

# Rose Electronics Distributing Co., Inc.

## Quality Manual

MAN-04-1

QUALITY MANAGEMENT SYSTEM			
Section 4.1	Section Rev.: 0002	Rev. Date: 08/01/02	Section Page 1
<b>General Requirements</b>			

### *GENERAL POLICY*

ROSE Electronics. is committed to establish, document, implement and maintain a quality management system, and continually improve its effectiveness, in conformance with requirements of ISO 9001:2000 International Standard.

### **PROCEDURAL POLICIES**

#### **1 Quality system processes**

- 1.1 Processes needed for the quality management system are identified in this quality manual and in associated operational procedures and work instructions. The documentation defines these quality system processes and their sequence and interaction, and instructs on how to implement and apply them throughout the organization.
- 1.2 The Quality system documentation also defines criteria and methods needed to ensure that the operation and control of quality system processes are effective. This usually includes assignment of responsibilities and allocation of resources for the process, instructions on how to carry out (or operate) the process, and definition of methods for monitoring and/or measuring the effectiveness of the process.
- 1.3 Operational Procedure QOP-42-03, Quality System Documentation, explains in more detail how the quality system processes are defined and documented.

#### **2 Resources and information**

- 2.1 The Quality Assurance Manager is responsible for determining resource and information requirements necessary to support the operation and monitoring of quality system processes, and for communicating these requirements to the top management. The top executive management is responsible for ensuring the availability of necessary resources and information. Section 6.1 of this quality manual, Provision of Resources, explains in more detail how resource requirements are identified and satisfied.

#### **3 Monitoring and measurement**

- 3.1 The performance of the quality system processes is systematically monitored and/or

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## General Requirements

- measured. This is to ensure their effectiveness and identify opportunities for improvement.
- 3.2 The performance of product realization processes is usually monitored by measuring process parameters and/or product characteristics resulting from the process; and through the program of inspections and tests applied to the product. The performance of processes required for quality management is usually monitored through internal quality audits. The overall performance of the quality system is monitored by measuring customer satisfaction.
- 3.3 Monitoring and measuring activities are defined in Sections 8.1 and 8.2 of this quality manual, and in the corresponding operational procedures.
- 4 Conformance and continual improvement**
- 4.1 Quality management system processes are regularly reviewed by the top management to identify any possible failures or breakdowns, as well as opportunities for improvement. Actions necessary to address actual or potential problems and to improve the quality system are implemented through corrective and preventive actions and management improvement projects. Sections 5.6 and 8.5 of this quality manual and the corresponding operational procedures define how management reviews and corrective/preventive actions are used to ensure conformance and improvement.
- 5 Outsourced processes**
- 5.1 When processes that affect product conformity are outsourced, special controls are implemented to ensure that these processes meet specified requirements. Such controls may include, as appropriate: evaluation and pre-qualification of suppliers; assessment of supplier realization processes and quality system; monitoring of supplier quality performance; requirements for inspection, testing or other records demonstrating product conformity; or containment and verification of the supplied product. Section 7.4 of this quality manual and the corresponding operational procedures define such purchasing control system.

### ASSOCIATED DOCUMENTS

- Quality Manual: All sections
- Operational Procedure QOP-42-03: Quality System Documentation