

Quality Manual



**MANUFACTURING PARTNERS INC.
4005 PHEASANT RIDGE DRIVE
SUITE 100
BLAINE, MN 55449**

Copy Holder

Copy Holder: Quality Management Representative

Copy Number: 1

This Quality Manual Covers the activities and functions performed by operating areas included in the service scope definition:-

**THE ASSEMBLY OF FABRICATED AND ANCILLARY COMPONENTS TO
CUSTOMER SPECIFICATIONS
Excluding Clause 7.3: Design & Development**

The Quality management system is designed to meet the requirements of

ISO 9001: 2000

Certificate Number: 2724US

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Quality Manual

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Revisions

All copies of this Quality Manual must be kept under strict control to prevent the System from becoming unreliable. The following Procedures will ensure that the system remains current and valid.

- 1) All copies of the manual will be clearly numbered and the Holder recorded.
- 2) Each page in the manual will carry its own number.
- 3) The Quality Management Representative will be responsible for all revisions and additions being recorded.
- 4) Changes can be suggested by any Employee but must receive signed approval before being entered into the Manual.
- 5) All changes must be recorded on the Revisions List (QM 04, Page 05/16) and appropriate pages in each Manual changed.

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Table of Revisions – Quality Manual					
Document QM Number	Page Number	Revision	Date	Description of Change	Authorization
QM 06	8	2	7/11/07	Changed Various wording in the Quality Policy	

Company Profile

Manufacturing Partners Inc. (MPI) specializes in low- to medium-volume contract assembly. Many companies, including **MPI**, offer full materials management capabilities allowing them to provide complete turnkey solutions. **MPI** offer something else – FLEXIBILITY and can manage the entire supply chain for its customers or can provide just the assembly labor our customers’ need. **MPI** strive to develop long-term relationships built on **superior customer service, excellent quality, and fair value.**

The Company has the ability to provide a complete operation to meet all of its customers’ needs. Its philosophy is based on competent trained staff, supported by a dedicated Quality Assurance Department, all of whom are dedicated to **Customer Satisfaction.**

Electro-Mechanical Assembly

MPI specializes in low- to medium-volume electro-mechanical assembly. Several prominent manufacturers already regard **MPI** as an extension of their own manufacturing team,

Value added Assembly

MPI offer its customer’s OEM departments the ability to provide value-added assemblies including a component manufacturer partnership in helping provide value-added assemblies to their customers.

Electric Assembly

From the mundane to the complex, **MPI’s** trained technicians can handle our customers’ complete electrical control panel assembly needs.

Complete Product Assembly

MPI’s are able to offer their customers expertise as a *Manufacturing Partner* in turning engineering ideas into a completed product. I

Cable Assembly

When low or medium-volume cable and wire harnesses are needed, the assembly team at **MPI** is ready to meet customer’s need production needs.

All assemblies supplied by the Company are rigorously inspected. The continued ability to supply these products to its customers is a testimony to the quality of the customer service that is the basis of the Company’s philosophy.

MPI is committed to the operation of an independently verified Quality System as evidence of the excellence of the service provided to its customers.

An essential requirement of the continuing maintenance and development of the Company’s objectives is the installation of a Quality System registered to ISO 9001:2000.

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Quality Policy

The Management of **Manufacturing Partners Incorporated** is operating under the control of a quality management system in accordance with ISO 9001: 2000 standards.

The Company places particular emphasis on obtaining client satisfaction by:

- Responding promptly and accurately to customer inquiries and orders.
- Constantly pursuing quality, value and reliability in the products and services that the Company supplies to its customers.
- Ensuring that its management and staff are fully trained to meet the requirements of the business and its customers.
- Constantly striving to meet and where possible exceed its customer's expectations.
- Working closely with its customers and suppliers in seeking to establish the highest quality standards.
- Adopting a forward-looking view on future business decisions which may have an impact on quality.
- Training all staff members in the needs and responsibilities of Quality Management.

To meet the specified requirement of the Customer, Manufacturing Partners Incorporated applies a quality management system in conjunction with other management controls. The Company's Quality Manual and Procedures Manual describe this system.

Responsibility for upholding this policy is truly Company-wide with the guidance and assistance of Top Management who encourage the personal commitment of all staff to address quality as part of their skills.

It is the Company's policy to operate to these standards continuously and to implement and operate fully the ISO 9001-2000 standards through registration and annual review.

The Company complies with all legislation relevant to its industry and also the Occupational Safety and Health Administration regulations.

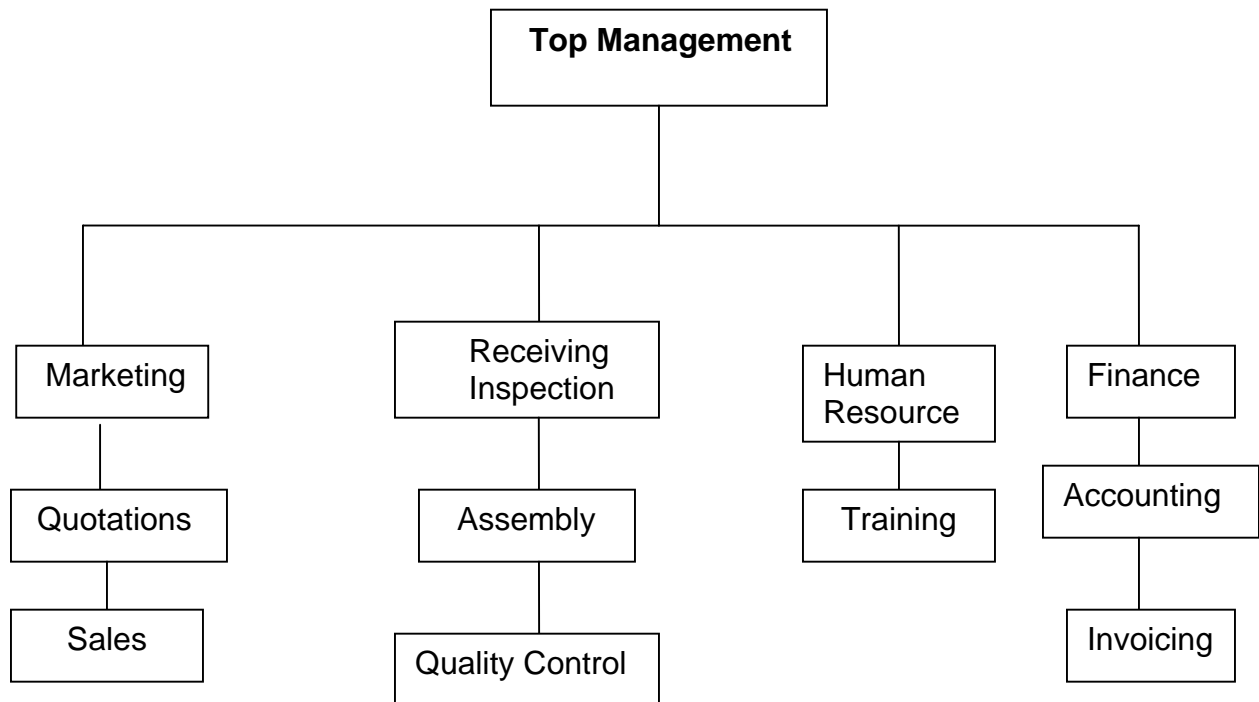
Signed _____

Date _____

Keith Klein
Manufacturing Partners Inc.

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Organization and Responsibilities



MANUFACTURING PARTNERS INC.

Schedule QM 07

MANAGEMENT RESPONSIBILITIES

Top Management

Responsibilities

- Top Management have the ultimate responsibility of keeping the Company in a sound financial status while providing its' customers with quality products at a competitive price.
- Top Management provides instruction and guidance to Quality Control pertaining to his or her duties.
- Top Management or their appointed representative will make the final decision regarding major expenses, before the Company proceeds with the actual acquisition or expenditure in question.
- Top Management or his appointed representative will participate in all items on the agenda during the Management Review Meetings.
- Top Management has the responsibility of establishing and maintaining good relationships with the Company's customers.
- Top Management, will provide guidance and assistance when required, during the preparation of quotes for both new inquires and repeat orders.
- Top Management, has the responsibility of seeing that all procedures, from the time new orders are received to the time they are invoiced, are properly and promptly carried out.
- Top Management provides guidance and instruction to Production Control regarding scheduling to meet delivery dates on all orders.
- Top Management will participate in the hiring/discharging of employees, and in all employee review meetings.

Quality Control

Responsibilities

- Quality Control will report to Top Management.
- Quality Control will oversee Order Processing, and work-instructions pertaining to all customer requirements.
- Quality Control is responsible for ensuring all Packing and Shipping requirements are maintained as prescribed by the Sales Order and Packing Note.
- Quality Control will ensure that all work-instructions and materials issued are correct and complete prior to their release to shipping.
- Quality Control will be responsible for reporting any deviations to Top Management.

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MANAGEMENT RESPONSIBILITIES

Quality Management Representative

Responsibilities

- The Quality Management Representative will respond to any quality related problems that may arise during the manufacturing process within the plant, or from customer complaints.
- Responsibilities will include providing instruction and guidance to Quality Control.
- The Quality Management Representative shall oversee the company wide adherence to the ISO 9001-2000 standards.
- The Quality Management Representative shall oversee the scheduling and guidance in regards to the ISO 9001-2000 audit procedures.
- The Quality Management Representative is responsible for reporting quality related trends affecting customer performance as well as internal quality related trends.
- The Quality Management Representative will participate in all items on the agenda during the Management Review Meetings.

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QMS Requirements

Quality Management System

4.1 General

Manufacturing Partners Inc. is committed to maintaining an effective Quality Management System. This commitment has been awarded full authority by the President.

This manual has been prepared to satisfy the requirements of ISO 9001:2000 for Quality Management Systems for the activities carried out at our location.

Wherever possible, Quality Controls have been integrated into existing systems (environment, health and safety) and cross-referenced for ease of interpretation.

Manufacturing Partners Inc.’s Quality System is based upon a “process approach” (see Clause 4.1 Process Diagram) to quality management that:

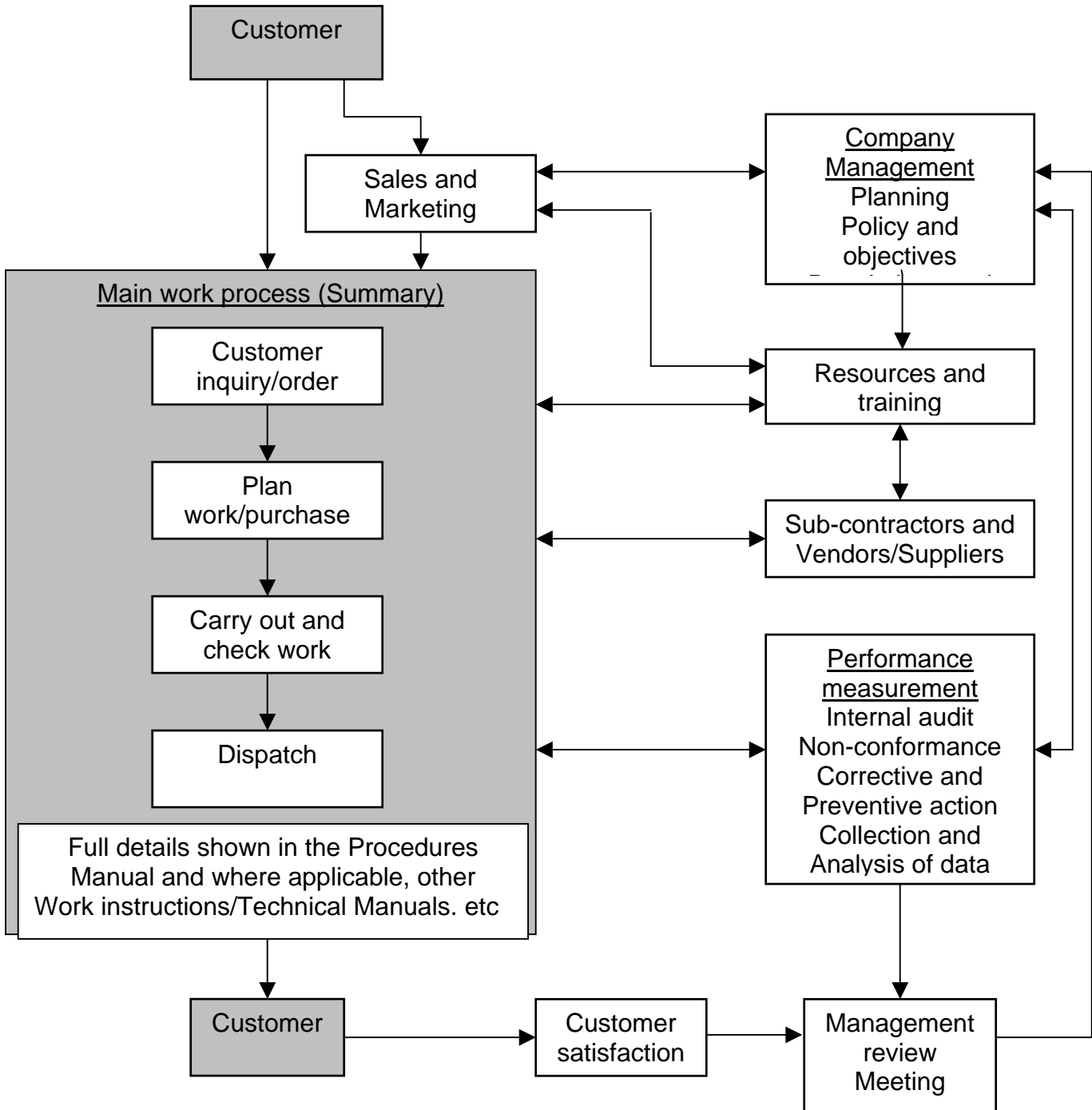
- identifies the processes needed for the quality system and their application throughout the organization;
- determines the sequence and interaction of these processes;
- determines criteria and methods required to ensure that control, operation and management of these processes are effective;
- ensures the availability of resources and information necessary to support operation and monitoring of these processes;
- monitors, measures, and analyzes these processes, and implements actions necessary to achieve planned results and continual improvement;
- implements actions required to achieve planned results and continual improvement of these processes.

Manufacturing Partners Inc. continually maintains and improves these processes in accordance with requirements of ISO 9001:2000, Quality Systems – Requirement.

Manufacturing Partners Inc. shall ensure that any sub-contracted process that affects product conformity shall be effectively controlled. Control of such sub-contracted processes shall be identified within the Quality Management System.

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Clause 4.1 Process Diagram



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QMS Requirements

4.2.1 General

Manufacturing Partners Inc.’s Quality System documentation is comprised of:

- a documented Quality Policy and quality objectives;
- this Quality Manual;
- documented procedures required by applicable standards and regulations;
- documents needed to ensure the effective operation and management of the processes (i.e. where applicable, quality plans, engineering masters, work instructions, samples, drawings, photos)
- records required by the ISO 9001:2000 standards and any other applicable standards and requirements(see Clause 4.2.4); and
- any quality system requirements imposed by the applicable regulatory authorities.

The extent of **Manufacturing Partners Inc.’s** documentation depends on the:

- organizational needs in relation to its size and type of activities;
- complexity and interaction of the processes;
- competence of personnel performing the tasks.

Documents are maintained on digital media and paper.

Manufacturing Partners Inc. shall ensure that all personnel, customers and regulatory authorities that have access to Quality System documentation are aware of the relevant procedures.

Customer and/or regulatory authorities shall have access to the Quality System documentation.

4.2.2 Quality Manual

The Quality Manual is the principal document that defines the Quality System at **Manufacturing Partners Inc.** It includes:

- the scope of the Quality System, including details of and justification for, any exclusions;
- documented procedures, references to documented procedures and external documents not included in the Quality Manual (The relationship between the requirements of the relevant International Standard and the documented procedures shall be clearly shown);
- a description of the sequence and interaction of the processes included in the Quality System.

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4.2.3 Control of Documents

Manufacturing Partners Inc. identifies and controls documents required by the Quality System (Procedure Manual PRM 00). It ensures that documents:

- are reviewed and approved for adequacy prior to issue;
- are updated, reviewed, and approved for re-issue as necessary;
- are identified with their current revision status;
- are current and available at point of use;
- are legible, readily identifiable, and retrievable;
- of external origin are identified and their distribution is managed;
- that are obsolete are prevented from unintended use and are suitably identified if they are retained for any purpose.

Manufacturing Partners Inc. has prepared and maintains a controlled Quality Manual that defines the scope of its activities supported by documented procedures and how the procedures operate. **Manufacturing Partners Inc.** will coordinate document changes with customers and any regulatory authorities as required by contract or other requirements. Records will be available for review by customers and regulatory authorities in accordance with contract or regulatory requirements.

4.2.4 Control of Records

Manufacturing Partners Inc. has established and maintains quality records to provide evidence of conformance to requirements and of effective operation of the quality system. The Document Control and Records Procedure (Procedure Manual PRM 01), ensures proper identification, storage, retrieval, protection, retention time, and disposition of quality records.

These procedures also define the method for controlling records that are created by and/or retained by suppliers. Records will be available for review by customers and regulatory authorities in accordance with contract or regulatory requirements.

The relevant clause of the standard are referenced in brackets in the Quality Manual and Procedures Manual e.g. (ISO 9001:2000 Clause 4.2.4)

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QMS Requirements

5. Management Responsibility

5.1 Commitment

Top management of the company ensures that all employees are aware of the need to meet customer and regulatory requirements and that the necessary resources are available. The currency of quality policy and objectives are maintained by regular management review meetings.

5.2 Customer Focus

Customer needs and expectations are determined, and fulfilled to meet customer satisfaction. Due consideration is given to product, service, regulatory and legal requirements.

5.3 Quality Policy

The company has established, through its Quality Policy, the need to meet requirements and continually improve its products and services. Quality objectives are reviewed at regular intervals to ensure continuing suitability and communicated to those involved with quality issues throughout the organization.

5.4 Planning

The company has established that all relevant functions and levels within the organization have clear, measurable quality objectives that are consistent with the company quality policy and product requirements.

Adequate resources are available and output is planned in a controlled manner as is required by its quality management system, being mindful of the process and the need for continual improvement.

5.4.1 Quality Objectives

The company shall ensure that quality objectives are established at all relevant levels within the organization. These objectives shall be consistent with the Quality Policy and shall include a commitment to continual improvement

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5.4.2. Quality Planning

Top management shall ensure that the resources needed to achieve the quality objectives are identified and planned in such a way as clearly document the output of the planning to ensure that the integrity of the Quality Management System is maintained and that any changes are planned in a controlled manner leading to continual improvement of the Quality Management System.

5.5 Responsibility Authority & Communication

5.5.1 Where employees have specific quality responsibilities, the Organization has arranged their work schedules to allow them the responsibility and authority to carry out such duties effectively. All quality related roles are clearly defined and documented.

5.5.2 The Organization has arranged its affairs in such a manner as to allow the appointed Quality Management Representative full authority and responsibility to ensure that the requirements of ISO 9001-2000 are maintained. Internal Auditors have been trained to undertake the audit requirements of the Standard and the Organization allocates the appropriate amount of time for audit completion.

5.6 Management Review

5.6.1 The complete quality management system is reviewed at planned intervals to ensure its continuing suitability, adequacy and effectiveness to evaluate the need for change.

5.6.2 The review includes the evaluation of current performance and improvement opportunities related to audits, customer feedback, process and product performance, follow up from previous meetings, and any changes that could effect product or service quality.

5.6.3 The results of activity arising from review meetings, the quality management system and its processes and improvements to products related to customer requirements would be an essential part of the review process. All results of management review activity are recorded.

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6 Resource Management

6.1 Provision of Resources

The company has ensured that the necessary resources needed to implement and improve the quality management system and to address customer satisfaction are available.

6.2 Human Resources

6.2.1 Where personnel are assigned quality responsibilities, the company has ensured that they are competent on the basis of applicable education, training, skills and experience.

6.2.1 The company has identified the training needs for quality related activities and provides training to satisfy these needs. Performance is evaluated and appropriate training records are maintained.

6.2 Facilities

Suitable equipped workplaces with appropriate hardware and software with supporting services are provided.

6.3 Work environment

All aspects of the human and physical factors of the working environment that effect conformity of product or service have been identified and are managed.

6.4 Facilities

The company has identified and provided suitable facilities to achieve the conformity of the product, all of which meet our industry's standards. Suitable equipped workplaces with appropriate hardware and software and supporting services are provided.

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QMS Requirements

7 Product Realization

7.1 Planning of realization process

The production process for the Company’s products and services is planned and documented as defined in the Quality Management System. Quality objectives, resources, processes and documentation needs are defined, as are acceptable criteria for verification and validation. Records appropriate to the level of confidence required for the process and the product or service will be maintained

7.2 Customer related processes

7.2.1 The needs of the customer in respect of availability, delivery, support are considered against the products intended use and regulatory and legal requirements are determined and implemented.

7.2.2 The company reviews its customer’s requirements and determines any additional requirements for each contract or order. Where no customer requirements are documented, details are confirmed before acceptance.

7.2.3 Any changes to contracts or quotations are resolved before proceeding and the company’s ability to meet the defined requirements is confirmed.

7.2.4 The customer is kept informed of product information, inquiries, order changes or amendments and progress on customer complaints.

7.3 Design and/or Development

Manufacturing Partners Inc. has no design or development requirement and has excluded Clause 7.3 from its Quality System.

7.4 Purchasing

7.4.1 The company controls its purchasing function to ensure that the purchased product conforms to requirement. Suppliers are selected against defined criteria and are subject to planned review and evaluation. The results of evaluations and follow up actions are recorded.

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7.4.2 Purchasing documents are reviewed before release for the adequacy of information on product, procedures, processes, equipment and personnel.

7.4.3 The company verifies its purchased products and where verification takes place at the suppliers premises, details of the arrangements and the method of release are specified.

7.5 Production and service operations.

7.5.1 Production and services are controlled through product specifications and work instructions. Suitable equipment is used and properly maintained with the use of specified measuring and monitoring devices and activities. Release and post delivery and delivery processes are defined.

7.5.2 Where appropriate, the company identifies the product throughout the production and service activities and identifies its status with respect to measuring and monitoring activity. Where traceability is required, the unique identification of the product is controlled and recorded.

7.5.3 Where customer property for inclusion in the product comes within the company control, it is identified, verified, maintained and protected with details of adverse condition reported to the customer.

7.5.4 The company preserves the conformity of the product or service from receipt of order to delivery.

7.5.5 Where verification of product or service cannot be ensured during the process by measuring and monitoring, control is exercised by qualification of the process, equipment and personnel through defined methods procedures and records and re-validation if required.

7.6 Control of measuring and monitoring devices

Measuring and monitoring devices are identified throughout the company where quality is affected and the equipment used is controlled to appropriate standards for consistency. The devices are protected against random adjustments, damage and deterioration and the results of calibrations are recorded.

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QMS Requirements

8 Measurement, analysis and improvement

8.1 Planning

The requirement for measurement and monitoring devices has been determined and the method of use.

8.2.1 Measurement and monitoring

- 8.2.1 Clear methods have been established to audit customer satisfaction and any failures to meet company standards.
- 8.2.2 Suitably trained personnel conduct periodic independent internal audits on a planned basis. All aspects of internal audits are recorded and reviewed and corrective action taken where necessary.
- 8.2.3 Processes effecting customer requirements are periodically reviewed to ensure that the intended purpose is being met.
- 8.2.4 Measuring and monitoring of the product throughout the process is designed to ensure the finished item meets specification and authorized personnel control its release.

8.3 Control of nonconformity

Documented procedures are in place to identify and isolate non-conforming products and before repaired product is returned to the process it is re-checked. In the event of non-conforming product reaching the customer appropriate corrective action is taken.

8.4 Analysis of data

Data referring to product quality problems is collected and analyzed and where changes to the quality management system offer improvements these changes are introduced.
Areas for attention are customer complaints, meeting the Customers needs, product characteristics and supplier performance.

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QMS Requirements

8.5 Improvements

- 8.5.1 The quality management system is managed in a manner to offer continual improvement having regard to statements in its quality policy, objectives, audit results, data analysis, corrective and preventive action and management review.
- 8.5.2 Appropriate action is taken to rectify faults and prevent their re - occurrence and the procedure is documented. Requirements for identifying faults and determining their cause with appropriate corrective action is covered and recorded and the results reviewed.
- 8.5.3 The company identifies preventive actions to prevent the recurrence of non-conformities and the results of such actions are recorded and reviewed for effectiveness

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QMS Requirements

Quality System Responsibilities

In accordance with the procedures laid down in the authorized Quality Manual and the authorized Procedures Manual, the following are appointed as Quality Management Representative and Quality Auditors:-

QUALITY MANAGEMENT REPRESENTATIVE

KEITH KLEIN

_____ (Signature)

QUALITY AUDITOR :

CHRIS SCHNEIDER

_____ (Signature)

QUALITY AUDITOR :

ROBERT HOLMBERG

_____ (Signature)

Signed _____
MANUFACTURING PARTNERS INC.

Date _____