Voyager Components, Inc.
Quality Manual with Supporting Procedures

VOYAGER COMPONENTS, INC.

QUALITY MANUAL WITH SUPPORTING PROCEDURES

ISO 9001:2008

1208 Eska Way
Silverton, OR 97381

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This Quality Manual with Supporting Procedures contains only the pages issued by Voyager Components, Inc. The President is responsible for processing all authorized changes, and for inserting revision pages into official copies. The President has authority to remove and dispose of obsolete pages to prevent their unintentional use. This collection of documentation is controlled and shall be used as the final authority regarding the latest revision level and amendment status for the Quality Manual with Supporting Procedures. The President maintains the Master Copy of this Quality Manual with Supporting Procedures.

SECTION	DATE	REV	PAGE(S)	DESCRIPTION	APPROVAL
All	00/00/00	Draft	All	Draft	

Copy No.	Copy Custodian
1 (Electronic Master)	Al Orloff – President
2 (Hard Copy)	Al Orloff – President

Quality Policy

Voyager Components, Inc. is an electronic components distributor. We are committed to delivering quality products on time with a promise to meet or exceed customer requirements. We do this by adhering to and continually improving our quality management system. This requires the commitment of all our employees and our suppliers.

_____

Al Orloff -- President

Quality Objectives

1. Customer Satisfaction of 90% or higher.
2. Outgoing QC Failures of less than 6%.
3. On-time Shipment of 90% or higher.
4. Supplier Quality of 90% or higher.

Introduction

This Quality Manual describes the policies and company-wide control of the Quality Management System of Voyager Components, Inc. The Quality Management System described in this manual, and the procedures that support it, meets the requirements of the ISO 9001:2008 International Standard.

Scope of Registration:

Voyager Components, Inc. is a Distributor of Board Level Electronic Components Supporting Highly Technical and Innovative Industries.

Address:

1208 Eska Way
Silverton, OR 97381

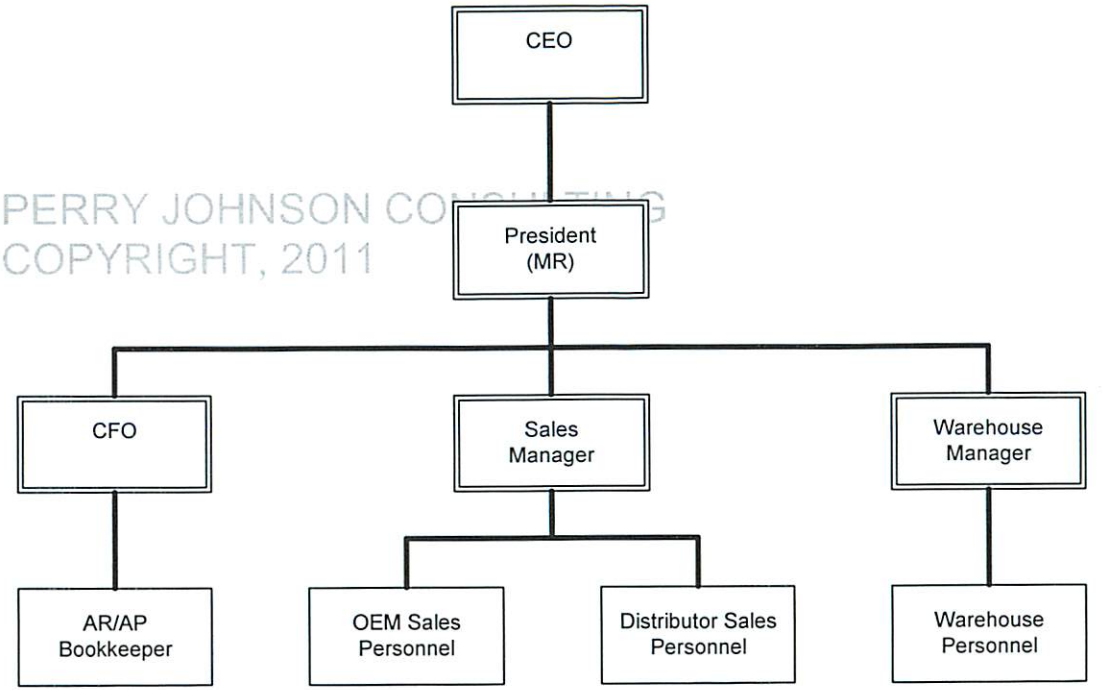
Interaction of Processes:

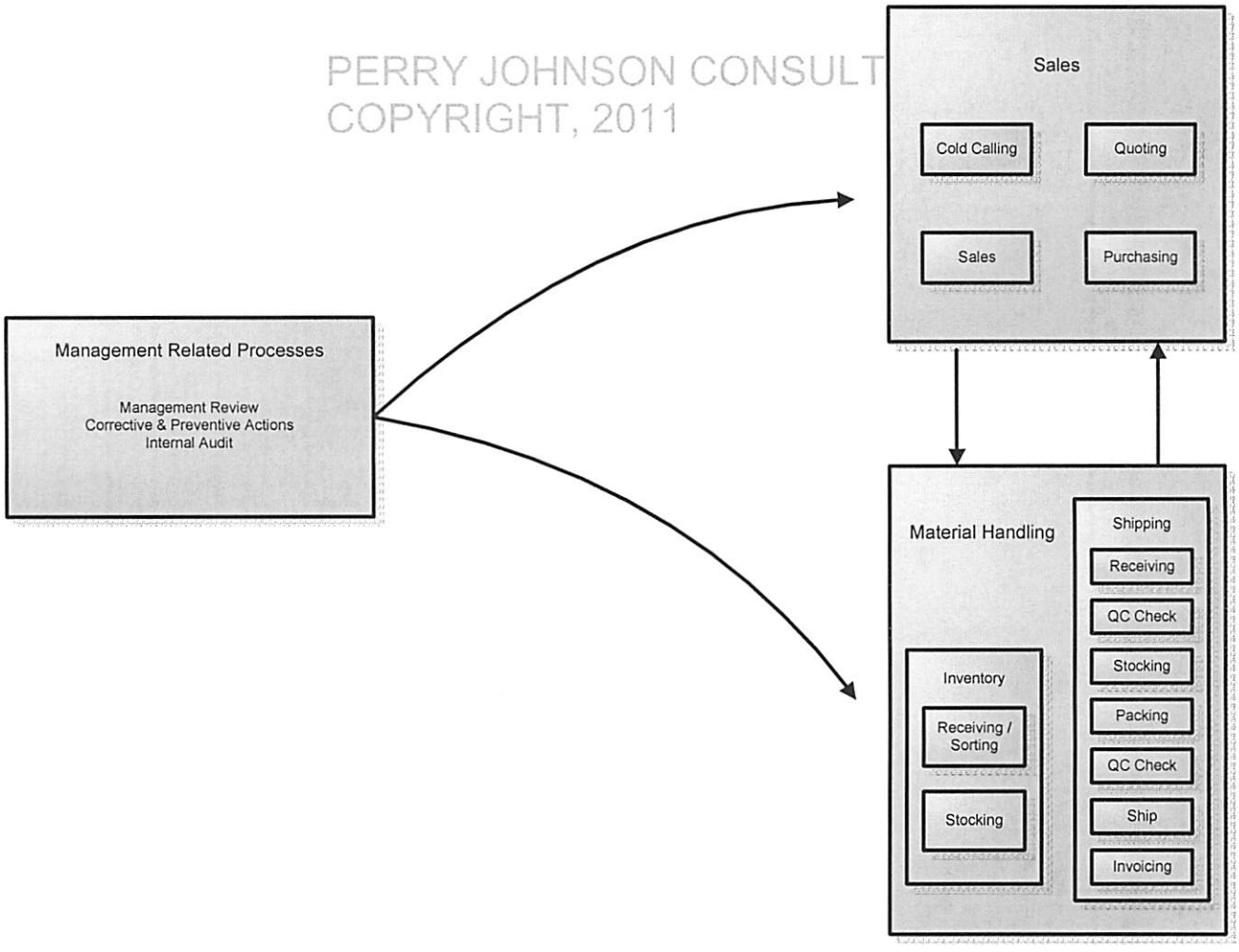
Please refer to Appendix B.

Permissible Exclusions:

7.3 Design & Development. Voyager Components, Inc. buys and sells components and has no involvement with design.

7.5.2 Validation of Processes. We have no processes with resulting product that cannot be verified.





INTERACTION OF PROCESSES KEY

PRODUCT PROCESSES

	Element	KPI (See Quality Objectives)
Sales	(7.1, 7.2, 7.4)	1, 3, 4
Cold Calling		
Quoting		
Sales		
Order Acceptance		
Purchasing		
Material Handling	(7.4, 7.5, 7.6, 8.3)	2, 3
Inventory		
Receiving		
Outsourced Testing		
Sorting		
Trash		
Recycling		
Liquidate		
Inventory		
Shipping		
Receiving		
QC Check		
Stocking		
Packing		
QC Check		
Ship		
Invoicing		
Calibration		

MANAGEMENT PROCESSES

Management Related		1
Document Control	(4.2)	
Management Responsibility	(4.1, 5.1, 5.2, 5.3, 5.4, 5.5, 5.6)	
Quality Policy & Quality Objectives		
Management Review		
Resource Management	(6.1, 6.2, 6.3, 6.4)	
Human Resources		
Infrastructure		
Work Environment		
Measurement, Analysis, & Improvement	(5.6, 8.1, 8.2, 8.4, 8.5)	
Customer Satisfaction		
Internal Audit		
Control of Nonconforming Product		
Analysis of Data		
Continual Improvement		
Corrective & Preventive Action		

Quality Objectives

1. **Customer Satisfaction of 90% or higher.**
2. **Outgoing QC Failures of less than 6%.**
3. **On-time Shipment of 90% or higher.**
4. **Supplier quality of 90% or higher.**

QUALITY MANAGEMENT SYSTEM

1.0 PURPOSE AND SCOPE

The procedure described below complies with the requirements of Element 4.0 of ISO 9001:2008 titled Quality Management System.

2.0 RESPONSIBILITY AND AUTHORITY

The Management Team has the responsibility and authority for implementing all the requirements of this procedure. The Management Team is comprised of the President, CFO, Sales Manager, and Warehouse Manager.

3.0 PROCEDURE

Quality Manual / General Requirements (4.1. 4.2.2)

3.1 The President has approved a Quality Manual with Supporting Procedures. The Quality Manual includes the scope of the Quality Management System (QMS), including details of and justification for any exclusions. Also, the Quality Manual contains a description of the interaction between the processes of the QMS.

3.2 Quality planning requirements are addressed as listed in QP05.

3.3 Quality planning objectives are an agenda item for Management Review.

Outsourced Processes (4.1)

3.4 Outsourced processes include testing, QMS consulting, and QMS registration. Control of outsourced processes is accomplished through the Purchasing Process (QP07).

Control of Documents (4.2.2, 4.2.3)

3.5 The revision status of the Quality Manual can be verified by comparing the revision level or date found in each section's footer to the revision level or date listed in the master copy's amendment record. The President maintains the electronic master copy of the Quality Manual.

3.6 Hard copies of the Quality Manual are controlled by confirming that the revision level and date match the electronic master copy.

3.7 The President is responsible for distributing any changes to the Quality Manual to all individuals who receive controlled copies. A revised copy of the manual's revision history accompanies the change that is distributed. A controlled circulation list is maintained within the Quality Manual to indicate who receives these controlled copies. The President is also responsible for retrieving the superseded documents and destroying them.

3.8 Most quality forms have some type of revision status information, (i.e. a revision level and / or revision date). This revision status is usually part of the header or footer of the form.

3.9 Forms and other documents, including those that are purchased pre-printed, are controlled by maintaining a Master List of Documents. This list details all documents and data and their current revision. The President also maintains a Master Document Reference Binder with master copies of all these controlled documents.

3.10 The President is authorized to approve any document and any changes to any document.

3.11 All documents are approved prior to use. All employees are responsible for ensuring that documents remain legible.

3.12 The President maintains an Obsolete Documents File to show any changes that have been made to documents found in the Master Reference Binder or online database; such retained obsolete documents are marked "OBSOLETE."

3.13 The President has responsibility for control of all external documents (including OEM equipment manuals, external standards, regulatory manuals, etc.). Distribution of these documents is controlled through the use of a Master List of External Documents, which is maintained by the President.

Control of Records (4.2.4)

3.14 Voyager Components, Inc. maintains the records mandated by ISO 9001:2008 that are applicable to its operations.

3.15 The Record Matrix clearly details which record-keeping requirements are applicable, the record storage locations, and the record retention periods. Retention periods are minimum retention periods.

3.16 The President and other members of management are responsible for the disposal / archiving of records when their retention periods expire.

3.17 Hard copies of records are stored in a manner that prevents damage, deterioration or loss. The preferred storage method involves the use of file cabinets, storage boxes, and either file folders or binders.

3.18 All hard copy records are clearly labeled to facilitate identification, indexing, and filing.

3.19 All personnel are responsible for ensuring legibility of hard copy records.

3.20 Any electronic records maintained are backed up on a regular basis and retained off site.

4.0 RELATED DOCUMENTATION

ISO 9001:2008 International Standard
QP05 Management Responsibility
QP07 Product Realization
Master List of Documents
Master Document Reference Binder
Master List of External Documents
Obsolete Documents File
Record Matrix

MANAGEMENT RESPONSIBILITY

1.0 PURPOSE AND SCOPE

The procedure described below complies with the requirements of Element 5.0 of ISO 9001:2008 titled Management Responsibility.

2.0 RESPONSIBILITY AND AUTHORITY

The Management Team has the responsibility and authority for implementing all the requirements of this procedure. The Management Team is comprised of the President, Warehouse Manager, and Sales Manager.

3.0 PROCEDURE

Customer Focus (5.2)

3.1 The President and the Sales Manager ensure that customer requirements are determined and fulfilled with the aim of enhancing customer satisfaction. This is achieved through a combination of careful attention to contract reviews (see QP07), and through collection of customer satisfaction information (see QP08).

Quality Policy (5.3)

3.2 The President has defined and documented the Quality Policy of Voyager Components, Inc. The President is responsible for ensuring that the Quality Policy is appropriate to its purpose, shows commitment to compliance and continual improvement of the quality management system, and offers a framework for establishment and review of quality objectives. The President has signed the Quality Policy as evidence of review and approval. The Quality Policy is reviewed annually during a Management Review to ensure its continuing suitability.

3.3 The President is responsible for ensuring that the Quality Policy is understood, implemented, and maintained at all levels of the organization by distributing it to all employees in hard copy form and / or posting it on bulletin boards. The Quality Policy can be found in Section 0.3 of this manual.

Quality Objectives / Planning (5.4)

3.4 Quality Objectives are an agenda item for Management Review. The President is responsible for ensuring that the integrity of the quality management system is maintained whenever changes are planned and implemented. The Quality Objectives can be found in Section 0.3 of this manual with the Quality Policy.

3.5 Employees are informed of the Quality Objectives as they are developed and implemented. This is achieved through posting of the objectives, and discussion with individual employees on their contribution to the objectives.

3.6 Quality planning activities happen on a day-to-day basis through discussions, meetings, internal audits, corrective / preventive actions, the contract review process, and other actions. These actions include, as listed in ISO 9001:2008, Section 4.1 as appropriate:

- Identifying the processes needed for the quality management system and their application throughout the organization.
- Determining the sequence and interaction of these processes.
- Determining the criteria and methods needed to ensure that both the operation and control of these processes are effective.
- Ensuring availability of resources and information necessary to support the operation and monitoring of these processes.
- Monitoring, measurement, and analysis of these processes.
- Implementation actions necessary to achieve planned results and continual improvement of these processes.

Responsibility and Authority (5.5.1)

3.7 An Organization Chart defining the authority and the interrelation of personnel who manage, perform, and verify work affecting quality has been compiled by the President. See Appendix A of this manual.

3.8 Responsibility and Authority are further delineated in this Quality Manual and other QMS documentation.

Management Representative (5.5.2)

3.9 The President has assumed the role of Management Representative. The duties inherent to the role of Management Representative include:

- Ensuring that a Quality Management System is established, implemented, and maintained in accordance with ISO 9001:2008. This includes maintenance of the Quality Manual and ensuring that Procedures and Work Instructions are written in a manner consistent with ISO 9001:2008.
- Reporting to management on the performance of the Quality Management System for review and as a basis for improvement.
- Ensuring awareness of customer requirements throughout the organization.

Internal Communication (5.5.3)

3.10 All members of the Management Team are responsible for communicating any necessary quality management system information to employees. This is achieved by word-of-mouth, meeting, email, memorandum or any appropriate medium.

Management Review (5.6)

3.11 Management Review is conducted at least two times a year.

3.12 Attendance at Management Review includes the Management Team and is stipulated and recorded in the agenda / minutes. The Management Team is comprised of the President, CFO, Sales Manager, and Warehouse Manager.

3.13 The review is led by the President and input for this review includes at minimum the topics listed in ISO 9001:2008, Clauses 5.6.1 and 5.6.2. These are:

- Results of audits (Internal Audits, Customer Audits, and Certification Body Audits).
- Customer feedback.
- Process performance and product conformity.
- Status of preventive and corrective actions.
- Follow-up actions from previous management reviews.

- Quality Policy and Quality Objectives.
- Changes that could affect the quality management system.

It is through the discussion of these topics, as well as other topics, that the state of the quality management system is determined. Then recommendations for improvement are discussed, documented, and / or approved.

These recommendations for improvement are oriented towards the output objectives listed in ISO 9001:2008, Clause 5.6.3. These are:

- Improvement of the effectiveness of the quality management system and its processes.
- Improvement of product related to customer requirements.
- Identifying new or changing resource needs.

3.14 Minutes are kept for Management Review, retained, and made available for review by personnel unable to attend the review. Management Review Minutes will also be available for auditor's review.

4.0 RELATED DOCUMENTATION

ISO 9001:2008 International Standard
QP07 Product Realization
QP08 Measurement, Analysis, and Improvement
Management Review Minutes
Organization Chart
Quality Policy
Quality Objectives

RESOURCE MANAGEMENT

1.0 PURPOSE AND SCOPE

The procedure described below complies with the requirements of Element 6.0 of ISO 9001:2008 titled Resource Management.

2.0 RESPONSIBILITY AND AUTHORITY

The Management Team has the responsibility and authority for implementing all the requirements of this procedure. The Management Team is comprised of the President, CFO, Sales Manager, and Warehouse Manager.

3.0 PROCEDURE

Human Resources (Training) (6.2)

3.1 The President uses Job Descriptions to determine the necessary qualifications / training requirements for a particular position.

3.2 Personnel performing a specific job may be qualified on the basis of appropriate education, training, and / or experience. Pre-qualification is considered at the discretion of management and may vary from case to case.

3.3 All personnel employed prior to the date of implementation of this quality management system have been "grandfathered." A Verification of Training Statement is retained for each grandfathered employee. Any additional training gained by these employees is documented on the Training Matrix or other appropriate means.

3.4 Newly hired personnel are trained by existing experienced personnel depending on the position for which they were hired.

3.5 These training activities are recorded on the Training Matrix. If the new employee is considered trained based on past experience, training, education, etc, evidence of such training or experience is filed with the completed Training Matrix.

3.6 The Verification of Training Statements and Training Matrices serve as records of training. The President maintains these records.

3.7 Training effectiveness is determined by management assessment of the training shortly after the training is completed, usually within one or two months. Overall training effectiveness is assessed though the internal audit activities discussed in QP08 and through the Management Review process discussed in QP05.

Infrastructure (6.3)

3.8 The President has determined the infrastructure necessary and has taken steps to ensure the infrastructure is achieved and maintained. Infrastructure re-evaluation may occasionally be a topic during Management Review. Examples of infrastructure include: buildings, workspace, associated utilities, process equipment, and supporting services (such as transport, information technology, or communication).

Preventive Maintenance (6.3)

3.9 Preventive maintenance is performed on equipment that lends itself to preventive maintenance depending on the individual needs of the equipment involved.

3.10 Preventive Maintenance is performed by qualified members of Voyager Components, Inc.'s personnel following manufacturer's recommendations or company determined best practice.

3.11 Preventive Maintenance is also performed by qualified outside sources as needed.

Work Environment (6.4)

3.12 The President has determined that the work environment for Voyager Components, Inc.'s facility is appropriate for its operations. Should this need to be re-evaluated in the future; the results will be discussed during Management Review and recorded in the minutes.

4.0 RELATED DOCUMENTATION

ISO 9001:2008 International Standard
QP05 Management Responsibility
QP08 Measurement, Analysis, and Improvement
Job Descriptions
Maintenance Records
Training Matrix
Verification of Training Statement

PRODUCT REALIZATION

1.0 PURPOSE AND SCOPE

The procedure described below complies with the requirements of Element 7.0 of ISO 9001:2008 titled Product Realization.

2.0 RESPONSIBILITY AND AUTHORITY

The Management Team has the responsibility and authority for implementing all the requirements of this procedure. The Management Team is comprised of the President, CFO, Sales Manager, and Warehouse Manager.

3.0 PROCEDURE

Customer-Related Processes (Contract Review) (7.2)

3.1 Voyager Components, Inc. is a distributor of board level electronic components.

3.2 Customer contact is primarily through Sales Personnel. They respond to customer requests for quotes, prepare quotes, and handle customer orders.

3.3 Prior to developing a quote, it is confirmed that all required documentation from the customer is present. Quotes are reviewed prior to presentation to the customer for completeness and to confirm that the order can be met.

3.4 Customer orders that are derived from quotes are reviewed to confirm they match the quote. Customer orders that do not have quote activity are reviewed prior to commitment to supply, to confirm full understanding of the requirements and the ability to perform.

3.5 Every order is acknowledged with terms, conditions, and ship date. The acknowledgement provides evidence of review.

Planning of Product Realization (7.1)

3.6 Product realization at Voyager Components, Inc. is the fulfillment of a customer order and includes picking the order and preparing it for shipment.

3.7 The Pick List is the primary planning document. The Pick List identifies the parts to be picked to fill an order.

3.8 Creation of a Pick List provides planning for product realization.

3.9 Higher level planning for product realization is performed by the Management Team as needed. Topics concerning higher level planning is expressed as action items from Management Review.

Design and Development (7.3)

3.10 Design and development has been claimed as an exclusion. Voyager Components, Inc. has no involvement with design and development.

Supplier Evaluation (7.4.1)

3.11 Suppliers that have proven to be capable of meeting the needs and requirements of Voyager Components, Inc. prior to ISO 9001:2008 implementation have been grandfathered.

3.12 All other suppliers are approved by evaluation of a Supplier Survey, Site Visit, Trial Buy, or any combination of the three as deemed appropriate by the President and recorded on the Supplier Survey.

3.13 An Approved Supplier List and supporting records are maintained.

3.14 The ability of suppliers to meet Voyager Components, Inc.'s criteria of product quality are constantly re-evaluated through attention to supplier accuracy as recorded in the Receiving Log.

3.15 Suppliers identified as problematic are reviewed as needed and appropriate actions are taken by the President. Supplier performance is also reviewed during Management Review.

Purchasing (7.4.2)

3.16 Purchasing is triggered by customer orders, purchase opportunities, and inventory levels.

3.17 The Sales Personnel are the primary buyers. They order material to fulfill their sales contracts. The Warehouse Manager buys for other purchasing opportunities.

3.18 Purchase Orders include appropriate detail to help ensure that purchased product and services meet purchase requirements. The information may include as necessary:

- Purchase Order number.
- Ordered from.
- Ship-to address.
- Quantity ordered.
- Part or stock number.
- Description of item with technical and / or quality requirements.
- Any required certifications.
- When and how to ship.
- Purchase terms.
- Other information required by contract.
- Receiving inspection and / or testing requirements.

3.19 Purchase Orders are reviewed to ensure completeness prior to submittal. Evidence of review is by entering the name of the purchaser on the Purchase Order.

Verification of Purchased Product (Receiving Inspection) (7.4.3)

3.20 Products are received through the receiving area. Receiving personnel perform visual inspections of all items at the time of delivery for physical condition and correct count as shown on any shipping paperwork from the supplier.

3.21 All received products and services are reviewed against a copy of the Purchase Order or electronic equivalent to ensure consistency with order requirements.

3.22 Any needed testing is outsourced to qualified testing companies.

3.23 Shipping paperwork is initialed as to who received and accepted the shipment as conforming. Receiving activity is recorded on the Receiving Log to aid in tracking supplier performance.

3.24 Improper quantities, incorrect materials discovered during initial receiving inspection or not found until later, as well as any concealed damage, are handled with the supplier by pertinent Sales Personnel or the Warehouse Manager. Corrective action is required from the supplier where appropriate.

Outsourcing (4.1, 7.4)

3.25 Outsourced processes include testing, QMS consulting, and QMS registration.

3.26 Control of outsourced processes is accomplished through the Purchasing Process. The Purchase Order or other purchasing documentation clearly specify or reference the work to be done, and the work is checked against the purchasing documentation and any supporting records when it is received.

Control of Production (7.5.1)

3.27 As a distributor, Voyager Components, Inc.'s production is the stocking and distribution of board level electronic components.

3.28 The primary production control document is the Pick Ticket. The Pick Ticket provides information for order fulfillment.

3.29 Warehouse Personnel pull the items, package them, and stage them for shipping following a Pick Ticket.

3.30 Warehouse Personnel inspect the items to ensure the shipment matches the Pick Ticket.

3.31 Any necessary Work Instructions are kept nearby.

Validation of Processes (7.5.2)

3.32 Validation of processes has been claimed for exclusion. There are no "special processes" at Voyager Components, Inc.

Identification and Traceability (7.5.3)

3.33 Incoming product is generally retained with whatever packaging / labeling furnished by the supplier.

3.34 As necessary, labeling is confirmed and supplemented according to the receiving paperwork and accompanying certifications.

3.35 Required certifications are filed so they can be easily retrieved.

3.36 Product being prepared for shipment is identified by the Pick Ticket and labeling as dictated by the customer. Where not specified by the customer, best practice techniques are employed.

3.37 Discrepant material is identified in accordance with the Control of Nonconforming Product section of QP08.

Customer Property (7.5.4)

3.38 There are three instances of customer property. These are:

- Warranty Returns
- Consignment
- Intellectual property such as credit card information.

3.39 Warranty returns are identified with a Returned Materials Authorization (RMA).

3.40 Consigned inventory is identified by storage location.

3.41 Intellectual customer property is retained by the AR / AP Bookkeeper.

3.42 The President has ultimate responsibility for communicating to the customer about any loss or damage to customer property. When this occurs, records are maintained on a Corrective Action Report (CAR).

Preservation of Product (7.5.5)

3.43 All employees are responsible for ensuring product conformity during internal processing and delivery to the customer. This includes all aspects of identification (detailed above), handling, packaging, storage, and protection. Further details of these are explained below.

3.44 Incoming components are generally retained in whatever packaging they arrive in. When necessary, they may be repackaged and / or relabeled for storage.

3.45 Customer specified packaging is used when required. If there are no customer packaging requirements, best practice methods are employed.

3.46 Packaging and delivery arrangements are made during the order phase, and may be noted on the Pack List.

Control of Monitoring and Measurement Equipment (7.6)

3.47 The Warehouse Manager is responsible for ensuring that monitoring and measuring equipment (MME) are used in a manner that ensures that the equipment capability is consistent with the required measurement capability.

3.48 All MME are calibrated / verified against certified equipment having a known valid relationship to internationally or nationally recognized standards (usually NIST). Where no international or national standard exists, the basis for calibration is recorded.

3.49 All MME is calibrated by outside sources.

3.50 The Warehouse Manager maintains a Calibration Log, listing the MME, the calibration date, and the calibration due date. Calibration records also include calibration certificates.

3.51 All employees using MME are responsible for ensuring the appropriate equipment is used and that it is used in a manner that is consistent with the required measurement capability.

3.52 Calibrated MME is labeled with a calibration sticker which shows the last inspection date, the next inspection date, and who last calibrated the device. When it is not practical to label a device, its storage container is labeled and the storage container is kept in close proximity.

3.53 All employees are responsible to confirm current calibration status of any MME prior to each use (that is to check the calibration sticker to make sure it has not expired).

3.54 Any MME found to be out of calibration is re-calibrated as soon as possible, and is not used during this period. The Warehouse Manager attempts to assess if any measurements have been made with this out-of-calibration MME. Customers are notified if any inaccurate measurements affecting their product might have been made.

3.55 MME are maintained and stored in such a way that its fitness for use is ensured.

3.56 All employees are responsible for ensuring that the handling, preservation, and storage of MME are such that the accuracy and fitness for use are maintained. All employees take care to handle the MME carefully and make sure that it is used only for the intended purposes.

3.57 All employees are responsible for safeguarding the MME from adjustments that would invalidate the calibration setting.

4.0 RELATED DOCUMENTATION

ISO 9001:2008 International Standard
QP08 Measurement, Analysis, and Improvement
Approved Supplier List
Bill of Materials
Calibration Log
Corrective Action Report (CAR)
Pick Ticket
Purchase Order
Quotes
Receiving Log
Supplier Survey
Work Instructions

MEASUREMENT, ANALYSIS, AND IMPROVEMENT

1.0 PURPOSE AND SCOPE

The procedure described below complies with the requirements of Element 8.0 of ISO 9001:2008 titled Measurement, Analysis, and Improvement.

2.0 RESPONSIBILITY AND AUTHORITY

The Management Team has the responsibility and authority for implementing all the requirements of this procedure. The Management Team is comprised of the President, CFO, Sales Manager, and Warehouse Manager.

3.0 PROCEDURE

Customer Satisfaction (8.2.1)

3.1 Customer satisfaction is actively monitored through the use of a Customer Satisfaction Survey.

3.2 The survey template is reviewed at least annually by the President to ensure appropriateness.

3.3 Customer Satisfaction Surveys are administered and evaluated by the President at least once a year.

3.4 Customers may be evaluated more often if they conduct more frequent business or demonstrate an unfavorable opinion on a survey.

3.5 Other methods of gathering customer satisfaction information may include customer report cards, user opinion surveys, lost business analysis, compliments, and warranty returns.

3.6 Customer satisfaction information is a topic for Management Review.

3.7 Any actions taken during Management Review concerning customer satisfaction data will be noted in the Management Review Minutes.

Internal Audit (8.2.2)

3.8 The President schedules internal audits on the basis of the status and importance of the activity to be audited. Internal audit frequency is based on results of previous internal audits and / or certification body audits. The audit schedule is a working document that is updated as necessary. The President ensures that all processes are audited at least once a year.

3.9 All internal auditors have been trained in the ISO 9001:2008 Standard and are knowledgeable of Voyager Components, Inc.'s operations and auditing. A properly credentialed contract auditor may also be used.

3.10 Auditors gather objective evidence through interviewing employees, reviewing documents, reviewing records and observing activities / processes.

3.11 In scheduling internal audits, the President ensures that personnel performing audits do not audit their own work.

3.12 An audit plan is drafted for each audit that includes the scope of the audit and audit objectives.

3.13 The President conducts internal audit opening and closing meetings.

3.14 The internal audit is conducted by auditing the processes of Voyager Components, Inc. in keeping with ISO 19011:2004 guidelines. The President provides an Internal Audit Working Document to record the audit activity.

3.15 At the conclusion of the audit, the auditor presents all audit findings (nonconformities, observations, and opportunities for improvement), if any, to the President for acknowledgement. Nonconformities are recorded using the Corrective Action Report (CAR). The President also logs the nonconformities in the Corrective and Preventive Action Log (CPA Log).

3.16 The President assigns the resolution of the nonconformance to the manager over the area where the nonconformance was found. The responsible manager moves to resolve the nonconformance without undue delay. The responsible manager determines the appropriate correction (containment), a thorough examination of root cause, and corrective action that resolves the root cause.

3.17 The President periodically reviews the CPA Log to ensure that corrective actions are performed in a timely manner.

3.18 When resolved, the President verifies the effectiveness of the implemented corrective action. Follow-up activities are recorded on the Corrective Action Report.

3.19 To complete the closeout process, the President enters the closeout date in the CPA Log.

3.20 Follow-up on audit observations and audit opportunities for improvement may lead to Preventive Actions.

3.21 The Management Team reviews the results and status of internal audits at the next Management Review.

Monitoring and Measurement of Process (8.2.3)

3.22 Monitoring of quality management system processes is achieved primarily through the tracking of Key Performance Indicators (KPI). Internal audit and management review activities also aid in monitoring the quality management system. Corrective actions may be initiated when planned results are not achieved.

Monitoring and Measurement of Product (8.2.4)

3.23 Incoming inspections are performed as specified on the Purchase Order. The shipping paperwork is initialed and dated to record acceptance.

3.24 Additional acceptance records, when required, may include Certificates of Conformity (C of C), Manufacturers Conformance Records, and Test Reports.

3.25 Outgoing inspection is performed by Warehouse Personnel after the order has been picked. The Shipping Log is used to record who authorized release of the order as conforming.

Control of Nonconforming Product (8.3)

3.26 All incoming product is visually inspected. If anything is found to be incorrect, broken, or damaged, it is immediately identified, segregated, labeled, and logged.

3.27 If product nonconformance occurs or is found during internal handling, storage, etc., a Discrepant Material Report (DMR) is opened and the product is segregated and labeled.

3.28 At the discretion of the President or Warehouse Manager, discrepant material incidents may be escalated to a Corrective Action Report (CAR). The CAR is used to evaluate root cause, assign responsibility for corrective action, final dispositions, and all appropriate approvals.

3.29 At the discretion of the President or Warehouse Manager, a CAR may be issued for the supplier to respond on how they will correct the problem. Supplier CARs are tracked on the CPA Log.

3.30 In the case of product returned by a customer for issues of nonconformance, a Returned Material Authorization (RMA) is opened. RMAs may be escalated to CARs when appropriate.

3.31 A CAR issued for RMA activity, as with other CARs, attempts to detect the root cause of the nonconformity. For a full explanation of the corrective action process, please see clauses 3.43 – 3.53 entitled "Corrective Action" below.

Analysis of Data (8.4)

3.32 Voyager Components, Inc. collects and analyzes data to determine the suitability and effectiveness of the quality management system and to identify improvements that can be made.

3.33 Data is analyzed to provide information on the following:

- Customer satisfaction.
- Conformance to customer requirements.
- Characteristics of processes, product and their trends.
- Suppliers.

3.34 Customer satisfaction is monitored and measured by tracking the results of customer satisfaction surveys.

3.35 Conformance to product requirements is monitored and measured by tracking Outgoing QC Failures.

3.36 Overall process conformity is monitored and measured by tracking on-time shipment performance.

3.37 Supplier performance is monitored and measured by tracking supplier quality.

3.38 The quantifiable portions of 3.32 through 3.37 above are statistically reviewed. Analysis of data is a topic for Management Review.

Continual Improvement (8.5.1)

3.39 Continual improvement of processes are planned and managed via the contract review process, control of suppliers, corrective and preventive action, and through overall project management efforts.

3.40 Continual improvement of the quality management system is addressed via each Management Review and via facilitation of, or response to, the following:

- Quality policy.
- Quality objectives.
- Audit results (internal, customer, and 3rd party).
- Analysis of data.
- Corrective and preventive action.
- Customer complaints.
- Supplier monitoring.
- Management Review.

3.41 Progress towards continual improvement goals (specifically quality objectives) is recorded in the Management Review Minutes.

Corrective and Preventive Action (8.5.2, 8.5.3)

3.42 It is important to understand the difference between Corrective Actions and Preventive Actions. Corrective Actions are to prevent recurrence of a problem. Preventive Actions are to prevent occurrence of a potential problem and is by nature more proactive.

Corrective Action (8.5.2)

3.43 When appropriate to escalate customer complaints, supplier complaint issues, and nonconforming material activity to a Corrective Action, a Corrective Action Report (CAR) is used. The President and / or Warehouse Manager determine when escalation is appropriate. Anyone is authorized to initiate a CAR for other reasons. The President assigns the resolution of CARs to the manager or supervisor of the area of the nonconformity. This party is responsible for effectively handling the nonconforming product / situation. This could include the labeling and segregation of nonconforming material or notifying the personnel with authority to implement an appropriate short-term fix to the customer's complaint.

3.44 If the concern involves a supplier, the President may initiate a CAR to the supplier to ensure appropriate actions are taken by the supplier.

3.45 All CARs are logged into the Corrective and Preventive Action Log (CPA Log), which is maintained by the President.

3.46 A short term correction or containment takes place to ensure that no product or process associated with the nonconformity is used.

3.47 If the CAR was written against Voyager Components, Inc. (i.e. customer complaint or internal nonconforming material), the President is responsible for making sure the root cause is determined and a suitable long term corrective action has been applied.

3.48 The individual doing the root cause analysis also records the corrective action to be taken. The corrective action includes a long-term fix of the problem and proposed measures to prevent recurrence.

3.49 Once the individual responsible for implementation of the corrective action has completed it, he submits the CAR to the President who may involve the initiator for verification.

3.50 The President is also responsible for periodically reviewing the CPA Log in order to ensure that all corrective actions are completed in a timely manner.

3.51 If the President finds the corrective action is acceptable, he will document the actions and sign the CAR. Any unacceptable actions are routed back to the responsible party for resolution. Additional resources needed for resolution are considered.

3.52 The President is also responsible for follow-up on all closed CARs to ensure their effectiveness.

3.53 Closed-out CARs are filed by the President.

Preventive Action (8.5.3)

3.54 Preventive actions can be drawn from gathering and analyzing operating data. Sources of such data may include KPI tracking, any other statistical analysis, audit results, and customer comments. This is done to detect and eliminate causes of potential nonconformities. Many "management decisions" are a form of Preventive Action and can be captured as such.

3.55 Preventive actions are documented on the Preventive Action Report (PAR) and logged on the CPA Log for tracking.

3.56 Potential nonconformances and their causes are determined and recorded on the PAR.

3.57 Evaluation of the need for action to prevent potential nonconformities is made.

3.58 Implementation of the action needed is determined and recorded on the PAR.

3.59 Results of the preventive action taken are recorded on the PAR.

3.60 The PAR is also utilized to record the effectiveness review and follow up of preventive actions taken.

4.0 RELATED DOCUMENTATION

Corrective Action Report (CAR)
Corrective and Preventive Action Log (CPA Log)
Customer Satisfaction Survey
Discrepant Material Report (DMR)
Internal Audit Schedule
Internal Audit Working Document
Key Performance Indicators (KPI)
Management Review Minutes
Preventive Action Report (PAR)
Returned Material Authorization (RMA)
Shipping Log