, suppliers, information, infrastructure, work environment, and financial resources.

2. Determination of resource requirements

2.1 The Executive Management Team and personnel involved in the quality system are responsible for determining resource requirements for the implementation and improvement of the system.

2.2 The President and CEO/Treasurer are responsible for determining resource requirements for addressing customer satisfaction. This is based on input from other personnel responsible for activities relevant to particular aspects of customer satisfaction. Operational Procedure QOP-82-01 explains how information about customer satisfaction is collected and analyzed.

2.3 The principal forums for determining and communicating resource requirements are management reviews of the quality system. Operational Procedure QOP-56-01, Management Review, explains the process for Management Review. Customer or Employee Suggestions/Complaints are also sources of determining resource requirements. Reference QOP-72-02 for Customer Feedback, as well as Employee Suggestions input.

3. Provision of resources

3.1 Top executive management has the responsibility and authority for provision of resources.

3.2 Allocation of resources for particular activities is integrated with the process of defining and initiating the activity. It may take the form of personnel

6.1 Page 6

3.2 Allocation of resources for particular activities is integrated with the process of defining and initiating the activity. It may take the form of personnel assignments, allocation of space or equipment, training, procurement decisions, budgets, etc.

3.3 Allocation of resources may be documented in the quality manual, operational procedures, minutes of meetings, memoranda, or any other form. Approvals of resource allocations may be also communicated verbally.

3.4 Management review of the quality system is the principal forum for allocation of resources for the operation and improvement of the system, however, resource allocation is also discussed and reviewed at Office Group Meetings, which include the executive management team. All actions initiated by these reviews are supported by allocation of specific resources necessary for their implementation. Operational Procedure QOP-56-01, Management Review, defines this process.

**ASSOCIATED DOCUMENTS**

QOP-56-01 Operational Procedure: Management Review

QOP-82-01 Operational Procedure: Customer Satisfaction

From <http://desmoines.deei.com/?page_id=112>

# QM 6.2 – Human Resources; Competence, Awareness, and Training

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| Quality Manual | 6 – Resource Management | |
|---|---|---|
| Section 6.2 | Section Revision: A | Revision Date: 7/12/2010 |
| 6.2 – Human Resources; Competence, Awareness, and Training | | |
| Approved By: Todd Gifford | | Date: 7/12/2010 |

## GENERAL POLICY

Dee Electronics identifies personnel training needs, provides required training where applicable, and evaluates the effectiveness of the training provided. Personnel performing work affecting conformity to product requirements, specific tasks, operations, and processes are qualified and competent on the basis of appropriate education, experience, skills and training. Employees are made aware of the relevance and importance of their activities and how they contribute to the achievement of quality objectives. Records of personnel qualifications and training are maintained.

## PROCEDURAL POLICIES

1. Identification of training needs and awareness programs

1.1 The President is responsible for identifying training needs and awareness programs, where applicable, such as: general orientation, rules and regulations, quality system, safety, and other company-wide systems and issues to achieve necessary competence.

1.2 Executive Management and supervisors are responsible for identifying competency requirements and training needs in their departments.  Departmental training is primarily focused on increasing the level of skills in operating equipment and processes, and so forth.

1.3 In addition, training needs are often identified in response to corrective or preventive action requests (CARs), as nonconformities may be caused by inadequate training.

2. Awareness and training programs

2.1 Dee Electronics provides, or supports, the following categories of company-wide and departmental training and awareness programs:

   *General orientation and quality system awareness training*

– Explains what Dee Electronics does and how the quality system works to ensure quality.  Provided to all employees when they are hired.

Safety training

– Instructs in safe working practices, use of personal protective equipment, first aid, etc. Provided to all employees when hired, as appropriate to their position.

Use of company systems

– Explains systems pertinent to the person's position.

External training

– External seminars, conferences, and courses. Provided to individual employees on as-needed basis.

Self-study

– Reading magazines, books, and reports.  Provided to individual employees on an as-needed basis.

Skill training

- departmental training in specific skills. Often provided as on-the-job training.

2.2 Operational Procedure QOP-62-01, Training and Awareness, describes in detail the training and awareness programs provided by Dee Electronics.

3. Effectiveness of training

3.1 Effectiveness of training is evaluated using the following approaches:

Performance evaluation of trained employees, via annual performance assessments

Review of the overall performance in areas relevant to particular training programs;

Consideration of competency and training when investigating causes of quality system failures and product or process nonconformities; and

A global review of all training and awareness programs, conducted within the framework of management reviews of the quality system.

Operational Procedures QOP-62-01, Training and Awareness, and QOP-56-01, Management Review, prescribe more specific methods for evaluating particular

categories of training and awareness programs.

4. Training records

4.1 Training records are established for all types of training.

**ASSOCIATED DOCUMENTS**

QOP-62-01 Operational Procedure: Training and Awareness

QOP-56-01 Operational Procedure: Management Review

From <http://desmoines.deei.com/?page_id=114>

# QM 6.3 – Infrastructure

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| Quality Manual | 6 – Resource Management | |
|---|---|---|
| Section 6.3 | Section Revision: A | Revision Date: 7/12/2010 |
| 6.3 – Infrastructure | | |
| Approved By: Todd Gifford | | Date: 7/12/2010 |

**GENERAL POLICY**

Suitable, facilities, process equipment, supporting services (such as transport, communications, or information systems), and other necessary infrastructure are determined, provided and maintained, as required to achieve conformity to customer requirements.

**PROCEDURAL POLICIES**

1. Infrastructure and Facilities

1.1 Planning of new, and/or modification of existing infrastructure and facilities is usually conducted in conjunction with process changes; capacity and/or work force expansions; and other such events. Facilities may also be expanded or modified to improve productivity and/or quality, or to improve the work environment.

1.2 Executive Management and Managers/Supervisors are responsible for identifying the need and requirements for new, and/or modification of existing infrastructure and facilities in their departments. Requests for significant changes and/or expansions of facilities are submitted to the top management for review and approval.

**2. Supporting services and maintenance of facilities**

2.1 Supporting services required by Dee Electronics include transportation, communication, and IT services:

> Transportation services are usually purchased from parcel delivery and courier services, and from trucking or other transportation companies or consolidators. Purchasing of these services is managed by Executive Management.

> Communication services are provided by various telephone, wireless, and internet access companies. Executive Management is responsible for administrating and coordinating these contracts.

*IT systems are designed and implemented by Dee personnel and external consultants, and are operated internally by IT Department. Control of documents and data on the internal network system is governed by operational procedure QOP-42-02, Control of Documents.*

2.2 Maintenance of buildings and facilities is performed by external contractors.  Repairs of building are contracted as needed. Executive Management is responsible for coordinating and managing maintenance contracts.

3. Process equipment maintenance

3.1 Key process equipment are suitably maintained in accordance with maintenance plans specified by equipment manufacturers or departmental managers responsible for the equipment.

**ASSOCIATED DOCUMENTS**

QOP-42-02 Operational Procedure: Control of Documents

QOP-56-01 Operational Procedure: Management Review

From <http://desmoines.deei.com/?page_id=218>

Checked by Sarah Vogel 8/12  Findings- work environments for production seem a little low causing the employees to sit, may want to see if it would be more comfortable to stand

# QM 6.4 – Work Environment
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| Quality Manual | 6 – Resource Management | |
|---|---|---|
| Section 6.4 | Section Revision: **C** | Revision Date: **8/14/2014** |
| **6.4 – Work Environment** | | |
| Approved By: Todd Gifford | | Date: 7/12/2010 |

**GENERAL POLICY**

Dee Electronics provides for its employees a suitable work environment (to include physical, environmental, noise, temperature, lighting, or weather) needed to achieve conformity to product requirements.

**PROCEDURAL POLICIES**

1. Human factors

1.1 The President, CEO/Treasurer, Vice President of Operations, Vice President of Sales, and departmental managers are responsible for ensuring suitable social and psychological conditions in the workplace. This is to include such aspects as interaction and communication between employees, employee harassment, conflict resolution, and so forth. Relevant workplace policies are implemented mainly through our Employee Manual (issued to every employee), training and awareness programs and, where necessary, disciplinary actions. (Refer to Operational Procedure QOP-62-01, Training and Awareness.)

2. Physical factors

2.1  The President and executive management team are responsible for identifying those operations where extreme environmental conditions could impact quality performance of personnel and result in product nonconformities. Where appropriate, limits of exposure and/or mitigating measures shall be defined and implemented for these operations.

2.2  From an organization and cleanliness as well as safety standpoint, DEE utilizes the 5S process **(Industry standard organization, sort, streamline, shine, standardize, sustain)**.

3. Health and safety

3.1  Health and safety management system is independent from the quality

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3.1  Health and safety management system is independent from the quality management system. It is administrated by the President and executive management team.  DEE has an Environmental, Health, and Safety Plan document.

**ASSOCIATED DOCUMENTS**

Operational Procedure QOP-62-01, Training and Awareness

From <http://desmoines.deei.com/?page_id=221>

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# Des Moines Quality Management System

ISO9001:2008 Standard

## QM 7.2 – Customer Related Processes

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**Quality Manual**          7 – Product Realization

Section 7.2          Section Revision: A          Revision Date: 7/12/2010

**7.2 – Customer Related Processes**

Approved By: Todd Gifford          Date: 7/12/2010

## GENERAL POLICY

Orders are reviewed to ensure that product and order requirements are defined and can be met, and to resolve any incomplete or conflicting requirements. Verbal orders are confirmed before acceptance. Order amendments and changes are likewise reviewed and are communicated to all relevant functions. Order reviews are recorded.

Arrangements for communication with customers relating to product information, order handling, and customer feedback and complaints are defined and implemented. Where appropriate, operational procedures and instructions for these activities are established and implemented.

## PROCEDURAL POLICIES

### 1. Determination of Requirements

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*1.1 Dee Electronics determines requirements specified by the customer, to include requirements for delivery and any applicable post-delivery activities and applicable statutory and regulatory requirements applicable to the product and any additional requirements considered necessary by the organization. General recurring requirements are documented in our customer database, and order specific requirements are documented in the order information. Part/Customer specific special requirements are noted in our Part/Customer special handling instructions database.*

*1.2 Unstated requirements, where known, (example: part container must be labeled to identify the part) are determined and are either part of our normal processes, or notated on order, customer, or part handling requirements.*

*1.3 Any additional requirements are determined.*

## 2. Review of Requirements

*Procedures exist to control the methods and practices used to complete customer contract reviews and contract amendments.*

1. *Before submission of a Quotation or acceptance of an Order, the quotation and order are reviewed. This review ensures that all contracts (verbal and written) adequately define and document the specified requirements.*
2. *Differences between contract or order requirements and those in the tender are resolved. Dee Electronics has the capability to meet contract or order requirements. Amendments to contracts are defined and communicated to all affected functional groups. Records of contracts, amendments and contract reviews are maintained.*

## 3. Customer Communication

### 3.1 Inquiries and Order Handling

http://desmoines.deei.com/?page_id=120                                    7/23/2014

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3.1.1 Sales department is responsible for receiving customer inquiries and orders. Orders are reviewed and further processed by Inside salespeople.  The President, CEO/Treasurer, Vice President of Sales, Purchasing Manager, or Product Management may be called to assist with the review of orders as appropriate.

3.1.2 Handling of order amendments is controlled to the same extent as the handling of initial orders. Amendments are reviewed to verify that the new or modified requirements can be met, and a confirmation of acceptance is sent back to the customer.

3.1.3 Operational Procedures QOP-72-01 instructs how to handle inquiries, orders, and amendments.

3.2 Customer feedback and complaints

3.2.1 Customer Service/Inside Sales, Field Sales, and Sales Management is responsible for receiving and processing customer feedback and complaints. All received material customer communication is recorded in the customer Internal Quality Audit/Management Corrective and Preventive Action Form.

3.2.2 Customer feedback and complaints that are entered into Corrective Actions, are reviewed and closed out by the President, CEO/Treasurer, Vice President of Sales, Vice President of Operations, or Quality Assurance Coordinator.

3.2.3 Procedure QOP-72-02, Customer Feedback and Complaints, provides detailed instructions how to receive, process, and respond to customer feedback and complaints.

**ASSOCIATED DOCUMENTS**

QOP-72-01 Operational Procedure: Order Processing

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QOP-72-02 Operational Procedure: Customer Feedback and Complaints

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# Des Moines Quality Management System

ISO9001:2008 Standard

# QOP-72-01 – Order Processing

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**QMS Operational Procedure**          QOP-72-01

Section 7.2                    Section Revision: A      Revision Date: 7/12/2010

**Order Processing**

Approved By: Todd Gifford                              Date: 7/12/2010

## I PURPOSE

The purpose of this procedure is to provide for a system and instructions, and to assign responsibilities for processing and review of customer orders.

## II APPLICATION

This procedure applies to all customer orders.  This procedure concerns Sales, Warehouse, and Quality Assurance departments.

## III PROCEDURE

1. Dee Electronics' sales activities generates interest in new orders and products. ✓

2. Sales contacts receive customer inquiries by phone, fax, mail, or electronic mail. ✓

3. Sales and Operations management  review the inquiries and product requirements and prepare a quote.

4. After reviewing material availability, costing, delivery dates and all other customer requirements, the President, CEO/Treasurer, or Vice President of Sales sign off on the quotation.  The quotation is then communicated to the customer either verbally or in writing.

5. When the customer responds there may be changes to the quotation.  Sales will resolve any such differences with appropriate parties prior to accepting an order.

6. Received orders are verified to the quotation for cost, quantity, and any special requirements and entered using DBA system.

7. Sales contacts verify that requirements not specified by the customer, but necessary for intended or specified use, and requirements dictated by laws and regulations are known.

8. Changes to orders are received and authorized by Sales, Sales management, or the President, CEO/Treasurer as necessary. Authorized changes to the orders are updated to reflect the changes.

9. The completed quotation, order, and sales invoice are quality records.  See QOP-42-03 for retention details.

**ASSOCIATED DOCUMENTS**

QF-72-01-01 Form (DBA Form #SO-A): Order Entry Form

QF-72-01-02 Form: Quotation Form

QF-72-01-03 Form (DBA Form #SO-E): Invoicing Form

QF-72-01-04 Form (DBA Form #AR-A): Customer Master Database/Form

QF-72-01-05 Form (DBA Form #SO-A): Part Customer Special Handling Instructions Database/Form

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# Des Moines Quality Management System

ISO9001:2008 Standard

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## QOP-72-02 – Customer Feedback and Complaints

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**QMS Operational Procedure**      QOP-72-02

| Section 7.2 | Section Revision: A | Revision Date: 7/12/2010 |
|---|---|---|

**Customer Feedback and Complaints**

Approved By: Todd Gifford                                    Date: 7/12/2010

### I PURPOSE

The purpose of this procedure is to provide for a system and instructions, and to assign responsibilities for receiving and processing customer feedback and complaints.

### II APPLICATION

This procedure applies to all material customer feedback and complaints. This procedure concerns Inside Sales/Customer Service, Field Sales, Sales Management, and Quality Assurance.

### III PROCEDURE

1. Receiving and logging customer feedback and complaints

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1.1 All after-sale customer communication, whether written or verbal, are forwarded to the Sales/Customer Service department. Verbal communication by phone is documented in a Call Report Form QF-72-02-01, established during, or immediately following, the conversation with the customer.

2. Processing customer feedback and complaints

2.1 When customer feedback or complaints are noted in Call Reports, the President and Vice President of Sales reviews the customer feedback/complaint information, and determines what type of response is appropriate. Complaints regarding product nonconformity are handled via a Corrective Action/Return Material Authorization (CAR/RMA) process via Inside Sales/Customer Service.

3. Corrective and preventive action

3.1 The President and Vice President review customer complaints to determine whether it calls for an internal investigation and should be followed up with a formal corrective action request (CAR). When a corrective action is initiated, the Corrective Action is entered into the Internal Audit/Management Corrective and Preventive Action Form QF-82-02-01.

3.2 When customer returns nonconforming products, the products are evaluated, inspected and/or tested, and are handled and processed in accordance with Procedure QOP-83-01, Control of Nonconforming Product. Depending on the nature of the nonconformity, Quality Assurance may follow up with requests for corrective or preventive actions.

3.3 When investigation of customer complaint determines that external organizations contributed to the complaint, the President, Vice President of Operations, Vice President of Sales, or Quality Assurance contacts these organizations and provides them with all relevant information. When appropriate, Quality Assurance may issue formal corrective action requests to responsible subcontractors.

4. Records

Records of customer complaints are maintained in Call Reports, Corrective Actions (CAR/RMA's), and Internal Audit/Management Corrective and Preventive Action Forms.

**ASSOCIATED DOCUMENTS**

QF-72-02-01 Form: Call Report Form

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QF-85-02-01 Form: Corrective Action CAR/RMA Form

QF-82-02-01 Form: Internal Audit/Management Corrective and Preventive Action Form

QF-72-02-02 Form: Online Customer Feedback/Complaint Form

QOP-83-01 Operational Procedure: Control of Nonconforming Product

QOP-85-01 Operational Procedure: Continual Improvement

QOP-85-02 Operational Procedure: Corrective and Preventive Action

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# Des Moines Quality Management System

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# QM 7.4 – Purchasing

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**Quality Manual**    7 – Product Realization

Section 7.4          Section Revision: A        Revision Date: 7/12/2010

**7.4 – Purchasing**

Approved By: Todd Gifford                    Date: 7/12/2010

### GENERAL POLICY

Dee Electronics evaluates its suppliers and purchases from those that can satisfy applicable quality requirements. Quality performance of suppliers is monitored and evaluated. Purchasing documents clearly and completely describe ordered products. Purchasing documents are reviewed and approved prior to release. Purchased products are verified before they are shipped.

### PROCEDURAL POLICIES

1. Purchasing Process

1.1 Dee Electronics evaluates and selects suppliers on the basis of their ability to meet defined organizational requirements. Dee Electronics defines the type and extent of control it exercises over suppliers. Dee Electronics has established and maintains quality records of acceptable suppliers.

1.2 Purchasing documents contain data clearly describing the product ordered, including but not limited to quantity, part number and/or other precise identification. Dee Electronics reviews and approves purchasing documents for adequacy of specified requirements before release.

## 2. Verification of Purchased Product

2.1 Purchased products are inspected by receiving personnel. This includes verification of product identity and quantity, visual inspection and, where applicable, verification that all requested certificates and quality records are available. Designated products are further inspected with additional inspection process.

2.2 The President, CEO/Treasurer, Vice President of Operations, Vice President of Sales, and Quality Control Coordinator are responsible for selecting appropriate methods for purchased product verification and acceptance. Operational Procedure QOP-74-03, Verification of Purchased Product, sets forward detailed rules for selecting product verification methods and for performing receiving and additional inspections.

2.3 When verification of purchased product is to be performed at supplier's premises, purchasing documents specify the intended verification arrangements and method of product release.

## ASSOCIATED DOCUMENTS

QOP-74-01 Operational Procedure: Supplier Evaluation

QOP-74-02 Operational Procedure: Purchasing

QOP-74-03 Operational Procedure: Verification of Purchased Product

# Des Moines Quality Management System

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## QOP-74-01 – Supplier Evaluation

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| | | |
|---|---|---|
| **QMS Operational Procedure** | QOP-74-01 | |
| Section 7.4 | Section Revision: A | Revision Date: 7/12/2010 |
| **Supplier Evaluation** | | |
| Approved By: Todd Gifford | | Date: 7/12/2010 |

### I PURPOSE

The purpose of this procedure is to provide for a system and instructions, and to assign responsibilities for evaluation and monitoring of suppliers.

### II APPLICATION

This procedure applies to evaluation and monitoring of vendors supplying parts that are resold to customers. This procedure concerns Purchasing and Quality Assurance.

### III PROCEDURE

1. Supplier Evaluation

1.1 Cedar Rapids location Purchasing Manager maintains a record of acceptable vendors for products and services that affect quality, as well as records of any vendors utilized under emergency procedures. Emergency purchases may take place when:

*DSM utilize approved in list in ECIB*

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1. Product is not available from approved vendors.
2. Product is identical to that available from approved vendors.
3. Emergency purchase is approved by Purchasing Manager.

1.2 Suppliers utilized under emergency procedures are considered for approved status when the transaction proves to be satisfactory to Dee Electronics and Dee Electronics' customer, and after the prospective supplier has undergone the vendor approval process.

1.3 Manufacturers or Distributors of parts/components requested by manufacturer part number are approved as acceptable vendors, provided they are approved by President, CEO/Treasurer, or Purchasing Manager to be added as an approved Vendor.  They are subject to monitoring for quality and delivery.

1.4 Vendors providing quality products or services prior to the initiation date of our quality system are grandfathered into the Acceptable Vendor/Supplier List without being subject to the vendor evaluation process. The vendor approval process consists of one or more of the following:

1. Financial and Qualitative Review/approval done by CEO/Treasurer, President, or Purchasing Manager 2. Customer-specified Vendor 3. Evidence of ISO9000 Certification 4. Part Sample or Drawing verification

2. Quality Performance Monitoring

2.1 After approval, an acceptable vendors is continuously monitored for on-time delivery and conforming product. Records are kept electronically, accessible from ECIS (Cedar Rapids) and DBA (Des Moines).

2.2 Product determined to be nonconforming upon receipt is reported to the Quality Control Coordinator via the Corrective Action (CAR/RMA) Form in DBA.  Nonconforming product is dispositioned according to Procedure QOP-83-01, Control of Nonconforming Product. Subcontractor corrective action, if necessary, is documented in the subcontractor's performance record and followed-up.

3. Approved Vendor List

QOP-74-01 – Supplier Evaluation | Des Moines Quality Management System          Page 3 of 3

Purchasing in Cedar Rapids location is responsible for maintaining a list of acceptable suppliers in QF-74-01-01 Form: Vendor Master Listing.  The list is updated and authorized by Purchasing, and the CEO/Treasurer or President. The list is controlled in accordance with Operational Procedure QOP-42-02, Control of Documents.

**ASSOCIATED DOCUMENTS**

QF-74-01-01 Form: Vendor Master Listing *[Cedar Rapids Location]*

QF-74-02-01 Form (DBA Form # PO-A): Purchasing Requisition/Purchase Order Form

QOP-74-02 Operational Procedure: Purchasing

QOP-74-03 Operational Procedure: Verification of Purchased Product

QOP-83-01 Operational Procedure: Control of Nonconforming Product

QOP-85-02 Operational Procedure: Corrective and Preventive Action

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QOP-74-02 – Purchasing | Des Moines Quality Management System

# Des Moines Quality Management System

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## QOP-74-02 – Purchasing

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**QMS Operational Procedure**     QOP-74-02

Section 7.4     Section Revision: A     Revision Date: 7/12/2010

Purchasing

Approved By: Todd Gifford     Date: 7/12/2010

### I PURPOSE

The purpose of this procedure is to provide for a system and instructions, and to assign responsibilities for the establishment of purchasing documents.

### II APPLICATION

This procedure applies to purchase orders for materials and parts that are resold to customers. This procedure directly concerns Purchasing, and is relevant to Quality Assurance and Inside Sales/Account Administration.

### III PROCEDURE

Dee Electronics purchases parts and components to fill orders already received or to stock inventory on behalf of customers future requirements.

QOP-74-02 – Purchasing | Des Moines Quality Management System          Page 2 of 2

Purchasing sorts parts and components listed on Orders into vendor-specific Requisitions, sometimes ordering additional inventory to achieve a quantity-based price reduction.

Purchasing creates Purchase Orders from Requisitions, adds necessary detail, checks for accuracy and completeness, signs-off and forwards the PO to an acceptable vendor.

Purchasing may only create a Requisition/Purchase Order with a Vendor that is Approved.

### ASSOCIATED DOCUMENTS

QF-74-01-01 Form [Cedar Rapids Location]: Vendor Master Listing

QF-74-02-01 Form (DBA Form # PO-A): Purchasing Requisition/Purchase Order Form

QOP-74-01 Operational Procedure: Supplier Evaluation

# Des Moines Quality Management System

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# QOP-74-03 – Verification of Purchased Product

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**QMS Operational Procedure**        QOP-74-03

Section 7.4                    Section Revision: A        Revision Date: 7/12/2010

**Verification of Purchased Product**

Approved By: Todd Gifford                    Date: 7/12/2010

## I PURPOSE

The purpose of this procedure is to provide for a system and instructions, and to assign responsibilities for verification of purchased product, and for performing receiving inspections of incoming product.

## II APPLICATION

This procedure applies to materials and components that are intended for resale to customers.  This procedure concerns Purchasing, Warehouse, and Quality Assurance.

## III PROCEDURE

1. Verification methods

QOP-74-03 – Verification of Purchased Product | Des Moines Quality Management System   Page 2 of 4

1.1 Following methods and approaches are used for verification and acceptance of purchased product:

- *Receiving inspection,*
- *Additional Inspection,*
- *Source inspection,*
- *Supplied evidence of product conformity (this may be in the form of inspection, testing, or process control records, or certificates supplied with the product);*
- *Confidence in supplier's quality system and product verification program (this may be based on supplier's quality system certification, supplier audits, and satisfactory quality performance history).*

1.2 The President, CEO/Treasurer, Vice President of Operations, and Quality Assurance is responsible for selecting appropriate verification and acceptance methods for specific products. The selection is based on:

*Criticality and importance of the product;*

*Availability of product verification records or certificates from the supplier or an independent third party;*

*Knowledge of, and/or confidence with the supplier's quality management system and product verification program.*

1.3 Product verification and acceptance methods to be applied are specified in purchasing documents, Additional Inspection Master Database, procedures, or supplier files. This information is communicated to Receiving prior to the arrival of purchased product.

1.4 Receiving inspection is applied to all purchased components. ✓

1.5 Additional Inspection is applied to components with previous corrective action issues deemed significant, critical components, and shipments of a new parts added to our system. When Additional Inspection is required, the 2 X 1 Dee Incoming Product Label will reflect an "X", as well as this part is noted in our Additional Inspection Required database.

*[handwritten notes: 7-28-14 BP  QCC must sign off where a CAR has been issued from supplier]*

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2. Receiving inspection

2.1 Upon unloading of deliveries, receiving clerk counts the number of delivered units, checks marking and identification of packages, and inspects all packages for any signs of tampering or damage. If all these checks and inspections are satisfactory, he or she signs the delivery receipt. If not, any shortages or damages are noted on all copies of the delivery receipts.

2.2 Next, the received packages are moved to the designated receiving area, a copy of the relevant purchase order is retrieved from the pending orders file, and the packing slips (if any) are removed from packages. The goods are counted, their part numbers are verified against the purchase order and the packing slip, and the goods are examined visually for any signs of damage.

2.3 If no other product verification activities are required, the goods are moved to appropriate material putaway staging areas, and then are putaway in designated inventory storage areas.

2.4 If Additional Inspection is required but not done immediately, the goods are segregated in a HOLD Area or on a Cart, requiring additional inspection.

2.5 If a nonconforming product is identified, the receiving person moves the product to a HOLD area, and initiates a nonconformity report in accordance with Procedure QOP-83-01, Control of Nonconforming Product. The product is labeled with a CAR/RMA label, the CAR/RMA number is marked on the sticker.  Quality Control Coordinator is notified.

**3. Additional Inspection**

3.1 As applicable, receiving additional inspection comprises:

*Review of packaging/part markings, material certificates, source inspection records, compliance certificates, or other such documentation delivered with the product;*

*Visual inspection to detect any damage or other visible problems;*

*Taking measurements and testing as required; and*

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3.2 When products pass the inspection, they are moved to appropriate putaway staging areas, and then putaway in a designated storage area.  Quality records established during the receiving inspection are entered.

3.3 If products fail the additional inspection, a nonconformity report in accordance with Procedure QOP-83-01, Control of Nonconforming Product. The product is moved to a designated HOLD area.  Quality Control Coordinator is notified.

4. Source inspection

4.1 Where purchased product verification is to be performed or witnessed at the supplier's location, this should be specified in purchasing documents. This also applies to cases where source inspections are performed or witnessed by customers.

**ASSOCIATED DOCUMENTS**

QF-74-03-01 Form (DBA Form # PO-C): Receiving Form

QF-74-03-02 Form: Additional Inspection Master Database Form

QOP-74-02 Operational Procedure: Purchasing

QOP-83-01 Operational Procedure: Control of Nonconforming Product

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*BB 7-25-14 read reviewed*

## QM 7.5 – Production and Service Provision

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**Quality Manual**          7 – Product Realization

Section 7.5          Section Revision: A          Revision Date: 7/12/2010

**7.5 – Control of Production and Service Provision**

Approved By: Todd Gifford          Date: 7/12/2010

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### GENERAL POLICY

Product and process information and appropriate work instructions are established and are communicated to relevant personnel. Operations and production processes are monitored and controlled, and are validated where appropriate. Equipment used in distribution processing and for monitoring and measurement activities are maintained. Methods for product release and delivery are defined.

Materials, components, and parts are identified. When required, traceability of materials and processes is recorded and maintained. Inspection and test status of product is identified to ensure that only product that has passed the required inspections is dispatched.

Customer-supplied products, if ever maintained, are controlled in the same manner as are purchased products. If ever maintained, Customer-owned tools, equipment, software, or other property are marked to indicate ownership. Any Loss, damage, or unsuitability of a customer's product is recorded and reported to the customer.

Appropriate handling, storage and preservation methods are implemented to prevent product damage or deterioration. Receipt and dispatch to and from storage areas are controlled. The condition of products in stock is regularly assessed.

**PROCEDURAL POLICIES**

1. OPERATIONS CONTROL

1.1 Product and process information

Product and process information required by process operators is communicated through the work order, electronic forms, or is included in work instructions.

1.2 Work instructions

1.2.1 Work instructions and workmanship standards may be in the form of electronic manuals, electronic procedures, or electronic instructions on forms. They instruct on how to carry out a process or perform an operation or task. The need for work instructions is evaluated on the basis of criticality, importance and complexity of the process; the ability to verify results of the process; operator qualifications; and history of quality problems associated with the process. Workmanship standards are provided when acceptability of the process output can only be determined by comparison with a standard sample.

1.2.2 Procedure QOP-75-02, Work Instructions, specifies criteria for determining when work instructions are needed, and provides guidelines for issuing, authorizing and controlling work instructions.

1.3 Equipment maintenance

1.3.1 Maintenance of key process equipment is addressed in Section 6.3 of this manual.

1.4 Measuring and monitoring equipment

1.4.1 Requirements for measuring and monitoring equipment are determined by Executive Management and Quality Assurance. This is in accordance with process control and product verification programs defined in product realization planning (refer to Section 7.1 of this manual).

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1.4.2 Control system for measuring and monitoring equipment is defined in Operational Procedure QOP-76-01, Measuring and Monitoring Equipment.

1.4.3 Dee Electronics has established and maintains documented procedures to control, calibrate and maintain inspection, measuring and monitoring equipment it uses to demonstrate the conformance of product to the specified requirements. Measuring and Monitoring equipment is used in a manner which ensures that the measurement uncertainty is known and is consistent with the required measurement capability. Measuring and Monitoring equipment include (but are not limited to) scales, calipers, and wire processing equipment.

Control Procedure – Dee Electronics:

- Selects appropriate Measuring and Monitoring equipment that is capable of the necessary accuracy and precision,
- Identifies Measuring and Monitoring equipment and specifies frequency of checks,
- Maintains calibration records for Measuring and Monitoring equipment,
- Assesses the validity of previous inspection and test results when Measuring and Monitoring equipment is found to be out of calibration,
- Provides suitable environmental conditions for calibrations, inspections and tests,
- Safeguards Measuring and Monitoring equipment from damage, abuse and unauthorized adjustment.

1.5 Process monitoring and control

Dee Electronics has identified and planned the order fulfillment, distribution and servicing processes which directly affect quality, and ensures that these processes are carried out under controlled conditions. These controlled conditions include:

- Documented procedures defining the manner of order fulfillment, distribution and servicing,
- Use and availability of suitable equipment, and a suitable working environment,
- Compliance with reference standards, codes, quality plans and/or documented procedures,
- Monitoring and control of suitable process parameters and product characteristics,
- Approval of processes, equipment, tools, and technology, as appropriate,
- Criteria for workmanship, which is stipulated in the clearest practical manner,
- Suitable maintenance of equipment to ensure continuing process capability,
- Process Environment and performance,

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• Process Output

Process monitoring activities are further defined in Section 8.2 of this manual. Activities related to process control are defined in Operational Procedures QOP-75-01, Production Control and QOP-75-02, Work Instructions.

1.6 Product release and delivery

1.6.1 Products are released for delivery only after all specified activities have been satisfactorily completed and conformity of the product has been verified. Operational Procedure QOP-82-05, Final Inspection, define the system for final product verification and release.

2. VALIDATION OF PROCESSES

2.1 Special processes

There are no special processes in use at Dee Electronics.

2.2 Validation

Dee Electronics validates any processes for production and service provision where the resulting output cannot be verified by subsequent monitoring and measurement, and as a consequence, deficiencies become apparent only after the product is in use or the service has been delivered.

3. IDENTIFICATION AND TRACEABILITY

3.1 Product identification

3.1.1 Where appropriate, documented procedures have been established and maintained for identifying the product by suitable means from receipt, during all stages of order fulfillment, and throughout product realization.

3.1.2 During all stages of receipt, putaway, and order fulfillment, products are identified by labels, or the labeled containers in which they are held.

3.1.3 Rules and activities related to identification of products are governed by Operational Procedure QOP-75-03, Product Identification and Traceability. Additional relevant

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procedures are: QOP-75-01, Production Control; QOP-74-03, Verification of Purchased Product; QOP-82-05, Final Inspection; and QOP-75-06, Packaging, Labeling and Shipping.

3.2 Traceability

3.2.1  Dee Electronics maintains traceability under certain circumstances, as described in the written procedures, but traceability is not required of Dee Electronics by any other entity. Records of traceability are maintained in accordance with procedures.

3.2.2 Activities related to establishment and maintenance of traceability are regulated by Operational Procedures QOP-75-03, Product Identification and Traceability, and QOP-75-01, Production Control.

3.3 Inspection status identification

3.3.1 The inspection and test status of product is identified by suitable means, which indicates the conformance or nonconformance of product with regard to inspection and tests performed. The identification of inspection and test status is maintained, as identified in the documented procedures, throughout the order fulfillment process to ensure that only product that has passed the required inspections and tests (or released under an authorized concession) is dispatched.

3.3.2 Distribution/Order fulfillment and Assembly personnel authorized to carry out inspections and testing are responsible for identifying product inspection status. All personnel handling products are responsible for maintaining the identification.

3.3.3 Incoming products that have passed the receiving inspection are moved to putaway staging areas/carts.   Products that have not passed receiving inspection are moved to a Hold Area.  Detailed rules for identifying inspection status of purchased products are provided in procedure QOP-74-03 Verification of Purchased Product.

3.3.4 Status of an in-process inspection is identified by current location and labeling of product or assembly, as well as electronic verification records resulting from bar code scanning/computer verification or written records.  Each subsequent step verifies the that previous step was completed correctly.  Operational procedure QOP-82-04, In-process Inspections, provides more detailed instructions.

3.3.5 Products that pass the final inspection are placed in Shipping Process Carts/Pallets area that is designated and used only for this purpose. In addition, products passing final

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inspection have an electronic Ship Authorization Record.  Rules for identifying inspection status of final authorized products are provided in procedure QOP-82-05, Final Inspection.

3.3.6 Products that fail any inspections or tests are moved to identified Hold Areas. Whenever a nonconforming product is identified, the nonconformity is documented using a Corrective Action Report (CAR/RMA) Form QF-85-02-01.  Procedure QOP-83-01, Control of Nonconforming Product, instructs on how to identify and process nonconforming product.

4. CUSTOMER PROPERTY

4.1 Receiving

4.1.1 Customer-supplied products (or personal data) are received and inspected following the same procedure that applies to purchased products, i.e., Operational Procedure QOP-74-03, Verification of Purchased Product. In the event the supplied products fail receiving inspection, or are not suitable for any other reason, the customer is contacted **and a record is created in QF-85-02-01.**

4.2 Marking, storage, and handling

4.2.1 Marking, storage, handling, and preservation of customer supplied products or personal data follow the same procedures that apply to purchased products. The applicable procedures are QOP-75-03, Product Identification and Traceability; QOP-75-04, Product Handling and Preservation; and QOP-75-05, Storage Areas.

4.2.2 Customer-owned tooling and returnable packaging are permanently marked so that N/A ownership of each item is visually apparent.

4.2.3 Customer's software, documents, and other intellectual property are protected to the N/A same extent as would internal Dee Electronics' documents of similar content, unless there are contractual requirements for special measure to protect customer's intellectual property.

4.3 Special requirements

4.3.1 When specified in a contract, special handling instructions from customers will take √ precedent over the company's standard procedures.

4.4 Loss or damage

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4.4.1 Customers are contacted in the event of loss, damage, deterioration, or unsuitability of their products or personal data. Records are documented and maintained in QF-85-02-01.

## 5. PRESERVATION OF PRODUCT

### 5.1 Product handling and preservation

5.1.1 Dee Electronics provides methods of handling product in order to maintain conformity to requirements and prevent damage or deterioration. Procedure QOP-75-04, Product Handling and Preservation, describes in detail how these policies are implemented.

### 5.2 Storage

5.2.1 Dee Electronics uses designated storage areas to prevent damage and deterioration of product, pending use or delivery. Appropriate methods are stipulated for authorizing receipt to and dispatch from such areas. In order to detect deterioration, the condition of product held in stock is assessed at appropriate intervals.

5.2.2 Products with limited shelf life are assessed via Cycle counting assessment. Products are rotated in the stockroom to ensure that the oldest product is used first.

5.2.3 Product stockroom areas are controlled using an inventory management system. The system can report available in stock quantities, product location, and turn-over times. The system is used to optimize and minimize inventory levels.

5.2.4 Procedure QOP-75-05, Storage Areas, governs the operation of stockrooms and storage, staging and holding areas.

### 5.3 Packaging and labeling

5.3.1 Primary packaging are boxes, bags or other packaging in which products are presented to the end users.

5.3.2 Secondary packaging, if applicable, are cardboard boxes, pallets, or other additional packaging intended to contain and protect products for shipping and transportation.

5.3.3 Dee Electronics controls packing, packaging and marking processes (including materials used) to the extent necessary to ensure conformance to specified requirements.

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5.3.4 Packing/Shipping department is responsible for selecting secondary packaging and labeling. The materials selected are compatible with requirements of commonly used carriers and for intended means of delivery (ground, sea, air). Any customer specific packaging instructions are documented in our system Customer Master Special Handling Instructions, and are viewed at several points during our order fulfillment process, including Final Authorization.

5.3.5 Packaging and labeling activities are governed by Procedure QOP-75-06 Packaging, Labeling and Shipping.

5.4 Shipping and delivery

5.4.1 Shipping of products is initiated by the customer order. The order identifies the shipping address, shipping due date, products to be shipped, handling requirements, and transportation mode or carrier. Before products are dispatched, the order fulfillment process controls verify that the shipment contains the same products and quantities as specified in the customer order, and that customer requirements and/or carrier requirements are met. Only order lines that have been Final Ship Authorized and signed off by the shipping department personnel can be loaded for shipment.

5.4.2 Activities related to shipping and delivery operations are regulated by Procedure QOP-75-06, Packaging, Labeling and Shipping.

**ASSOCIATED DOCUMENTS**

QOP-75-01 Operational Procedure: Operations Control

QOP-75-02 Operational Procedure: Work Instructions

QOP-75-03 Operational Procedure: Product Identification and Traceability

QOP-75-04 Operational Procedure: Product Handling and Preservation

QOP-75-05 Operational Procedure: Storage Areas

QOP-75-06 Operational Procedure: Packaging, Labeling and Shipping

QOP-74-03 Operational Procedure: Verification of Purchased Product

QOP-82-04 Operational Procedure: In-process Inspections

QOP-82-05 Operational Procedure: Final Inspection

QOP-83-01 Operational Procedure: Control of Nonconforming Product

QOP-75-01 - Operations Control | Des Moines Quality Management System        Page 1 of 3

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## QOP-75-01 – Operations Control

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QMS Operational Procedure        QOP-75-01

Section 7.5        Section Revision: A        Revision Date: 7/12/2010

Operations Control

Approved By: Todd Gifford        Date: 7/12/2010

### I PURPOSE

The purpose of this procedure is to provide for a system and instructions, and to assign responsibilities for managing customer orders.

### II APPLICATION

This procedure applies to customer orders for parts. The order fulfillment process at Dee Electronics begins with the receipt of customer order and ends when product is shipped in accordance with customer requirements.

The overall Responsibility and Authority for activities related to this element of the standard have been assigned to the President. Team members are charged with the responsibility to implement the procedure as written, and have been granted appropriate freedom and authority to do so.

### III PROCEDURE

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QOP-75-01 – Operations Control | Des Moines Quality Management System          Page 2 of 3

1. The servicing method of Dee Electronics is identified on the following Process Flow Chart.
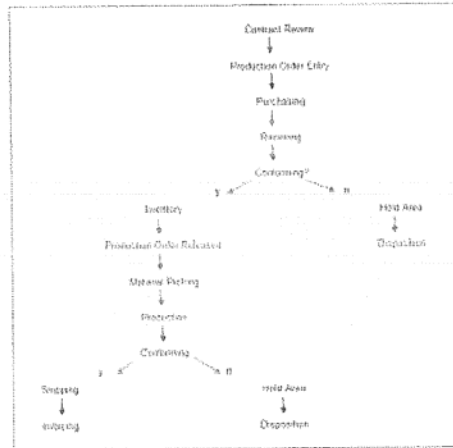


2. Modifications of the Process Flow Chart may be suggested via the Team Member Concern Form and are handled per procedures for Corrective and Preventive Action.

3. Appropriate equipment provisions (e.g., information systems, scanning equipment, and scales) are selected by the President to meet process flow requirements and ensure that customer requirements are adequately defined and fulfilled. Such equipment is utilized and maintained per Dee Electronics and manufacturer's instructions, as applicable.

4. New equipment additions may be suggested via the Team Member Concern Form and are handled per procedures for Corrective and Preventive Action.

5. The President, Vice President of Operations, and Vice President, Sales ensures that all personnel implicated on the Process Flow Chart maintain a suitable, safe, organized, and clean work environment.

6. The President ensures that all personnel implicated in the process flow follow documented procedures and customer specified packaging requirements.

7. The process flow is monitored and evaluated for continued effectiveness via statistical data compiled and analyzed per procedures for Statistical Techniques.

8. Personnel implicated in the process flow are adequately trained to meet specified servicing requirements per procedures for Training.

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**Associated Documents**

QOP-75-02 Operational Procedure: Work Instructions

QOP-75-03 Operational Procedure: Product Identification and Traceability

QOP-82-04 Operational Procedure: In-process Inspections

QOP-82-05 Operational Procedure: Final Inspection

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## QOP-75-02 – Work Instructions

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QMS Operational Procedure        QOP-75-02

Section 7.5                Section Revision: A      Revision Date: 7/12/2010

**Work Instructions**

Approved By: Todd Gifford                        Date: 7/12/2010

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### I PURPOSE

The purpose of this procedure is to provide for a system and instructions, and to assign responsibilities for establishing work instructions and workmanship standards.

### II APPLICATION

This procedure applies to all departments involved in Dee's processes summarized in Description of Sequence and Interaction of Processes.

### III DEFINITION

**Work Instructions** are electronic procedures instructing on how to carry out a process or perform a task. They can instruct on how to perform a particular task. Guidelines for identifying the need for work instructions are included in this procedure.

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## IV PROCEDURE

### 1. Identification of need

1.1 The need for work instructions and workmanship standards for a given process is determined on the basis of the following considerations:

Importance of the process

: Work instructions are desirable for processes that are critical to our operation.

Complexity of the process

: Work instructions are desirable for more complex processes.

**History of quality problems**: Work instructions may be developed for processes that have a history of quality problems, especially when these problems can be associated with the lack of adequate instructions.

1.2 The need for work instructions for other than order fulfillment processes is determined on the basis of the importance and complexity of the process or task; the level of education, experience and training of personnel; and the degree and depth of the instructions already provided in the quality manual and operational procedures.

### 2. Issue and authorization

2.1 Work instructions are normally issued by the President, Vice President of Operations, or Vice President of Sales. However, Quality Assurance or Production Supervisor may issue work instructions and workmanship standards, regardless of where they are used.

### 3. Format, control and distribution

3.1 Work instructions can be in the form of electronic procedures. digital pads are in assembly area

will give printed documents if assembler requests them - an expiration date we used on printed documents

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3.2 Irrespective of their format, work instructions are electronic and located with the electronic user forms they are associated with.

## V ASSOCIATED DOCUMENTS

QOP-75-01 Operational Procedure: Operations Control

QOP-42-02 Operational Procedure: Control of Documents

# Des Moines Quality Management System

ISO9001:2008 Standard

## QOP-75-03 – Product Identification and Traceability

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QMS Operational Procedure     QOP-75-03

| Section 7.5 | Section Revision: A | Revision Date: 7/12/2010 |
|---|---|---|

Product Identification and Traceability

Approved By: Todd Gifford                    Date: 7/12/2010

### I General

1.1 Purpose: The intent of this procedure is to describe the process for Product Identification and Traceability at Dee Electronics

1.2 Scope: This procedure pertains to all products purchased, stored and distributed by Dee Electronics.

### II Responsibilities

1. The overall Responsibility and Authority for activities related to this element of the standard have been assigned to the President. Team members are charged with the responsibility to implement the procedure as written, and have been granted appropriate freedom and authority to do so.

### III Procedure

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*[handwritten: ✓ label is dated]*

1. Identification at Dee Electronics is accomplished by a unique numerical identifier on a 2" X 1" Product Label affixed to each package of product upon receipt.
2. With the exception of products that were purchased prior to the labeling system being put into place, and product returned from customer that is not traceable to Dee Purchase Order, the Product Label also bears the Dee Electronics Purchase Order number.
3. Where     traceability is a contractual requirement, the product is traceable to the     original purchase order if the product is specific / unique to a finished     good and specific quantity to that finished good.
4. Inspection     status – All inspections are recorded in an electronic database.  Inspection instructions are communicated     to relevant personnel via computer database information.
5. Received goods are verified against PO/packing slips and are checked for visual     damage. Additional inspection     requirements are indicated and defined by the inspection database. Nonconforming products are routed to the HOLD area and await disposition per procedures for the "Control of Nonconforming Product."
6. In-process inspections are conducted by inventory personnel at the time orders are released to production.  This includes quantity counts and visual inspections.  Nonconfrming items are routed to the HOLD area.
7. Final inspections include verification of packaging requirements. Final inspection authority is held by shipping personnel and recorded via authorization identification. By virtue of the controls implicit in the process flow, final inspectors are ensured that previous inspections are completed when appropriate paperwork is received. Nonconforming products are routed to the HOLD area. Nonconforming orders are repackaged, recounted, and/or rescanned, as applicable.

## ASSOCIATED DOCUMENTS

QF-72-01-03 Quality Form *(DBA Form # SO-E):* Invoicing Form

QF-74-03-02 Quality Form: Additional Inspection Master Database Log Form

QF-82-05-02 Quality Form: Final Shipping Authorization Form

QF-74-03-01 Quality Form *(DBA Form # PO-C):* Receiving Form

QOP-75-01 Operational Procedure: Operations Control

QOP-74-03 Operational Procedure: Verification of Purchased Product

QOP-82-04 Operational Procedure: In-process Inspections

QOP-82-05 Operational Procedure: Final Inspection

QOP-75-05 Operational Procedure: Storage Areas

# Des Moines Quality Management System

ISO9001:2008 Standard

*7-29-14*
*BB*

# QOP-75-04 – Product Handling and Preservation

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QMS Operational Procedure        QOP-75-04

Section 7.5                Section Revision: A        Revision Date: 7/12/2010

**Product Handling and Preservation**

Approved By: Todd Gifford                                Date: 7/12/2010

### I PURPOSE

The purpose of this procedure is to provide for a system and instructions, and to assign responsibilities for product handling and preservation activities.

### II APPLICATION

This procedure applies to all products involved with Dee Electronics' processes.

This procedure concerns Receiving/Putaway, Picking, Packaging, and Shipping departments.

### III PROCEDURE

**Responsibilities**

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The Responsibility and Authority for this element of the standard has been assigned to the Vice President of Operations and the Warehouse Supervisor. Team members are charged with the responsibility to implement the procedure as written, and have been granted appropriate freedom and authority to do so.

## Product Handling

1. Warehouse Personnel check product condition upon receipt.
2. Segregate nonconforming product.
3. Place conforming product in appropriate warehouse areas.
4. Place nonconforming product in an area clearly marked HOLD AREA.
5. When necessary, utilize ESD (ElectroStatic Discharge) precautions to safeguard components that could be damaged by electrostatic discharge.

*7-29-14 - BB Spoke with receiving person to verify process being used*

## Preservation

1. Date-sensitive materials are stored and rotated from stock using FIFO methods to prevent degrading or deterioration.
2. Products with shelf-life issues or "use-by" dates are utilized prior to expiration or scrapped. During cycle counting, date sensitive products will be evaluated and scrapped if beyond date expiration.
3. Condition of product is checked during inventory.

*7-29-14 -B Verified with picking person to verify process is being used*

## ASSOCIATED DOCUMENTS

QF-75-04-01 Quality Form (DBA Form # IN-A): Inventory Card View Form

QOP-75-05 Operational Procedure: Storage Areas

QOP-75-06 Operational Procedure: Packaging, Labeling and Shipping

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*7-29-14*
*BB*

# QOP-75-05 – Storage Areas

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**QMS Operational Procedure**     QOP-75-05

Section 7.5     Section Revision: A     Revision Date: 7/12/2010

**Storage Areas**

Approved By: Todd Gifford     Date: 7/12/2010

## I PURPOSE

The purpose of this procedure is to provide for a system and instructions, and to assign responsibilities for

Use and maintenance of stores and storage areas,

Inventory management system, and

Periodic assessment of stock.

## II APPLICATION

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QOP-75-05 – Storage Areas | Des Moines Quality Management System

This procedure applies to all storage and holding areas for products. This procedure concerns Receiving, Picking, Packaging, and Shipping departments.

## III PROCEDURE

### Responsibilities

The Responsibility and Authority for this element of the standard have been assigned to the Vice President of Operations and the Warehouse Supervisor. Team members are charged with the responsibility to implement the procedure as written, and have been granted appropriate freedom and authority to do so.

### Storage Areas

1. Designated Storage areas are defined and in use.
2. Nonconforming product is stored in designated area(s) until returned or scrapped.
3. Warehouse personnel are authorized to move product into storage, rearrange storage areas as needed, and accurately pick orders from inventory.
4. Inventory records are kept in ECIS on electronic inventory card screens.
5. Inventory is taken as needed or as required by customers.

## ASSOCIATED DOCUMENTS

QF-75-04-01 Quality Form (DBA Form # XXXX): Inventory Card View Form

QOP-75-04 Operational Procedure: Product Handling and Preservation

QOP-83-01 Operational Procedure: Control of Nonconforming Product

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BB

# QOP-75-06 – Packaging, Labeling, and Shipping

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**QMS Operational Procedure**     QOP-75-06

Section 7.5                 Section Revision: A     Revision Date: 7/12/2010

**Packaging, Labeling, and Shipping**

Approved By: Todd Gifford                        Date: 7/12/2010

I PURPOSE

The purpose of this procedure is to provide for a system and instructions, and to assign responsibilities for packaging and shipping of products.

II APPLICATION

This procedure applies to all products shipped by Dee to Dee's customers.  This procedure concerns Packaging and Shipping departments.

**III PROCEDURE**

**Packaging**

1. If applicable, product is packed in original, undamaged packaging (as received) or broken down into smaller quantities and packaged appropriately
2. Customer-specific packaging requirements, if any, are met.

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3. Appropriate packaging is utilized to pack products prior to shipping.
4. Each product / package being shipped is identified with the product part number and verified to the packing slip to ensure proper mode of shipment and address location.

### Shipping and Delivery

1. Contract carriers selected by Dee Electronic are approved and monitored for quality performance.
2. Release to Carrier is determined by Shipping, and happens after they have completed Final Shipping Authorization.

### Labeling

Each Dee Electronics outermost package or Pallet is labeled with a Dee Bar-Coded Package ID Label (PkgID Label), which is a unique serial number that is linked to products in the package/pallet, and also linked to the carrier Tracking/manifest number.

*also place packing slips on outside of pallet*

Packages are also labeled with appropriate carrier labeling or information.

### ASSOCIATED DOCUMENTS

QF-82-05-02 Quality Form: Final Shipping Authorization Form

QOP-75-04 Operational Procedure: Product Handling and Preservation

QOP-75-05 Operational Procedure: Storage Areas

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# Des Moines Quality Management System

ISO9001:2008 Standard

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## QM 7.6 – Monitoring and Measuring Equipment

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| Quality Manual | 7 – Product Realization | |
|---|---|---|
| Section 7.6 | Section Revision: A | Revision Date: 7/12/2010 |

**7.6 – Monitoring and Measuring Equipment**

Approved By: Todd Gifford                    Date: 7/12/2010

### GENERAL POLICY

Appropriate measuring and monitoring equipment is maintained and selected to ensure that measurement capability is consistent with the measurement requirements. Equipment used for assuring product conformity is calibrated using calibration standards traceable to the national standard. Calibration status of measuring equipment is identified with calibration stickers. Measuring equipment is properly maintained and its placement and use are controlled.

### PROCEDURAL POLICIES

Dee Electronics has established and maintains documented procedures to control, calibrate and maintain inspection, measuring and test equipment (I,M&TE) it uses to demonstrate the conformance of product to the specified requirements. I,M&TE is used in a manner which ensures that the measurement uncertainty is known and is consistent with the required measurement capability.  I,M&TE include (but are not limited to) scales, calipers, wire processors, and reel counters. No customers require verification of I,M&TE accuracy.

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Control Procedure:

*BB*

- Selects appropriate I,M&TE that is capable of the necessary accuracy and precision,
- Identifies I,M&TE and specifies frequency of checks,
- Maintains calibration records for I,M&TE,
- Assesses the validity of previous inspection and test results when I,M&TE is found to be out of calibration,
- Provides suitable environmental conditions for calibrations, inspections and tests,
- Safeguards I,M&TE from damage, abuse and unauthorized adjustment.

**ASSOCIATED DOCUMENTS**

QOP-76-01 Operational Procedure: Measuring and Monitoring Equipment

*Calipers and other measuring devices accounted for*

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# Des Moines Quality Management System

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# QOP-76-01 – Measuring and Monitoring Equipment

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| QMS Operational Procedure | QOP-76-01 | |
|---|---|---|
| Section 7.6 | Section Revision: A | Revision Date: 7/12/2010 |

**Measuring and Monitoring Equipment**

Approved By: Todd Gifford                    Date: 7/12/2010

## I PURPOSE

The purpose of this procedure is to provide for a system and instructions, and to assign responsibilities for identification, calibration, verification, and maintenance of measuring and monitoring equipment.

## II APPLICATION

This procedure applies to measuring and test equipment used for verification of product conformance and for control of production processes.  This procedure concerns Warehouse and Quality Assurance departments.

## III PROCEDURE

*8 4-14 BF*

*all calipers along with approved measuring devices were reviewed 8/1/2014*

1. The inspection, measuring, and test equipment currently utilized by Dee Electronics for the manufacturing process are: Scales, Calipers, Tape measurements, and Electrical function testing.

2. Calibration is performed to recognized or manufacturer standards and performed in-house or externally as required. External calibration services supply Dee Electronics with required calibration documentation.

3. The Calibration Log indicates the following:

   *Equipment identifiers. Frequency of calibrations. Calibration methods. Appropriate environmental conditions.*

4. Equipment requiring calibration is affixed with identifiers corresponding to the Calibration Log.

5. In the event that equipment is found to be out of a state of calibration, corrective actions are monitored until said equipment is re-calibrated or brought back to a conforming status. If necessary, the customer is notified of any potential orders that may be non-conforming.

6. The President, CEO, and Production Supervisor ensures that applicable employees are trained in the safe and proper handling of inspection, measuring, and test equipment. Such training is reflected in pertinent training records.

6.5 Inspection, Measuring, Test Equipment or Tooling is Not Used if it is not properly marked with an ID # from the Calibration Log.

7. If necessary, the President, CEO, or Production Supervisor will safeguard inspection, measuring, and test equipment to prevent from unauthorized adjustments.

**ASSOCIATED DOCUMENTS**

QF-76-01-01 Quality Form: Calibration Log Form

QOP-83-01 Operational Procedure: Control of Nonconforming Product