

3rd QTR Summary:

Findings that require action:

- 1) In QM 7.1, there is an unnecessary “the” in the second paragraph of point 6. “When addressing changing needs, the Dee Electronics..”
- 2) Also in QM 7.1, under point 6, there is a \$ symbol used as opposed to saying something like “money”, or “dollar”.
- 3) In QM 7.2, there is no “QM” before the section number in the header.
- 4) In QM 7.4, the numbering is off, as it jumps from point 2, to point 5 and 6.
- 5) QM 7.5 refers to section 0.3 for all exclusions, however, this section does not exist in our quality manual. These exclusions are listed in QM 4.3. Either section 0.3 needs to be created and the exclusions added to that in addition to 4.3., or this section needs to refer to section 4.3.
- 6) Sue not filing papers is still a struggle, as in my last audit. It seems she just does not have enough to do during the day, however, even with the things she does have to do, she procrastinates.

Notes:

- 1) Two examples of recent improvements are as follows:
 - a) Dee DM has utilized the space in the suite next to them (suite A) to accommodate their Evap assembly production process.
 - b) This has freed up room in their main facility such that they could move their wire processing area out into the main warehouse production floor.
- 2) Dee DM’s forklift is inspected by an outside company, who also documents all results internally.
- 3) Dee DM’s tooling log has been migrated from Access over to ECIS.
- 4) Chris Carrier oversees all HR responsibilities that encompass payment, and insurance. Whereas Brenda oversees HR responsibilities that encompass health and safety.
- 5) Emergency plans for fires, and tornados are located on the back employee bulletin board, and at the front entrance.
- 6) A recent 5s improvement has been with their T2 warehouse, as they have been able to clear out more of it.
- 7) Dee DM has not recently had to retire, or make a tool inactive. They do have a box of tools that are not used, however, it is just that, a box for unused tools at this moment in time. The tools operate within specification, DM simply does not have builds, or processes that use them.
- 8) Dee DM’s policy for tooling is to return any tool used to its official storage space after use. This, however, does not apply to tools used in Trane assemblies, as they stay in the Trane assembly area, and are not removed. They have never had an issue with tools going missing.
- 9) Brenda was able to locate the Dee DM training matrix.
- 10) Brenda gives all new hire orientation training.
- 11) Brenda was able to locate the organizational chart.

- 12) Brenda was able to give an example of each tier of quality documentation.
- 13) There are no quality documents that exist in paper form that do not also exist in electronic form.
- 14) Dee DM does not have access to the quality manual change log, however, there is no real reason for them to have it.
- 15) I shadowed Rose, Randy and Jeremiah while they worked on W/Os 28926-1, 28844-1, and 28926-1 respectively.
 - a) Rose was working on one part at a time, with work instructions up. All good.
 - b) Randy was QA'ing his order, again one at a time, with work instructions up. He explained all the things he was looking for.
 - c) Jeremiah did not have work instructions up on his tablet, however, he did have a paper form.
- 16) Dee DM has 7 CARs open currently. The oldest being from 4/17. This was re-opened to see if they could get the vendor to provide a formal corrective action to prevent the damage they were seeing on one PO. The vendor has been completely unresponsive.
- 17) Dee DMs hold shelf was neat and orderly.

QM 7.1 Resources

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Quality Manual	7-Support	
Section 7.1	Section Revision: A	Revision Date: 3/30/2017
7.1 – Resources		
Approved By: Dave Zirkelbach		Date: 3/30/2017

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. Provision of resources

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

1.2 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.

1.3 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.

1.4 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.

2. People

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

3. Infrastructure

1. 3.1 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.

3.2 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.

3.3 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 administering and coordinating these contracts.

IT systems are designed and implemented by Dee personnel and external consultants, and are operated internally by IT Department.

2. 3.4 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.

1. Example of recent improvement

Eval area

W/RE

2. Example of recent repair ; company used.

Fork lift

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

4. Environment for the operation of processes

2. 4.1 Top executive management is 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.

3. 4.2 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.

4. 4.3 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 for 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 a 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.

5. Monitoring and measuring resources

5.1 General

5. 5.1.1 Dee Electronics provides the necessary dedicated resources to ensure all measuring equipment are properly maintained and calibrated.

5.2 Measurement Traceability

1. Have there been any changes, or improvements to the tooling log or operation thereof. Tooling log is now in ECIS.

2. Who is the HR dept.?

3. Where are emergency procedures located? Back board? Front door

4. Recent 5S Improvement. ~~TS~~ Warehouse

5. Most recent tool retired.

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

1. Control Procedure:

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

6. Organizational Knowledge

DEE determines the knowledge necessary for our processes and to achieve conformity of products and services. DEE maintains this knowledge in the forms of Procedures, Work Instructions, Templates and Forms, Visual Aids, Poka Yokes, Jigs, Training References, Videos, Books, and other references, mostly all available on the DEE computer system and intranet. DEE maintains this knowledge reference material indefinitely, backed up, accessible by all employees to the extent it has continuing useful purpose.

When addressing changing needs and trends, ~~the~~ ^{Remove.} DEE considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates. This is done via Management Review Meetings, various ongoing brainstorming sessions, Sales Meetings, Training Meetings, and one-on-one discussions. DEE generally seeks out new expertise in validated expert's books, videos, or seminars/classes/workshops/conferences, and/or from within the company, when expertise resides within the company. DEE also gains knowledge by Testing and Controlled Experimentation. When knowledge or ideas to

1. How do you ensure that tools are returned to their place?
Greenlee

address a problem or opportunity is discovered, many times greater definitive experience-based knowledge is gained by conducting a test or controlled experiment. In this way, DEE can learn from direct experience without making a large \$ or time investment without knowing what the results might be. Once something is tested, the results are shared/documented.

Change to the word money, or something similar.

NO "QMI" before Section Number.

7.2 – Competence

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Quality Manual	7 - Support	
Section 7.2	Section Revision: A	Revision Date: 6/19/2017
7.2 – Competence		
Approved By: Dave Zirkelbach		Date: 6/19/2017

GENERAL POLICY

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

PROCEDURAL POLICIES

1. Identification of training needs and awareness programs

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

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

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

QOP 72-01 Competence

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QMS Operational Procedure	QOP-72-01	
Section 7.2	Section Revision: A	Revision Date: 6/19/2017
Competence		
Approved By: Dave Zirkelbach		Date: 6/19/2017

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.

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.

1.1.3 Top Executive management has defined the knowledge and skills (competencies) required for each appropriate job category. These competencies constitute the training needs for the organization. The training matrix can be found [here](#) for Des Moines and [here](#) for Cedar Rapids.

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

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.

Associated Documents

[Cedar Rapids Training Matrix](#)

[Des Moines Training Matrix](#)

1. Show training matrix.

2. IS it used to determine training needs?

QM 7.3 Awareness

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Quality Manual	7 – Support	
Section 7.3	Section Revision: A	Revision Date: 3/30/2017
7.3 Awareness		
Approved By: Dave Zirkelbach		Date: 3/30/2017

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. Awareness and training programs
- 1.1 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, the employee’s contribution to the effectiveness of the quality management system, including the benefits of improved performance, and the implications of not conforming with the quality management system requirements. Provided to all employees when they are hired.

Safety training

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

Use of company systems

– Explains systems pertinent to the person's position.

External training

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

Self-study

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

Skill training

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

QOP 73-01 Awareness

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QMS Operational Procedure	QOP-73-01	
Section 7.3	Section Revision: A	Revision Date: 6/19/2017
Awareness		
Approved By: Dave Zirkelbach		Date: 6/19/2017

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 Top Management. 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. Company-wide training and awareness programs

1.1 **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:

1. 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.

1.3 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.

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

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

2. 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.

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

1. Who gives this training?

QM 7.4 Communication

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Quality Manual	7 – Support	
Section 7.4	Section Revision: A	Revision Date: 3/30/2017
7.4 Communication		
Approved By: Dave Zirkelbach		Date: 3/30/2017

GENERAL POLICY

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

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

Issues regarding the quality system are communicated internally through 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.

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

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.

Numbering needs fixing

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.

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

1. Show org. Chart.

QM 7.5 Documented information

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Quality Manual	7 – Support	
Section 7.5	Section Revision: A	Revision Date: 3/30/2017
7.5 Documented Information		
Approved By: Dave Zirkelbach		Date: 3/30/2017

GENERAL POLICY

The quality system described in this section of the Quality Manual conforms to the requirements of the standard: Element 7.5 Documented Information.

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.

PROCEDURAL POLICIES

1. General

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.

1.2 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),

*Refers to Section 0.3.
However, 0.3 does not exist in the quality manual. Either add 0.3, or Description of quality system processes, their sequence, and interrelation; refer to 4.3. and*

References to documented procedures.

2. Creating and updating

2.1 All documents of the quality manual are dated with a revision number and who approved.

2.2 All documents pertaining to the quality manual are electronic

2.3 All changes to any quality manual page are reviewed and documented in the Document Change Log.

3. Control of documented information

3.1 Dee Electronics has established and maintains documented procedures to control all documents and data that relate to requirements of the ISO 9001:2015 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 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.

3.6 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.

3.7 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.

3.8 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.

QOP-75-01 General

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QMS Operational Procedure	QOP-75-01	
Section 7.5	Section Revision: A	Revision Date: 6/20/2017
General		
Approved By: Dave Zirkelbach		Date: 6/20/2017

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.

/ 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."

1. Show an instance of each tier.

QOP-75-02 Creating and Updating

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QMS Operational Procedure	QOP-75-02	
Section 7.5	Section Revision: A	Revision Date: 6/20/2017
Creating and Updating		
Approved By: Dave Zirkelbach		Date: 6/20/2017

General

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

1. Definitions

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

2. Responsibilities

1. The overall R&A for activities relating to this element of the standard have been assigned to the President and the Vice President of Quality. Team Members are charged with the responsibility to implement the procedure as written, and have been granted appropriate freedom and authority to do so.

3. Procedure

1. 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 7.5 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 is permitted to alter the format or content of our Quality System documentation.
2. 5. Requests for changes to quality documents are submitted to the President or VP of Quality by way of an electronic Document Change Request, 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.
3. 6. Quality document change requests are reviewed and approved by the the President, 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.

1. *Is there any quality related document mat's in Paper, But not electronic?*

2. *Does DM have access to this?*

3. *Will this change with the new Standard? Migrate to ECIS?*

QOP-75-03 Control of documented Information

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QMS Operational Procedure	QOP-75-03	
Section 7.5	Section Revision: A	Revision Date: 6/20/2017
Control of documented Information		
Approved By: Dave Zirkelbach		Date: 6/20/2017

Procedure

As Retention R&A for specific categories of quality records, the President and the VP of Quality ensure that identified electronic quality records are retained and stored using methods that guarantee their preservation, legibility and accessibility to authorized persons.

The President or VP of Quality makes hard copy quality records available to customers when contractually agreed.

The President maintains, 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. These virtual snapshots are synchronized between two locations, Cedar Rapids to Des Moines and Des Moines to Cedar Rapids. Weekly snapshots are also taken.

Hold shelf

CAR/RMAs

7 CARs

Oldest is from 4/17

Vendor has NOT given formal corrective ACTION.
Vendor is unresponsive.

Previous non-conformances

She K. Still an issue.

Servers backed up daily

DM PFEMA Process

Other concerns

work orders	Observed
28926-1	Rose
28844-1	(Randy)
28926-1	200405