



Renco Electronics, Inc.

Quality Manual

Issue: Revision 2

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Foreword

Renco Electronics, Inc. has developed and implemented a Quality Management System (QMS), in order to document the organizations procedures and practices, enhance customer relations and satisfaction, as well as continually improve upon overall management.

The Quality Management System shall be based and in accordance with the latest revision of the ISO9001 standard. The QMS shall define the design, development and overall production, of products supplied by Renco Electronics.

The content of this manual will correlate with the quality systems defined in the ISO9001 standard. This manual shall be used as an internal guide for the employees to understand the required components for a quality management system.

The Quality Manager shall be responsible for maintaining the quality manual, and updating the referenced procedures as necessary. The President and Quality Manager of the organization shall review and approve any updated revision of the quality manual prior to issuing.

Scope

Renco Electronics Inc., also known as “Renco”, designs and manufactures coils, inductors, chokes, and transformers using surface mount, thru-hole, chassis mount and the latest in magnetic component technologies.

Justified Exclusions of this Quality System

We do not carry out any servicing of our products or the products supplied to us by our customers. Therefore the following clauses are not applicable to the Renco Quality System:

- 7.5.1 Service Provision
- 7.5.4 Customer Property

Company Policy Statement

- **D**o it right the first time
- **E**verybody contributes to quality
- **E**xceed customer expectations
- **P**ositive continuous improvement

Company Goals and Objectives

Every month as part of the management review process, short and long term objectives may be established, as well as measured, reviewed and monitored. Short and Long term objectives are defined as follows:

Short Term: A measureable objective or goal which should be met each month, or within the next six months.

Long Term: A measureable objective which may not have a defined budget or timeline, but forms part of the management’s plans for the future.

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Section 4: Quality Management System

4.1 General requirements

To define how Renco's quality system shall be documented, implemented, and checked, to ensure it is understandable. All procedures and forms are to be hyperlinked to their respective document, throughout the Quality Website (www.rencoquality.com)

All processes have been identified and documented within our quality system. The sequence and interaction of our operations are described in Annex I of the Quality Manual.

The criteria and methods of operation have all been documented within the quality system with references to information as required. All processes are to be measured, monitored, analyzed and continually improved upon.

4.2 Documentation Requirements

4.2.1 General

The following documentation shall be controlled on the quality website as well as defined in the quality manual utilizing revisions and implementation dates; all procedures to define processes throughout the organization in accordance with ISO9001 standards, quality and design records, the quality manual, and quality policy.

4.2.2 Quality Manual

The quality manual references all procedures and will also show the sequence of operations and how they interact with each other. This manual is a controlled document and is subject to the controls outlined within section 4.2.3

4.2.3 Control of Documents

All product related internal and customer documents, shall be revision controlled and maintained by the document controller. All product related documentation shall not have a disposal period. Customer requirements are determined, converted into internal requirements, and reviewed by the appropriate departments. Product related customer documents shall be referenced and attached to the Renco documentation.

All documents:

- Shall be reviewed, updated and approved for adequacy, prior to issue.
- Most current revision shall be available upon point of use, as well as available on the quality website as applicable.
- Shall be legible and maintained throughout the life of the document.
- Must be readily identified and retrievable; this includes obsolete versions which shall be clearly identified as obsolete and kept on file for reference.

Reference Procedure: QSP-DOC-03 Document and Data Control

4.2.4 Control of Quality Records

All quality records, generated as a result of maintaining this quality system, shall be kept as evidence of the effectiveness and compliance of the QMS. All applicable records will be identified, as well as have their retention time specified, on the "Records List". All records will be stored in a suitable environment, so that they can be protected, retrieved, and eventually disposed. This information will be recorded also on the "Record List".

Reference procedure: QSP-DOC-04 Quality Records

Section 5: Management Responsibility

5.1 Management Commitment

The management at Renco communicates the importance of this quality system, by meeting customer, regulatory and legal requirements. And will continue to have its employees do so. Some of the ways in which this is achieved are as follows:

- Regular reviews of our quality policy, goals and objectives
- Conducting management reviews
- Ensuring adequate time, space, equipment, training, and other resources are provided

5.2 Customer Focus

Management has the responsibility of ensuring that the customer's needs are always identified and provided for. We do this at the top level within our management review process, by discussing concerns and special needs of our customers. This is then filtered down into the sales order process as a specific customer need, and will be identified within the customer's order.

5.3 Quality Policy

The quality policy is to be communicated to all Renco employees. It shall be communicated to all new employees during orientation and QMS training. The policy will be posted within the facility in various places, as a reminder to all employees what we must strive for.

5.4 Planning

5.4.1 Quality Objectives

Objectives for the company have been established to ensure that our quality policy is met. These objectives are measurable, realistic and continually monitored as part of our management review process. The Quality Manager shall publish measurable goals and objectives annually, determined by the respective department managers. Objectives have also been set as part of the product and quality specifications for each product that we build.

5.4.2 Quality Management System Planning

The quality system is planned to meet our quality objectives and the general requirements of the ISO9001 standard. Changes occur every business day, which can affect our quality system and products. It is management's responsibility to plan for these changes. All changes will be reviewed and planned for in advance, and in a controlled manner. These changes will also form part of our management review process. Some types of change can include, but are not limited to:

- Specifications
- New Customers
- New Equipment
- Changes in Procedure
- Changes in Regulations
- Employees

5.5 Responsibility, Authority, and Communication

5.5.1 Responsibility and Authority

All of the persons at Renco have their responsibilities defined within the procedures that we have set forth and has been assigned with the authority to carry out those responsibilities. Each procedure within our quality system clearly shows how each function of our operation interfaces with each other. This is achieved through flowcharting of our processes.

5.5.2 Management Representative

The Quality Assurance Manager has been appointed as the Management Representative. The responsibilities include:

- Ensuring the quality management system is maintained
- Reporting to the President on the performance of the quality management system and areas for improvement
- Promoting awareness of quality and customer requirements to all personnel
- Liaison with the registrar

5.5.3 Internal Communication

Communication between all personnel takes place on a regular basis in the form of informal meetings, management reviews and the company internet site. The management representative will also be responsible for checking the understanding of the Quality Management System and that it is communicated

5.6 Management Review

5.6.1 General

To measure the continued suitability and effectiveness of our quality system, it will be reviewed by management on a twice yearly schedule against a prior set agenda. Minutes

from this meeting will be kept (see 4.2.4) and any actions resulting from this will be carried out in accordance with sections 5.6.2 and 5.6.3

5.6.2 Review Input

Inputs have been identified as part of our set agenda for the Management Review. These inputs include:

- Internal and external audit results
- Corrective and preventive actions
- Non-Conforming products and processes
- Customer feedback
- Follow-up actions from previous meetings
- Changes that need to be reviewed and planned for
- Recommendations for improvement

5.6.3 Review Output

The output of the management review meeting will be recorded in the form of minutes and a list of action items. The list of action items will show:

- Any areas of system/process improvements
- Researching of new processes and equipment to meet customer requirements
- Resource needs, objectives and policy changes
- Responsible personnel and target completion dates

Reference Procedure: QSP-MR-01 Management Review

Section 6: Resource Management

6.1 Provision of Resources

Resources will be provided by Renco to ensure that all processes are implemented and that any customer concerns are dealt with in a timely manner.

6.2 Human Resources

6.2.1 General Resources

All personnel will be trained, educated, or have experience, to ensure that they can fulfill their job responsibilities.

6.2.2 Competency, Awareness and Training

We develop our most important resource; people, through training and reviews of their progress, and effectiveness of the training. Training will be carried out against identified requirements and will be recorded in accordance with section 4.2.4. Any tasks which are identified as requiring specific skills, training, education or qualifications will be provided for.

Training will also be provided for the use, understanding and awareness of the quality system and the standards used at Renco.

Reference Procedure: QSP-TR-01 Employee Training

6.3 Infrastructure

Renco's facilities are maintained and clean. There is adequate workspace and equipment to perform all processes within the quality system. This includes control of the inspection and calibration areas and the production areas.

6.4 Work Environment

The work environment will be climate controlled with air-conditioning, keeping humidity and temperature to a tolerable level. Each person is provided with a workspace, associated equipment, and furniture to be able to perform their tasks. The work environment will have sufficient LED lighting and maintained clean at all times.

Section 7: Product Realization

7.1 Planning of Product Realization

To plan, control, approve, monitor and set standards so as to prevent problems which may arise during order processing, design, production, inspection and testing, and shipping.

These processes will be scheduled, planned and carried out under controlled conditions and will include:

- Work instructions (where applicable)
- Suitable working environment and reference to any applicable standards
- Scheduling inspection and acceptance criteria
- Keeping records to support conformity of the processes
- Any key characteristics identified by the customer as requiring inspections to measure variables
- The development of process controls and plans for key characteristics that are required by the customer
- Any processes that require sub-contractors will be identified in the "production package"

The integration of material, processes and services which support the product will be identified in the "contract/purchase order".

7.2 Customer Related Processes

7.2.1 Determination of Requirements Related to the Product

As part of our RFQ/Order process, Renco will determine the requirements needed to fulfill the customers order. These requirements will include:

- Delivery times
- Specifications/Documentation

- Regulatory and legal requirements are identified, such as traceable clauses
- Inspection method selection
- Sequence of operations

7.2.2 Review of Requirements Related to the Product

To ensure that our customer's products are on time, traceable and meet or exceed the quality they expect from Renco. All orders, quotations, and inquiries will be reviewed by Renco to ensure that:

- Customers requirements are unambiguous, clearly defined and documented
- Changes to requirements are resolved with the customer, documented and communicated to all persons affected by the change
- We can meet customer requirements and mandated specifications
- Any risks associated with new techniques, new items which have not been manufactured previously, or short lead times, are evaluated
- The records produced will be kept in accordance with section 4.2.4

7.2.3 Customer Communication

Communication between Renco and its customers is to ensure that any updates, amendments, additions, Etc., are handled effectively. This will include also any customer complaints, feedback and product requirements.

Any contractual amendments are also subject to contract review.

Reference Procedures: QSP-SAL-01 Request for quote

QSP-SAL-02 Sample Requests

QSP-SAL-03 Receipt of an order

7.3 Design and Development

7.3.1 Design and Development Planning

The design of a product is the result of thorough and careful consideration of the customer's requirements, the potential use of the product, the potential product life cycle and the manufacturability of the product.

When appropriate, timely project plans are prepared by engineering that identify the responsibility, budgets, staffing and schedules for each design and development activity. The plans are updated and communicated to the appropriate individuals as each design evolves. The plan describes or references the following activities:

- Review of product specifications for accuracy and completeness
- Identification of the various design and development stages
- Outline and timing of design reviews
- Determine the verification and validation appropriate to each design and development stage

- Organizational and technical interfaces between different groups (internal and external) are identified and the necessary information documented, transmitted, and reviewed
- Determine project roles and responsibilities
- Plan and schedule regulatory testing as required

7.3.2 Design and Development Input

Design input requirements relating to the product requirements are identified, documented and reviewed for adequacy. Requirements are to be complete, and not in conflict with each other. Records of design input requirements are maintained as per section 4.2.2. Design inputs consider, but are not limited to:

- Requirements established by the customer
- Functional and performance requirements
- Design constraints
- Requirements for certification / agency approvals
- Performance characteristics such as environmental and usage conditions, including any reliability requirements
- Industry standards, safety and regulatory requirements
- Packaging and marking
- Quality / product assurance inspection activities
- Verification and validation testing requirements
- Application requirements
- Manufacturing and procurement requirements
- Analysis of similar product (previous similar design) and process designs, work operations, deviations, quality records, RMA reports, and customer complaints to detect and eliminate potential causes of non-conforming products
- Manufacturability of design
- Establish targets for product quality, life, reliability, durability, maintainability, timing and cost

7.3.3 Design and Development Output

The design outputs are documented in a form that enables the verification against the design and development inputs. Design outputs include, but are not limited to:

- Meeting the design input requirements including customer specific requirements
- Provide appropriate information required for manufacturing of the product
- Reference or contain product acceptance criteria
- Conform to documented industry, safety and regulatory requirements where appropriate:
 - Identify the characteristics of the product that are essential to the safe and proper use and handling of the product
 - Identify appropriate manufacturing testing requirements
 - Provide a method for recording manufacturing test results

7.3.4 Design and Development Review

A formal design review process is conducted as necessary to ensure that the design and development process is performed in accordance with the planned arrangements as outlined in section 7.3.1.

The design review process includes, but is not limited to the following:

- Design review activities are held at suitable stages to assess progress during the development cycle
- Design review activities and resulting actions are recorded and maintained per section 4.2.4
- Design review activities include verification that the design output meets the design input requirements and meet the planned arrangements as outlined in section 7.3.1
- Identification of problems are highlighted and proposed resolutions determined
- Participants in such reviews include representatives of functions concerned with the design and development stage or stages being reviewed
- Quick-turn engineering prototype development is subject to design and development review

7.3.5 Design and Development Verification

Verification is confirmed through the provision of objective evidence of the following:

- Comparison of designed product to the product input requirements as defined by 7.3.2
- Evaluation of product against similar designs or against competitors products as appropriate:
 - Testing to ensure compliance with product input requirements as defined by 7.3.2. These tests consider electrical and environmental stresses at least as severe as the design objectives.
 - Full review of documentation with respect to product input requirements and to any verification test results prior to issue.

7.3.6 Design and Development Validation

Validation is confirmed through the provision of objective evidence of the following:

- The requirements for a specific intended use or application, where known, have been fulfilled
- Validation is completed, where practicable, prior to the delivery or implementation of the product
- Maintain records of the results of validation or other necessary actions per section 4.2.4
- Engineering prototypes are subject to the validation per planned arrangements 7.3.1
- Validation of manufacturing process

7.3.7 Control of Design and Development Changes

- All design changes are identified, documented, reviewed and approved by authorized personnel before implementation

- Records of changes during the development process are maintained
- Engineering and Quality Assurance are responsible for monitoring and ensuring that the changes do not adversely affect product quality, performance, or reliability
- Review of the changes include evaluation of the effect of the changes on the components and product already delivered
- Customers are notified of design changes affecting the form, fit, or function of a product. In addition and where contracted or mandated by contract, customer approval of design changes is obtained

Reference Procedure: QSP-ENG-01 Prototype Engineering

QSP-ENG-06 Component Part Numbers and Revision Levels

7.4 Purchasing

7.4.1 Purchasing Process

To ensure that Renco receives supplied products and services to our specified and implied needs, a list of approved suppliers will be maintained and will also show the scope of each supplier/sub-contractors approval. This list will be prepared on results obtained from one of the following sources:

- CARs
- Questionnaires
- Audits or Certifications (Ex: ISO 9001)

Our purchases will also take into account physical condition of material/service cost, availability and traceability. The purchasing system and the selection of suppliers will be reviewed to ensure its continued suitability and follow up action taken on vendor problems. (See section 8.3)

Any sub-contractors used and the quality of the work that they provide will be the responsibility of Renco. All suppliers and sub-contractors will be evaluated to ensure:

- They use customer approved sources for any special processes
- Any that fail to meet our requirements are disapproved as required by the Quality Manager
- Suppliers/sub-contractor performance is monitored, maintained and recorded. These reviews will be used to determine the controls required in place for each supplier/sub-contractor

7.4.2 Purchasing Information

All purchase documentation used will clearly describe the material/service ordered, including where applicable:

- Quantities, condition, traceability, part numbers, type or other precise identification
- Inspection requirements which will be reported on a certificate of conformity where required. Also any standards/codes which may be referenced
- Any quality system standard to be applied to the product
- Any design, test, examination, inspection or customer acceptance requirement and its related instructions

- The right of access by Renco and our customers and regulatory authorities to all facilities involved in the order and also access to all applicable records
- Any requirements for test specimens
- Any requirements to notify Renco of any anomalies, changes in definition or approval for the process being used
- Any requirements which require to be followed down to sub-tier suppliers will be identified on the Purchase Order
- All purchase documents will be reviewed for adequacy prior to issue

Reference Procedure: QSP-PUR-01 Purchasing

7.4.3 Verification of Purchased Products

All products received at Renco will be verified in accordance with inspection procedures and may also include:

- Records to support the quality of the product from the supplier (e.g.: C of C, test reports, SPC charts, etc.)
- Inspection or auditing the supplier
- Inspection of the product upon receipt
- Asking the supplier/sub-contractor to complete inspection and certification, however if this is the case then this will be defined within the purchase documents

If verification of the tests is to take place by the customer at Renco facilities, or Renco chooses to verify the tests at the supplier's facilities, then this will be arranged and documented on Renco purchase order or Renco's customers' contract documents.

7.5 Production and Service Provision

7.5.1 Control of Production

The production and design operations at Renco are controlled to ensure that the following requirements are met:

- Technical data is available to verify the parts being manufactured
- Procedures have been documented for all processes where required.
- Measuring instruments and test equipment are used as required to verify product
- Monitoring of manufacturing processes
- Key characteristics identified by the design are monitored (These will be recorded in the "Final Inspection Sheets" and "First Article Sheets")
- Any utilities which can affect the quality of the product are controlled
- All jobs are completed using the job package documentation attached to the "Traveler". This may include drawings and inspection plans as required

If a "work instruction" has to be revised to alter the manufacturing process then these changes will be made by Engineering and submitted to Document Control and if required, be identified back to the customer. The change and its impact shall also be reviewed by the VP of Operations and the Quality Manager to ensure no adverse impact.

7.5.2 Validation of Process for Production

Renco will validate any processes for production, where the resulting output cannot be verified by subsequent monitoring or measurement. This includes processes where deficiencies become apparent only after the product has been in use. Validation shall demonstrate the ability of these processes to achieve planned results.

Validation processes to include:

- Defined criteria for review and approval of the processes
- Approval of equipment and qualification of personnel
- Use of methods and procedures
- Requirement for records and documentation

7.5.3 Identification and Traceability

Renco will identify all parts during all stages of receipt, manufacturing, inspection, packaging and shipping for traceability and its inspection status of PASS, FAIL or ON-HOLD. All materials purchased will be traceable back to their source of supply if required by the customer. For example, by using a C of C.

All goods received into Renco will be identified as to their inspection status by using accompanying paperwork. This is done at each stage of the "Traveler". The responsibility for identifying the inspection status will be recorded with an inspector's stamp or signature and date.

If the customer requires by contract, regulatory or other established requirement that the materials be traceable then Renco shall provide the following as applicable:

- Identification of parts throughout the life of the product with permanent stamps
- Any batch traceability requirements, including scrap will be traceable back to the material lot number

The inspection records shall also identify who is responsible and authorized to verify, certify and release the products. This will be indicated by an authorized signature, or an assigned stamp which is controlled internally.

7.5.4 Customer Property

This clause of the standard is not applicable to Renco's quality management system, as no materials are supplied by our customers wither for incorporation into the product or used in assistance if manufacture of the product.

7.5.5 Preservation of Product

To prevent materials from being damaged and to control our inventory for maintaining an efficient cycle time in manufacturing, Renco will:

- Handle materials to prevent damage and deterioration anomalies
- Materials will be controlled from receipt into storage and dispatch

- Any raw materials which are kept for any amount of time will be checked for shelf life and damage as required
- All orders will be packaged in accordance with procedures and customer requirements to prevent damage and to preserve the integrity of the original item

Our procedures will ensure that all goods are protected against damage and loss during shipping and receipt to customer. Records of shipments will be maintained in accordance with section 4.2.4. Also any documents which are required to accompany the shipments will be present, correct and protected from damage, loss and deterioration.

7.6 Control of Measuring and Monitoring Devices

All measuring and test equipment which could affect the quality of the finished products will be calibrated by an external sub-contractor in accordance with ISO 100012.

Renco will also ensure that:

- Personnel will select appropriate equipment for the measurement to be made
- All of this equipment and standards will be identified and calibrated
- Records of details of equipment, identification number, location, checking frequency and method, tolerances and what to do when equipment is out of specification
- Our equipment will be in a known state of calibration
- Records of calibration will be maintained per section 4.2.4
- Our procedures will explain what to do with previous results when equipment is found out of calibration
- All calibrations will be conducted in a suitable environment where necessary, temperature, cleanliness, etc.
- Our equipment will be handled, cleaned, maintained and stored accordingly.
- Adjustments to equipment will be controlled

A list of all equipment shall be maintained within the computer system. Any calibration result that indicates that product may be non conforming will require that the Quality Control investigate the inspection/test and determine if it needs to be repeated. Gauges are recorded in the computer and will be recalled by the Quality Manager within a month of the due date. All responsibilities have been defined within the procedures for the control of the above referenced tools.

Procedures Reference: QSP-QA-03 Calibration

QSP-QA-05 Preventative Maintenance

Section 8: Measurement, Analysis, and Improvement

8.1 General

All materials will be checked as they are received, during production, inspection, testing and prior to shipping to assure conformity to the purchase order. Statistical techniques have been

identified to monitor these activities as part of the sampling plan. Any procedures identified shall include:

- Identification of authorized persons
- Limits of authorization
- Training and qualification requirements

Inspection documentation shall be maintained as evidence of product and process conformance, these records shall show:

- Acceptance and rejection criteria or reference to them
- The sequence of operations
- Actual results
- Any unique inspection equipment if used
- Any sub-contracted inspection activities

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

The Customer Survey will be used to monitor customer feedback for positive and negative information. This information will be reviewed as part of the Management Review and corrective action system to implement continuous improvement.

Procedures Reference: QSP-QA-01 Corrective & Preventive Actions

8.2.2 Internal Audits

To verify the effectiveness of our quality system and implement any improvements, Renco has documented procedures to ensure:

- Audits will be carried out against procedures and a schedule
- The schedule has also been set based on importance of areas to be audited
- Follow up action and the results of these audits will be documented and reported
- Records will be maintained of the audits in accordance with section 4.2.4
- All auditors have been trained and will be selected independent of the area to be audited
- Audits will assess compliance to Renco procedures and also to the ISO 9001 standard

8.2.3 Monitoring and Measuring of Processes

All processes at Renco will be measured and monitored to ensure that they are suitable at ensuring the customer requirements are being met. This will be achieved through the internal audit program and the inspection process.

8.2.4 Monitoring and Measurement of Product

All materials received, in production, inspected/tested, stored, packaged and shipped from Renco will be inspected to procedures and a record of the results will be kept. Products will

not be processed in the system until all inspections have been completed unless the customer approves otherwise.

If certificates of conformance/analysis are supplied for raw materials and are to be used by Renco as acceptance of the parts, materials or service then these certificates are to be inspected to the specifications required by the purchase order and kept in accordance with section 4.2.4. The inspection records shall also show actual results when required by contract or specification and also qualification of the test method used.

8.3 Control of Non-Conformity

To detect non-conformance's and prevent them from being sent to the customer, Renco has documented and implemented a system procedure to:

- Identify non-conforming materials
- Segregated where possible, etc. and the problem documented
- Review the problem to determine what to do with the goods
- When this has been decided the persons concerned will be notified

Goods which are non-conforming will be reviewed, categorized and documented and action taken. If a customer needs to return items for re-work/replacement then a CAR number will be issued and tracked for disposition.

- The non-conformance is identified and documented
- The cause of the non-conformance is investigated and documented
- An action will be taken as appropriate to prevent the recurrence of the problem
- This action will also be documented
- Follow-up on the effectiveness of the action taken will be complete as part of the next internal audit, unless it can be closed out earlier.

If a supplier is required to take corrective action then this will be documented using a CAR and flowed down to them for action to be taken.

Reference Procedure: QSP-QA-04 Non-Conforming Material and Control
QSP-QC-05 Incoming Inspection

8.4 Analysis of Data

Renco shall determine, collect and analyzes appropriate data to demonstrate suitability and effectiveness of the quality management system, and to evaluate where continual improvement of the quality management system can be made. This process will be within management's responsibility. Such data may include, but not limited to:

- Customer satisfaction
- Conformance to product requirements
- Characteristics and trends of processes and products including opportunities for preventative action
- Suppliers

8.5 Improvement

8.5.1 Continual Improvement

Renco will continually improve the effectiveness of the quality management system through the quality policy, quality objectives, audit results, analysis of data, corrective and preventative action, and management review.

8.5.2 Corrective Action

Renco will take the appropriate actions to eliminate the cause of nonconformities in order to prevent reoccurrence. Corrective actions are appropriate to the effects of the nonconformity encountered. The process requirements will include:

- Reviewing nonconformities
- Determining the cause of nonconformities
- Evaluating the need for action to ensure that non-conformances do not recur
- Determining and implementing action needed
- Records of the results of action taken, per 4.2.4
- Reviewing the corrective action taken

Reference Procedure: QSP-QA-01 Corrective & Preventive Actions

8.5.3 Preventive Action

Renco will identify areas of potential improvement and actions to be taken to prevent nonconformance. This will be done as part of our internal audit and management review process. This process will include:

- Identifying areas of potential non-conformance and documenting them into the corrective action system
- Taking action appropriate to prevent the non-conformance
- Recording the results of the action and reviewing the effectiveness of the action taken

Reference Procedure: QSP-QA-01 Corrective and Preventive Actions





