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.

Sue- how are verbal orders confimed?
no verbal orders are taken

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.

Sue- how are changes comunicated?

PROCEDURAL POLICIES Brenda or Chris changes
An email notification is sent - Chris changes
Trane orders

1. Determination of Requirements

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. Sue-Where are special handling instructions located? Checked SO 48291 - there is a notes field attached

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.*

Brenda - how is a quote reviewed? - receive an email request from customer

Brenda - where are quotes kept? R: Drive - quote file - BB Quotes

3. Customer Communication

print email - start a folder - put in any drawings and start review - check quote for part 720552 (solar panel)

3.1 Inquiries and Order Handling

print - Bom and get pricing

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.

Sue- how do we detrime if an order can be met? Put a OBA# and check cost Trone goes to Chris and Brenda does others

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.

Brenda- where are customer complaint housed? how are they monitored? & manufacturing? RMA log

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.

Brenda- is it documented who closed a CAR? is there a date when it was closed? Brenda closes them Yes-start and Closed

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

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

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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

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.

Brenda- is there a timeframe for handling complaints? try to get back immediately - same day

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.

Brenda- where are CARs entered? R: Drive

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.

cycled through, how long are they kept?

Brenda- where are non-conforming products kept? 3 Hold shelves upstairs receiving, swap cheeld

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.

Brenda- where are supplier CARs kept? some kept @ Brenda's desk upstairs

4. Records Keep in ops folder for part #s

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

Brenda- if a complaint doesn't warrant a CAR how is it recorded?

ASSOCIATED DOCUMENTS N/A.

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

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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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.

Sue-How long after recieving an order do you have to enter it? Usually within a couple days- may take longer

3. Sales and Operations management review the inquiries and product requirements and prepare a quote. Sue - who prepares the quotes? Brenda

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.

Brenda - is there a timeframe for quotes? no depends on raw materials - try quickly

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.

Brenda - where is the DBA System? looked at IE2891B701

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.

Brenda - where are the quoks housed? file and save - hang onto into permanant file

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

Des Moines Quality Management System

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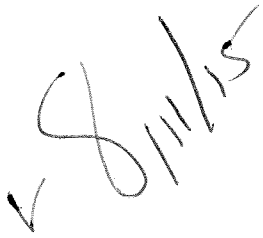
QOP-56-01 – Management Review



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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.

Brenda - are you given an agenda in advance or is it an open forum?

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.

Brenda -

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.

Brenda- how are the results of an internal audit communicated to you?

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.

Brenda- do you perform reviews outside of the corrective action process on vendors?

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

Des Moines Quality Management System

ISO9001:2008 Standard

QM 5.5 – Organization and Communication

8/11/15

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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.

Brenda be aware any issues with the quality system communicated to a suggestion on a form or send to DQ.

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 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 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.

Brenda-how often do YOU have Managment quality meetings?

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

Des Moines Quality Management System

ISO9001:2008 Standard

8/14/15

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.

Brenda-where are opportunities for quality improvement kept?

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.

Brenda- are your management reviews on a schedule or as needed?

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:

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

Des Moines Quality Management System

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QM 6.1 Provision of Resources

Cheat on 8/11/15

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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

Brenda-there are monthly Quality meetings to review Quality improvment

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 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

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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

Training provided by Brenda and Randy it HR training done by Chris C / ness

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

Brenda Keeps logs of all training - safety, Quality and Otherwise

– 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.

Effectiveness is monitored and updated in Training log

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

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QOP-62-01 – Training

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QMS Operational Procedure QOP-62-01

Section 6.2 Section Revision: A Revision Date: 7/12/2010

Training

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 determining training needs and providing the required training where applicable, for establishing awareness programs, and for maintaining training records.

II APPLICATION

This procedure applies to training and awareness provided by Dee Electronics. This procedure concerns Human Resources and all departments that provide training for their employees who affect quality and conformity to product requirements.

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

Chris talked to Chris C- he provides employees w/ HR training – Training is documented and verified By Brenda

III PROCEDURE

1. Training and awareness needs

1.1 The objective of Dee Electronics training program is to ensure that employees are familiar with relevant requirements of the quality system pertaining to their job functions; and that they possess the required knowledge and skills for performing their jobs.

1.2 Awareness programs focus on understanding the importance of customer requirements, and on the relevance of individual contributions to meeting these requirements and achieving the quality policy and objectives.

1.3 The President, CEO/Treasurer, Vice President of Operations, and Vice President, Sales have defined the knowledge and skills (competencies) required for each appropriate job category. These competencies constitute the training needs for the organization, and the training needs have been recorded on a Training Needs Matrix, Form QF-62-02.

1.4 Each individual is assessed against the Training Needs Matrix and provided any training that is absent or deficient.

unable to find instances we do this

1.5 Dee Electronics provides training and awareness from internal and external sources.

1.6 Employees who have been trained on the job prior to ISO Certification have been grandfathered into the Quality System and their qualifications are documented.

1.7 On the job training subsequent to ISO Certification is documented in the training record, including the content of the training, the completion date and signatures of the trainee and the appropriate Manager.

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1.8 The MR maintains records of employee qualifications to perform quality-related tasks on the basis of education, training, and experience.

2. Company-wide training and awareness programs

2.1 **General orientation and quality system training**: The President, Human Resources, CEO/Treasurer, and Vice President, Sales provides employee orientation training to all new and existing employees. This training familiarizes employees with administrative rules, employee programs and benefits, etc.; and explains what Dee Electronics does, who our

customers/suppliers are, and the quality system. At a minimum, the overview and quality system training comprises:

Dee Electronics Mission and Purpose;

Presentation of the company's quality system;

Discussion of quality policy; and

Explanation of how individual employees can contribute to maintaining and improving the quality system.

2.3 **Use of company-wide systems**: Employees are trained in the use of interdepartmental systems, such as part and material coding/numbering system, bar-code system, retrieval and creation of electronic (computer) documents and records, and so forth.

2.4 **External training**: External Training is evaluated on a case-by-case basis, and approved by Executive Management.

2.5 **Self-study**: Dee Electronics encourages personnel on all levels to read professional reports, magazines, and books.

3. Training effectiveness evaluation

The following methods and approaches are used for evaluating the effectiveness of training provided:

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.

Brenda-Training records are kept and maintained by Brenda

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

ASSOCIATED DOCUMENTS

QF-62-01-01 Quality Form: Training Records

QF-62-02 Quality Form: Training Requirements Matrix

QOP-75-02 Operational procedure: Work Instructions

QOP-56-01 Operational procedure: Management Review

Des Moines Quality Management System

ISO9001:2008 Standard

Checked on 8/11/15

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.

WILL RECHECK AFTER MOVE

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

Des Moines Quality Management System

ISO9001:2008 Standard

Checked on 8/11/15

QM 6.4 – Work Environment

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Quality Manual 6 – Resource Management

Section 6.4 Section Revision: **D** Revision Date: **7/20/2014**

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)**.
a) Workstations are reviewed on a monthly basis for any 5s improvements by Production Lead and Production Mgmt

3. Health and safety

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

WILL CHECK AFTER MOVE

8/12/2015 Q3 Audit

Met with Sue regarding orders she processes and how the orders are processed

Met with Brenda, talked about orders, POs, training and Quality meetings

Met with Chris briefly regarding HR training

Findings-

In Section QOP-62-01 1.5 it states we use external training-I did not see any situations we do this

There are no documented work instructions I was able to locate other than assembly work instructions

Sue stated there is no clear timeframe for entering an order, it would be helpful if there were

Quotes are printed and seem to be done mainly on paper, it would be nice if they were kept electronically