2nd QTR Audit Summary:

1) The majority of my audit was again with Brenda. Dave did cover over some of it also.
2) The DM office again, has made very huge strides to not have interruptions in service to its clients since the move to the new site and continual improvements and progress to the new site.
3) Todd G and Dave Z are the main contacts for the Quality Manual.
    a. Todd writes or approves changes and Dave makes the changes as needed.
    b. The previous and current quality records to not expire.
4) Chris Winslow does the assembly work instructions as needed.
    a. Every assembler has access to the work instruction on the tablets.
5) Todd established the document control policy per ISO 9001:2008; Dave Z maintains the documents as the VP of IT and Quality.
6) For the DM office Brenda is the Quality Coordinator and controls some of the quality records for the DM office. Dave as VP of IT and Quality, also maintains the documents and procedures as he sees fit.
    a. DM has a Praeto Chart that is information compiled from Quality Audits whether it is internal or external.
        i. The information included includes, Date, P/N, Work order, qty, how may were effected, and the person/worker.
            1. Caty had a problem with an insertion of a wire. She did not get talked to because it was 1 out of 1000 that it happened to.
    b. There are also Orange removable labels w/rejected raw materials that will be tracked.
        i. Nick has P/N 200385-50523 with a burnt end. He also had P/N 50195 with the wrong knockout.
    c. There are also 3 red bins that are scrap only for cost effectiveness.
        i. P/N 501480, 501479, and 501552.
    d. They will also put parts on the rack if receiving receives in the wrong product. They include the packing list with the parts.
7) All quality records are stored by Dave.
    a. The spreadsheets and charts that are used by Brenda are saved on the Network so they are accessible by any of the executive team and also secure and accessible if needed.
8) The Control Plan is started when the part comes into the system.
    a. P/N 200335 was started when the item was set up.
    b. Chris Winslow created a control plan for the item as they come into the system.
    c. All tablets, computers, and anything that is connected to the network has the CP available to them.
9) Todd and Dave make sure the quality records are stored and retained.
10) There has very recently been a restructure of Dee Electronics. The new Top Management would be Todd, Brian, Dave Z, Chris Winslow, Chris Carrier, along with Jeff Winders, and John Gardner.
11) There is an "open door policy" at Dee Electronics that if anyone has a suggestion or question, they are free to ask or suggest.

a. There are also times, about once a month, where the employees will be asked if they have any suggestions.
b. There is an open door policy at Dee where if you are having an issue, you can go to any member of the executive team along with one of the Terry's or Brenda. You can even go to an executive member at another site. This goes both ways at both sites. An employee from DM can go to Todd instead of Brian or the John Gardner, Jeff Winslow, or Dave Zirkelbach.

12) The Quality objectives are implemented by the executive team.
    a. They also take into consideration the input from the employees to help make the system run better.
13) Quality Audits are done every 3 months.
    a. Any changes are done by Dave at the direction of Todd.
14) Brenda along with the DM executive team are responsible for using, implementing, and reviewing the quality system.
15) Brenda along with Terry do any of the training and also make sure that the training log is updated.
    a. The training is dependent on their position and line that they work on.
    b. Protective treatment is trained to every employee in the building.
    c. Todd encourages all employees to read, whether it is for work, self-help, or fun.
        i. This is also regardless of position.
16) Brenda updates the training log.
    a. This is done from information she receives from either her own findings or from other's information including the Cedar Rapids office.
17) External training is done as needed.
18) Brian, Chris W. Terry, Terry and Brenda area ll involved in the feedback of performance evaluations, employee training, and annual performance evaluations.
    a. Retraining is always possible, this is a case by case basis.
        i. A suggestion would be to have the system track data that can be pulled up for training and evaluations. An example is if you pull my training up, you should be able to see anything that I have been trained on along with how many times it has been updated and by who. That way if it is something that was evaluated every 60 days, but I just finally got it right last month, that would be taken into consideration. Or if the opportunity wasn't available for me to do it correctly until last month, that would also show.
19) New or modifications to the existing infrastructure and facilities comes from seeing a need for a change or a suggestion.
    a. The suggestions can come from internally and externally.
20) The calibration log and general maintenance log is updated by Brenda.
    a. All maintenance performed by external contractors is coordinated with Brenda.
21) The most recent quality objectives I could find for the DM location were as follows:
    a. 99.9% defect free shipments
    b. 90.4% on time delivery
    c. CAR turnaround is at 4.6 days

Des Moines Quality Management System

ISO9001:2008 Standard

QM 4.2 – Documentation and Records

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Quality Manual 4 – Quality Management System

Section 4.2 Section Revision: A Revision Date: 7/12/2010

4.2 – Documentation and Records

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

Dave + Todd

GENERAL POLICY

The quality system described in this section of the Quality Manual conforms to the requirements of the standard: Element 4.2 Documentation Requirements.

Scope of the quality system documentation is defined. Establishment and revision of documents, and their distribution, are controlled. New documents and revisions are reviewed and approved prior to issue; and are identified with respect to their revision level. Appropriate documents are available at locations where they are used. Obsolete documents are removed from points of use. Documents of external origin are identified and their distribution is controlled.

Quality records are identified and indexed to facilitate their retrieval, and are stored in a suitable environment to minimize deterioration. Quality records are retained for a period of time at least equivalent to the lifetime of the product.

does not expire

PROCEDURAL POLICIES

Orange removable labels w/ Rejected Raw Materials

Nick PN 200385 / 50253 burnt end
50195 - wrong knockout - Nick
goes red bins

501480
501479 scrap only
501552

if receiving recvs wrong product w/ packing list

1. Scope

1.1 Dee Electronics, Inc. quality system documentation comprises the following types of documents and records:

Quality manual (including a documented quality policy); Documented statements of quality objectives; Operational procedures; Work instructions; Product realization and control plans.

The documentation structure that is used in this quality system consists of four tiers:

- The first tier of the quality system documentation structure is the quality manual (including documented Quality Policy), which covers all requirements of the standard, makes reference to quality system procedures, outlines the documentation structure and illustrates Dee Electronics' positive commitment to fulfill these requirements.
- The second tier consists of documented procedures, which are specified methods for managing activities. These procedures are consistent with the requirements of the standard and DEE's quality policy, and are to be implemented effectively.
- The third tier is work instructions, which are highly specific ways to perform activities.
- The fourth tier consists of records, forms, tags and other documentation.

A single document may include the requirements for one or more procedures. A requirement for a documented procedure may be covered by more than one document.

Purpose, scope, and responsibility for controlling various types of documents are defined in Operational Procedure QOP-42-01, Quality System Documentation.

2. Quality Manual

2.1 The top level document defining the overall quality management system is the Quality Manual. It includes:

The scope of the quality system, including details of and justification for any exclusions (refer to Section 0.3);

Description of quality system processes, their sequence, and interrelation; and

Pareto Chart

Info is compiled from QAudits

date PN work order qty how many affected person Cody insertion/wire did not fit due to 1 out of 1000's

References to documented procedures.

3. Document control Who established and maintains for DM? Todd Established Dave maintain

3.1 Dee Electronics has established and maintains documented procedures to control all documents and data that relate to requirements of the ISO 9001:2008 standard, including, to the extent applicable, documents of external origin (those determined by the organization to be necessary for the planning and operation of the quality management system).

3.2 Document and Data Approval and Issue – The documents and data are reviewed and approved for adequacy by authorized personnel prior to use. An electronic document control procedure identifying the current revision status of documents is readily available to prevent the use of invalid and/or obsolete documents.

3.3 The authorized functions and the rules governing the issue of documents are defined in procedures QOP-42-01, Quality System Documentation, and QOP-42-02, Control of Documents. All documents are reviewed and approved prior to issue.

3.4 The pertinent issues of appropriate documents are available electronically at all locations where operations essential to the effective functioning of the quality system are performed. Invalid and/or obsolete documents are promptly removed from electronic access, or otherwise assured against unintended use. Any obsolete documents retained for legal and/or knowledge purposes are suitably identified.

3.5 Changes to documents and data are reviewed and approved by the same functions that performed the original review and approval, unless specifically designated otherwise. The designated functions or organizations have access to pertinent background information upon which to base their review and approval. Where practicable, the nature of the change is identified in the document or the appropriate attachments.

4. Control of quality records Dave, Brenda for DM

4.1 Dee Electronics has established and maintains documented procedures to define the controls needed for the identification, storage, protection, retrieval, retention and disposition of records. Records maintained are legible, identifiable, and retrievable.

4.2 Quality records are established and maintained to provide evidence that: There has been conformance to specified requirements, and the quality system is operated in accordance with documented procedures and that it is effective.

4.3. All quality records are legible, and are stored and retained in such a way that they are readily retrievable in facilities that provide a suitable environment to prevent damage or deterioration and to prevent loss. Retention times of quality records have been established and recorded. Where agreed contractually, quality records are made available for evaluation by the customer or the customer's representative for an agreed period.

who stores them?

Dave stores info

ASSOCIATED DOCUMENTS

Operational Procedure QOP-42-01: Quality System Documentation

Operational Procedure QOP-42-02: Control of Documents

Operational Procedure QOP-42-03: Control of Quality Records

Des Moines Quality Management System

ISO9001:2008 Standard

QOP-42-01 – Quality System Documentation

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QMS Operational Procedure QOP-42-01

Section 4.2 Section Revision:**B** Revision Date: **8/14/2014**

Quality System Documentation

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

PURPOSE

The purpose of this procedure is to:

a) Identify documents defining the quality management system, production processes, and products: and

b) Assign responsibilities for establishing and maintaining the documentation.

APPLICATION

Scope: This process pertains to all documents utilized in the Dee Electronics quality system.

PROCEDURE

1. General

1.1 The scope and extent of quality system documentation is determined on the basis of the complexity and interaction of processes, elements, and activities; and on competence of personnel. The documentation is sufficient to ensure the effective planning, operation and control of the quality system, processes, and products.

2. Quality manual

2.1 The purpose of the quality manual is to:

State the company's principal quality policy as well as specific policies related to particular elements of the quality system;

Define and describe quality system processes, their sequence, and interrelation;

Define responsibility and authority of management personnel involved in the operation of the quality system; and

Outline general procedures for various activities comprising the quality system, and reference applicable Operational Procedures.

2.2 The President formulates the principal quality policy and approves the quality manual. The President is responsible for maintaining the manual. The quality manual is authorized by the President.

3. Operational procedures

3.1 The purpose of operational procedures is to define systems, assign responsibilities and authorities, and provide instructions for carrying out activities comprising the quality system. Operational procedures explain the what, when, who and how for each activity; identify interfaces for the activity; and instruct who should be informed and how the results of the activity should be recorded.

3.2 Operational procedures are code numbered QOP-SS-NN. QOP stands for *Quality Operational Procedure*, SS is the section in the quality manual to which the procedure pertains, and NN is the consecutive number of a procedure for the section.

4. Work instructions

4.1 The purpose of work instructions is to guide personnel in performing specific tasks, such as carrying out and controlling processes (process operator instructions), handling products, conducting tests or inspections, and so forth.

4.2 Work instructions are documented electronically, generally, on the forms in which the personnel performing the task are using.

5. Customer engineering documents

5.1 This category includes customer drawings, specifications and other documents defining the customer's requirements. These can be product documentation, testing procedures, acceptance criteria, and so forth.

5.2 Customer's documents are not used directly in our processes. They are re-interpreted and re-issued as Dee Electronics's own documents/work instructions/records.

6. Product realization and control plans

6.1 Documents under this category are the output of product realization and verification planning, as defined in Section 7.1 of the quality manual.

6.2 The purpose of product realization plans is to sequence, coordinate, and schedule operations; and reference electronic forms used. Process flowcharts and electronic order input forms are examples of documents defining plans.

PN 200335

Start When the item is setup.

6.3 Control plans identify process control scope and methods, define the inspection/testing points and methods, and reference specific process control and inspection instructions, and acceptance criteria.

WHO Chris Winslow creates CP at time of item. Dave

6.4 These types of documents are usually issued by the **Facility Ops Manager** or Quality Assurance.

ASSOCIATED DOCUMENTS

Operational Procedure QOP-42-02: Control of Documents

Des Moines Quality Management System

ISO9001:2008 Standard

QOP-42-02 – Control of Documents

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QMS Operational Procedure QOP-42-02

Section 4.2 Section Revision: **B** Revision Date: **8/14/2014**

Control of Documents

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

General

Purpose:The intent of this procedure is to describe the process at Dee Electronics for Document and Data Control, Section 4.2.3 of ISO 9001:2008.

Scope: This process pertains to all documents utilized in the Dee Electronics quality system.

Definitions

1. QM- Quality Manual.
2. QOP- Quality Operations Procedure.
3. QF- Quality Form.

Responsibilities

1. The overall R&A for activities relating to this element of the standard have been assigned to the President and the MR. Team Members are charged with the

responsibility to implement the procedure as written, and have been granted appropriate freedom and authority to do so.

Procedure

1. Dee Electronics makes every effort to create a paperless environment for quality documentation. Controls are in place to ensure accessibility and security.
2. The quality system documentation at Dee Electronics consists of four levels, as described in QM 4.2 of the Quality Manual.
3. Level I through Level IV documentation, and a corresponding Master List, is located on our Intranet website on our Network, and is accessible by all employees.
4. Documentation on the Intranet website is maintained in a read-only format. Only the President **and Quality Manager are** permitted to alter the format or content of our Quality System documentation.
5. Requests for changes to quality documents are submitted to the MR or President by way of an electronic Document Change Request, Form QF-42-02-01, identifying the originator of the change, the approval of the change by the original approval authority, and background information explaining the reason(s) for the change. The Document Change Request is associated electronically with the revised document so that the change history is always available.
6. Quality document change requests are reviewed and approved by the the President **or Quality Manager,** verbally or via electronic mail for entry into controlled documents.
7. Quality Manual and Procedure last changes will be highlighted in bold type.
8. Dee Electronics conforms to the PRO-3 Registration Mark Procedure concerning the use of the Registration Mark and the Accreditation Marks.
9. Dee Electronics can control external documents if it has need to do so.

Related Documentation

QF-42-02-01 Quality Form: Document Change Request Form

QOP-42-01 Operational Procedure

Des Moines Quality Management System

ISO9001:2008 Standard

QOP-42-03 – Control of Records

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QMS Operational Procedure QOP-42-03

Section 4.2 Section Revision: **B** Revision Date: **8/14/2014**

Control of Records

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

General

Purpose: The intent of this procedure is to describe the process at Dee Electronics for the Control of Quality Records, Section 4.24 of ISO 9001:2008.

1.2 Scope: This procedure pertains to all company and vendor-related quality records that are utilized in the Dee Electronics quality system documentation plan and are required by ISO 9001:2008.

Definitions: none

Responsibilities

The overall R&A for this element of the standard have been assigned to the President and

the MR. Team Members are charged with the responsibility to implement the procedure as written, and have been granted appropriate freedom and authority to do so.

Procedure

1. As Retention R&A for specific categories of quality records, the President and the MR ensure that identified electronic quality records are retained and stored using methods that guarantee their preservation, legibility and accessibility to authorized persons.
2. The President or MR makes hard copy quality records available to customers when contractually agreed.
3. The President **and Quality Manager** maintain, revises, and safeguards required electronic quality records, including off-site storage of backed-up records. Backups are done nightly, which is a snapshot of every virtual server. 10 restore points (10 days worth of backup) is kept on the server. A monthly backup is created the first Saturday of every month to an external hard drive. This hard drive is stored in a fire proof safe when not full in the IT Director's office, and when it is full, it is given to the President to be retained in his home.

Associated Documents

QF-42-01 Quality Form – Quality Records List / Retention Matrix

QOP-42-01 Operational Procedure – Quality System Documentation

QOP-42-02 Operational Procedure – Control of Documents

Des Moines Quality Management System

ISO9001:2008 Standard

QM 5.1 – Management Commitment

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Quality Manual 5 – Management Responsibility

Section 5.1 Section Revision: **B** Revision Date: **8/14/2014**

5.1 – Management Commitment

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

GENERAL POLICY

The executive management is ultimately responsible for establishing, implementing, maintaining, and improving the quality system. Management commitment is demonstrated by communicating to the organization the importance of meeting requirements, establishing the quality policy and quality objectives, conducting management reviews of the quality system, and ensuring the availability of necessary resources.

Todd Brian Dave CC CW JW JG

PROCEDURAL POLICIES

1. Top management

1.1 For the purpose of administrating the quality management system, executive management includes the **Quality Manager, President, CEO/Treasurer, Vice President-Sales, and Vice President-Operations**, defined in this manual in Section 5.5, Organization and Communication.

2. Customer requirements

2.1 Executive management is committed to communicate the importance of meeting customer as well as regulatory and legal requirements. The Management representative is responsible for implementing this commitment by promoting awareness of customer requirements throughout the organization. This responsibility of management representative is stipulated in Section 5.5, Organization and Communication.

3. Quality policy and quality objectives

3.1 Executive management defines the purpose and objectives for the quality management system. They are documented and communicated in the form of quality policy and quality objectives. Processes for establishing the quality policy and quality objectives are defined in this manual in Section 5.3, Quality Policy, and Section 5.4, Quality System Planning.

4. Management reviews Todd, Dave, CW, CC, Brian

4.1 Executive management periodically reviews the quality management system to ensure its continuing suitability, adequacy, and effectiveness. The review evaluates current status and performance of the quality system and initiates actions for further improvement of the system. The process for conducting management reviews is defined in Section 5.6 of this manual and in Operational Procedure QOP-56-01, Management Review.

5. Resources

5.1 Top management and Quality manager is committed to providing resources necessary for establishing, implementing, and improving the quality management system. Section 6.1 of this manual defines processes for identifying resource requirements and allocation of resources for specific activities and projects.

ASSOCIATED DOCUMENTS

QOP-56-01 Operational Procedure: Management Review

Des Moines Quality Management System

ISO9001:2008 Standard

QM 5.3 – Quality Policy

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Quality Manual 5 – Management Responsibility

Section 5.3 Section Revision: B Revision Date: 2/17/2011

5.3 – Quality Policy

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

GENERAL QUALITY POLICY

Dee Electronics is committed throughout to meeting our customer's requirements and expectations, as well as committed to continuous improvement.

Our Organizational Goals: – Complete Customer Satisfaction – Complete Employee Satisfaction – Complete Supplier Satisfaction – Profitability, through implemented efficiency, innovation, teamwork, integrity, quality output, and customer satisfaction

always asks for employee suggestions. Open door policies.

Continuous Improvement Objectives: (a) Constant and continuous improvement in quality and service visible in daily or weekly improvement (measurable by changes to systems and procedures) (b) Continuous efficiency improvement and reduction of operating costs to enable us to be extremely competitive in the marketplaces we serve (measurable by growth in sales, increase in quoting activity, and lower operating costs as a % of net sales) (c) Continuous creation of new and differentiated advantages and services for our Customers, Suppliers, and Employees, via continuous development and improvement in Quality System (measurable by new services and programs created) (d) Intertwining of Quality System with our servicing and value-adding processes to achieve superior customer

growth and retention (measurable by growth in sales, employee satisfaction and ability to perform for the customer, and new services and service levels created for customers)

Quality Performance Objectives:

What is % currently *

1. Defect Free shipments of 99.5% or greater (measured by dividing # of defect units by total units shipped)

Service quality objectives:

% *

1. On Time Delivery % of 99.3% per order confirmed delivery Lead-times/Ship Dates

Whats CAR turnaround. *

2. CAR turnaround time of 5 working days average

Quality system objectives:

1. Reach ISO9001 Certification by July, 2014 ✓ This is done and achieved.

2. Implement 100% implementation of PFMEA / Control Plans for All Assemblies by March 31, 2014 ✓ Done

3. 100% Implemented Digital work instructions for all assemblies by March 31, 2014 ✓ Done

PROCEDURAL POLICIES

The R&A for overall administration of Dee Electronics quality activities are shared by the President, the CEO/Treasurer, the Vice President-Sales, and the Vice President – Operations, who make up the Executive Management Team.

1. Authority

1.1 Quality policy is established by the top management and is approved by the President and the executive management team. Any changes to the policy must be likewise approved by the President and the executive management team.

2. Role of the policy

2.1 The main role of the quality policy is to communicate the company's commitments and aspirations with regard to quality, and to define principal objectives for the quality management system.

2.2 The quality policy provides a framework for establishing specific quality objectives, and provides direction for the continual improvement effort. The use of quality policy in setting quality objectives is addressed in this manual in Section 5.4, Quality Planning. The use of the policy to facilitate continual improvement is explained in Operational Procedure QOP-85-01, Continual Improvement.

3. Communication

3.1 The quality policy is posted throughout the company, and its role is explained and discussed at the general orientation training provided to all employees.

3.2 The quality policy is also communicated to customers, vendors, and other interested parties. For this purpose, it is displayed in the reception area and posted on the company's internet site.

4. Review

4.1 The quality policy is periodically reviewed within the framework of management reviews of the quality system. This is to ensure its continual relevance and suitability. The process for reviewing the quality policy is defined in Operational Procedure QOP-56-01, Management Review.

ASSOCIATED DOCUMENTS

QOP-56-01 Operational Procedure: Management Review

QOP-85-01 Operational Procedure: Continual Improvement

Des Moines Quality Management System

ISO9001:2008 Standard

QM 5.4 – Quality Planning

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Quality Manual 5 – Management Responsibility

Section 5.4 Section Revision: A Revision Date: 7/12/2010

5.4 – Quality Planning

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

GENERAL POLICY

Quality objectives are established to support and implement the quality policy and continual improvement. Quality planning includes identification and determination of quality system processes (including any exclusions of ISO 9001 requirements); priorities for continual improvement; and resources needed to achieve quality objectives and to maintain and improve the quality system. Quality plans are periodically reviewed and updated to maintain the integrity of the quality system during organizational and other changes.

PROCEDURAL POLICIES

1. Quality objectives

1.1 Quality objectives are established throughout the organization to implement the quality policy, to meet requirements for products and processes, and to improve quality system and quality performance.

1.2 Quality objectives define the direction and priorities for continual improvement. Use of quality objectives for facilitating continual improvement is explained in Operational Procedure QOP-85-01, Continual Improvement.

1.3 Quality objectives are classified into the following four categories:

Policy objectives:

These are principal, strategic objectives that apply to the whole organization (Continuous Improvement Objectives). They are typically included in the Quality Policy itself, or may be communicated in memoranda from the top management. Policy objectives are authorized by the President.

Todd + executive team

Quality performance objectives:

These objectives set specific, measurable targets for improving operational performance to ensure customer satisfaction (examples are: improvement of on-time delivery performance, improvement in delivery of un-damaged product, etc...). They apply to departments and functions having direct responsibility for activities that require improvement. Performance objectives are established, documented, and monitored within the framework of management reviews of the quality system, in accordance with Operational Procedures QOP-56-01, Management Review.

Service quality objectives:

. These objectives pertain to improvement of services (examples are improved packaging techniques, improvement in Packing Slips, improvement customer alerts, etc...). Service objectives are established by the President and top executive managers responsible for marketing and product/service development. They can be documented in product briefs, memoranda, or minutes of meetings; and apply to functions responsible for development of services.

Quality system objectives:

These objectives pertain to improvement of quality system processes and performance (examples are: Customer Recognition Awards, expansion of ISO9000 Certification to other facilities, etc...). Quality system objectives are established, documented, and monitored within the framework of management reviews of the

quality system, in accordance with Operational Procedure QOP-56-01, Management Review.

2. Quality system planning

Quality Audits done every 3 months + as needed

2.1 Quality system elements and processes are planned to ensure that the system is appropriate for its intended purpose, and that it is effective and efficient. The purpose of the quality system is:

To achieve the quality policy;

To ensure and demonstrate our ability to provide consistently product and services that meets customer and regulatory requirements;

To ensure high level of customer satisfaction;

To facilitate continual improvement; and

To comply with requirements of ISO 9001 standard.

2.2 The output of quality system planning is documented in this quality manual, in associated operational procedures, and in other referenced documents. These documents identify and define all elements and processes of the quality system.

Todd + Dave

2.3 Changes to the quality system are planned within the framework of management reviews (refer to Operational Procedure QOP-56-01, Management Review). These changes may be in response to changing circumstances, such as product, process, capacity, or other operational or organizational change; or to improve the effectiveness and efficiency of the quality system.

3. Product realization and verification planning

3.1 Planning of product realization, verification, and validation processes is addressed in Section 7.1 of this manual.

4. Continual improvement planning

4.1 Improvements of the quality system are planned within the framework of management reviews. The output of this planning is expressed in the form of quality system objectives, as defined above in Clause 1.3 of this section, and in Operational Procedures QOP-85-01, Continual Improvement; and QOP-56-01, Management Review.

ASSOCIATED DOCUMENTS

QOP-56-01 Operational Procedure: Management Review

QOP-85-01 Operational Procedure: Continual Improvement

Des Moines Quality Management System

ISO9001:2008 Standard

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 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

Des Moines Quality Management System

ISO9001:2008 Standard

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.

Terry, Brenda would do training + make sure training log is updated.

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 Watched quality video

– 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. This is dependent on their position.

Use of company systems

– Explains systems pertinent to the person's position.

Protective equipment is trained to everyone.

External training

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

Self-study

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

Todd encourages everyone to read. Regardless of position.

Skill training

Trained by Terry, Brenda

- 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 — Training log + CAR

3.1 Effectiveness of training is evaluated using the following approaches:

Performance evaluation of trained employees, via annual performance assessments — training record

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

Des Moines Quality Management System

ISO9001:2008 Standard

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.

Todd
Brian
CW
Brenda
Terry
↓
Can also come from info from CR.

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.

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. Email is sent to Brenda to update as needed.

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.

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

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

Employee handbook is given along w/ any necessary training per job duties.

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. As needed.

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

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.
Brian, CW, Terry, + Brenda are all involved feedback wise.

Review of the overall performance in areas relevant to particular training programs.
Same as above.

Consideration of competency and training when investigating causes of quality system failures and product or process nonconformities.
Retraining is always possible. This is a case by case situation.

A global review of all training and awareness programs, conducted within the framework of management reviews of the quality system. Dave + Other VP as needed.

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

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.

Can come from seeing a need for change. Or a suggestion either internally or externally.

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

QM 6.4 – Work Environment

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Quality Manual 6 – Resource Management

Section 6.4 Section Revision: **E** Revision Date: **3/14/2016**

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.

Dee has an open door policy. You can talk to any member of the executive team or even a friend at work about any situation that you feel you would need to.

This goes vice versa to the sites also. An employee from DM could go to Todd instead of Brian, or JG or JW as we could go to DM or Bellingham.

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.)

Meetings / Training is also done as needed. I would suggest a Monday morning 9AM round up. Discuss issues quickly & forecasts. - This will give team members more appreciation of heads up to the workweek schedule.

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), and has assigned a 5s Champion**. **The 5s Champion will be the "go to" person or anything and everything relating to 5s. The workforce as a whole is taught the ideology of 5s organization and does their best to adhere to it's standards; however, stations are missed, and sometimes improvements can be made. In the situation where an improvement can be made, because we have the ideology that everyone has an 5s mind, any worker can go to the 5s champion and recommend a workstation to be organized. The 5s champion will then review and determine if improvements can be made, and, if the time to do so is worth the reward.**

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

Who is the champion? Brenda is champion

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