

Rose Electronics Distributing Co., Inc.

Quality Manual

MAN-05-4

MANAGEMENT RESPONSIBILITY			
Section 5.4	Section Rev.: 0001	Rev. Date: 08/01/02	Section Page 1
Quality System Planning			

GENERAL POLICY

Quality objectives are established to support and implement the quality policy and continual improvement. Quality planning includes identification and determination of quality system processes (including any exclusions of ISO 9001 requirements); priorities for continual improvement; and resources needed to achieve quality objectives and to maintain and improve the quality system. Quality plans are periodically reviewed and updated to maintain the integrity of the quality system during organizational and other changes.

PROCEDURAL POLICIES

1. Quality objectives

- 1.1 Quality objectives are established throughout the organization to implement the quality policy, to meet requirements for products and processes, and to improve the quality system and the quality performance.
- 1.2 Quality objectives define the direction and priorities for continual improvement. Use of quality objectives for facilitating continual improvement is explained in Operational Procedure QOP-85-01, Continual Improvement.
- 1.3 Quality objectives are classified into the following four categories:
 - **Policy objectives:** These are principal, strategic objectives that apply to the whole organization. They are typically included in the quality policy itself, or may be communicated in memoranda from the top management. Policy objectives are authorized by the Sr. Vice President.
 - **Quality performance objectives:** These objectives set specific, measurable targets for improving operational performance to ensure product conformity and customer satisfaction. They apply to departments and functions having direct responsibility for activities that require improvement. Performance objectives are established, documented, and monitored within the framework of management reviews of the quality system, in accordance with Operational Procedures QOP-56-01, Management Review.

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

If this is a paper copy, it is uncontrolled. You must verify the on-line revision before using.

Quality System Planning

- **Product quality objectives:** These objectives pertain to improvement of products and associated services. Product objectives are established by the Sr. Vice President and top executive managers responsible for marketing and product development. They can be documented in memoranda, or minutes of meetings
- **Quality system objectives:** These objectives pertain to improvement of quality system processes and performance. Quality system objectives are established, documented, and monitored within the framework of management reviews of the quality system, in accordance with Operational Procedure QOP-56-01, Management Review.

2. Quality system planning

2.1 Quality system elements and processes are planned to ensure that the system is appropriate for its intended purpose, and that it is effective and efficient. The purpose of the quality system is:

- To achieve the quality policy;
- To ensure and demonstrate our ability to provide consistently product that meets customer and regulatory requirements;
- To ensure high level of customer satisfaction;
- To facilitate continual improvement; and
- To comply with requirements of ISO 9001 standard.

2.2 The output of the quality system planning is documented in this quality manual, in associated operational procedures, and in other referenced documents. These documents identify and define all elements and processes of the quality system. See Quality Plan – Custom Product (FLOW 54-00A) and Quality Plan – Standard Product (FLOW 54-00B).

2.3 Changes to the quality system are planned within the framework of management reviews (refer to Operational Procedure QOP-56-01, Management Review). These changes may be in response to changing circumstances, such as product, process, capacity, or other operational or organizational change; or to improve the effectiveness and efficiency of the quality system.

3. Product realization and verification planning

3.1 Planning of product realization, verification, and validation processes is addressed in Section 7.1 of this manual.

4. Continual improvement planning

4.1 Improvements of the quality system are planned within the framework of management reviews. The output of this planning is expressed in the form of quality system objectives, as defined above in Clause 1.3 of this section, and in Operational Procedures QOP-85-01,

Quality System Planning

Continual Improvement; and QOP-56-01, Management Review.

ASSOCIATED DOCUMENTS

- Flowchart FLOW 54-00A: Quality Plan – Custom Product
- Flowchart FLOW 54-00B: Quality Plan – Standard Product
- Operational Procedure QOP-56-01: Management Review
- Operational Procedure QOP-85-01: Continual Improvement