

Rose Electronics Distributing Co., Inc.

Quality Manual

MAN-05-3

MANAGEMENT RESPONSIBILITY

Section 5.3

Section Rev.: 0001

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Section Page 1

Quality Policy

GENERAL QUALITY POLICY

- ROSE Electronics developed a quality management system to ensure the highest level of quality in our processes and our ability to meet customer needs. The quality system is designed to comply with the requirements of ISO 9001:2000.
- ROSE Electronics is committed to providing a degree of quality that will satisfy the needs of our customers today, and through our focus on continuous improvement in all areas of our organization, anticipate the requirements of tomorrow.
- We are aware that our short and long-term success depends on our ability to provide a quality product, on time and at a fair price.
- We know we cannot accomplish this alone, we are therefore committed to developing long term cooperative relationships with our suppliers and our customers based on understanding each other's needs.
- We will work with our suppliers and customers to build a relationship that will result in continuous improvement of products and services.

PROCEDURAL POLICIES

1. Authority

- 1.1 Quality policy is established by the top management and is approved by the Sr. Vice President and the Quality Assurance Manager. Any changes to the policy must be likewise approved by the Sr. Vice President and the Quality Assurance Manager.

2. Role of the policy

- 2.1 The main role of the quality policy is to communicate the company's commitments and aspirations with regard to quality, and to define principal objectives for the quality management system.
- 2.2 To establish a culture of Total Quality Management throughout the organization, focusing on

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| Approved by & date: | Effective Date: January 1, 2003 |
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| Originated by : Sally Chun | This Revision Date : August 1, 2002 |
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Quality Policy

- customer satisfaction and continual improvement.
- 2.3 To focus the quality system on error and defect prevention in order to achieve increased quality, while decreasing costs.
- 2.4 To maintain a quality system that ensures compliance to applicable customer and supplier requirements, as well as the requirements of ISO 9001:2000.
- 2.5 The quality policy provides a framework for establishing specific quality objectives, and provides direction for the continual improvement effort. The use of quality policy in setting quality objectives is addressed in this manual in Section 5.4, Quality Planning. The use of the policy to facilitate continual improvement is explained in Operational Procedure QOP-85-01, Continual Improvement.
- 3. Communication**
- 3.1 The quality policy is posted throughout the company, and its role is explained and discussed at the general orientation training provided to all employees.
- 3.2 The quality policy is also communicated to customers, consumers and other interested parties.
- 4. Review**
- 4.1 The quality policy is periodically reviewed within the framework of management reviews of the quality system. This is to ensure its continual relevance and suitability. The process for reviewing the quality policy is defined in Operational Procedure QOP-56-01, Management Review.

ASSOCIATED DOCUMENTS

- Operational Procedure QOP-56-01: Management Review
- Operational Procedure QOP-85-01: Continual Improvement