LCDcentral.com
Quality Management Guidelines
ISO 9002:1994

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0.1 QUALITY POLICY STATEMENT

All members of LCDcentral.com are committed to meet or exceed the expectations of our customers and to optimize the value of the products and services we provide. LCDcentral.com will implement and maintain a program of training and procedures creating an environment in which all members are responsible for product and service improvement assuring continual customer satisfaction.

Paul Grimshaw, Owner Date

The quality policy is communicated to all levels of the organization through internal audits and new employee orientation. The Quality Policy Statement is prominently displayed throughout the company's premises.

0.2 COMPANY BACKGROUND

LCDcentral.com was founded in 2003 by Mr. Paul Grimshaw. Mr. Grimshaw identified a need for obsolete LCD components where considerable demand for service and support existed. A company was formed to market various brands of LCD Inverters and LCD Components. In 2016, the product line was expanded to include a wide range of industrial components. Currently, distribution covers over 40 countries worldwide.

0.3 AMENDMENT RECORD

This Quality Manual (QM) contains only the pages issued by this facility. The Management Representative will process all authorized changes, inserting amendment pages into the official distribution copies. The Management Representative will see that all obsolete pages are withdrawn from use and disposed of to prevent unintentional usage. This QM is a controlled copy document. The Management Representative maintains the master copy of this QM. This master copy shall be used as the final authority, regarding the latest revision level and amendment status for the LCDcentral.com QM.

0.4 CIRCULATION LIST

A copy of the QM guidelines is provided to all persons serving in any management capacity. A copy is also available for download on our public web site for review by existing and potential customers.

0.5 GLOSSARY

For purposes of this Manual, the definitions given in ISO 8402 apply. For the purposes of this Manual, the term "product" is also used to denote "service", as appropriate.

C&PA - Corrective and Preventive Action
Executive Management - Owner and Department Heads
HSPPD - Handling, Storage, Packaging, Preservation and Delivery
IMTE - Inspection, Measuring and Test Equipment
I&T - Inspection and Testing
IQA - Internal Quality Audit(s)MC -Master Copy
MR - Management Representative
QM - Quality Manual
PM - Procedures Manual
R&A - Responsibility and Authority

0.6 SCOPE OF QUALITY SYSTEM

The scope of our quality system is procurement, storage, and delivery of parts in compliance with ISO 9002:1994. Our site-specific scope is as follows:

LCDcentral.com
1359 US Route 1
Perry, ME 04667

1.0 MANAGEMENT RESPONSIBILITY

1.1 SCOPE AND PURPOSE

This section of the QM addresses the requirements set forth in Section 1 - Element 4.1 (Management Responsibility) of the ISO 9002:1994 standard. The quality system described is tailored to correspond with these requirements.

1.2 RESPONSIBILITY AND AUTHORITY (R&A)

The responsibility and authority (R&A) for Management Responsibility rests with the Owner and the Management Representative. All employees have the responsibility to carry out all quality activities in support of its quality policy, quality system procedure documentation and customer requirements. The employees have been granted both freedom and authority, in order to meet specified requirements.

1.3 QUALITY SYSTEM REQUIREMENTS

1.3.1 Quality Policy

A company quality policy has been established identifying quality system goals and objectives. This policy has been communicated to all employees through orientation and training sessions and is maintained as the highest priority within the company. All employees understand their roles. Quality policy understanding is verified by internal quality audits.

1.3.2 Responsibility and Authority

The responsibility, authority and interrelation of personnel who manage, perform and verify work affecting quality has been defined and documented in both quality system documentation and respective performance evaluation matrices, particularly for personnel who need the organizational freedom and authority to:

- Initiate action to prevent nonconformities relating to product, process and quality system.
- Identify and record any problems relating to the product, process and quality system.
- Initiate, recommend or provide solutions through designated channels.
- Verify the implementation of solutions.
- Control further processing, delivery or installation of nonconforming product until the deficiency or unsatisfactory condition has been corrected.

1.3.3 Resources

Adequate resources required to complete quality system activities have been defined in both the quality system documentation and job descriptions.

1.3.4 Management Representative (MR)

The owner has appointed a Management Representative (MR). The MR has been granted full authority for the establishment, implementation, maintenance and reporting of quality assurance system activities.

1.3.5 Management Review

The Management Representative carries out scheduled Management Review meetings with executive management. These reviews determine the effectiveness and suitability of the implemented quality system requirements as they relate to ISO 9002:1994 and our quality policy and objectives. Minutes of these review meetings are maintained.

1.0 Organizational Chart

Management, Responsibility, Procedure, Job Descriptions

2.0 QUALITY SYSTEM

2.1 SCOPE AND PURPOSE

This section of the QM addresses the requirements set forth in Section 2 - Element 4.2 (Quality System) of the ISO 9002:1994 standard. The quality system described is tailored to correspond with these requirements.

2.2 RESPONSIBILITY AND AUTHORITY (R&A)

The R&A for carrying out quality system activities have been assigned to Executive Management and the Management Representative. All employees have the responsibility to carry out their work assignments in accordance with the quality policy and quality system procedure documentation. The employees have been granted both the freedom and authority to complete the activities assigned in order to meet specified requirements.

2.3 QUALITY SYSTEM REQUIREMENTS

2.3.1 Structure

Our documentation structure is as follows:

- Level 1 - A Quality Manual has been developed to comply with all requirements of the standard.
- Level 2 - Procedures that are applicable to the quality system exist in varying detail, dependent upon the complexity of the work involved, methods used, and the

skills/training of personnel. These procedures are referenced in the QM and are readily available to personnel who are responsible for compliance to requirements.
• Level 3 - Work Instructions such as drawings, specifications, forms, and/or checklists.
• Level 4 - Quality Records required by ISO 9002:1994 and customers.

2.3.2 Quality Planning

Quality planning activities are carried out to ensure that all specified requirements are being observed. Control and/or quality planning and quality system documentation controls the processes and methods used to meet these requirements. Quality planning methods and practices, as appropriate, identify and control the following:

- Preparation of quality plans through periodic management meetings
- Identification and acquisition of resources
- Compatibility of production processes, inspection, and test procedures updating of techniques
- Measurement requirements
- Suitability of verification activities
- Standards of acceptability

3.0 CONTRACT REVIEW

3.1 SCOPE AND PURPOSE

This section of the QM addresses the requirements set forth in Section 3 - Element 4.3 (Contract Review) of the ISO 9002:1994 standard. The quality system described is tailored to correspond with these requirements.

3.2 RESPONSIBILITY AND AUTHORITY (R&A)

The R&A for carrying out quality system activities related to this element have been assigned to the Customer Service personnel in the Sales Department. All employees have the responsibility to carry out their work assignments in accordance with the quality policy and quality system procedure documentation. The employees have been granted both the freedom and authority to complete the activities assigned in order to meet specified requirements.

3.3 QUALITY SYSTEM REQUIREMENTS

3.3.1 Contract Review and Amendments

Procedures exist to control the methods and practices used to complete customer contract reviews and contract amendments. All contracts (verbal and written) are reviewed to ensure that they:

- Accurately define the specified requirements;
- Resolve differences between specified requirements and capabilities;
- Certify capability to meet requirements;
- Communicate contract amendments to all affected functional groups.

3.3.2 Records

Records of contract reviews and amendments will be maintained.

4.0 DESIGN CONTROL

This element does not apply to the current activities taking place at LCDcentral.com. If, in the future, Design Control becomes a part of LCDcentral.com’s business operations, the necessary controls will be developed and implemented.

5.0 DOCUMENT AND DATA CONTROL

5.1 SCOPE AND PURPOSE
This section of the QM addresses the requirements set forth in Section 5 - Element 4.5 (Document and Data Control) of the ISO 9002:1994 standard. The quality system described is tailored to correspond with these requirements.

5.2 RESPONSIBILITY AND AUTHORITY (R&A)
The R&A for carrying out quality system activities related to this element have been assigned to the Quality Assurance Manager (drawings/specifications) and the Management Representative (all other documents). All employees have the responsibility to carry out their work assignments in accordance with the quality policy and quality system procedure documentation. The employees have been granted both freedom and authority to complete the activities assigned, in order to meet specified requirements.

5.3 DOCUMENT AND DATA CONTROL
Documents and data are reviewed and approved by authorized personnel prior to issue. A master list or equivalent documented procedure controlling all aspects of the creation, review, approval, modification, issue, release, and other activities associated with document and data control are adhered to. These controls apply to all documents regardless of their origin. They include:

- Current revision levels of all documents are maintained in the areas where the work described in the documents is being carried out. A listing of all quality-related documentation is maintained. This listing includes current revision-level information, and is available to all employees who need this information to carry out their activities.
- Invalid and/or obsolete documents are marked as such to ensure that they are not used to make decisions that may affect quality.
- Historical data is maintained for legal and/or reference purposes and is suitably identified.
- Changes to documents and data are approved by the same functions/organizations performing the original review and approval, unless designated otherwise. Designees are given access to pertinent background information upon which to base review/approval. The nature of the change, where practicable, is shown in the document and/or attachment.

6.0 PURCHASING

6.1 SCOPE AND PURPOSE
This section of the QM addresses the requirements set forth in Section 6 - Element 4.6 (Purchasing) of the ISO 9002:1994 standard. The quality system described is tailored to correspond with these requirements.

6.2 RESPONSIBILITY AND AUTHORITY (R&A)
The R&A for carrying out quality system activities related to this element have been assigned to the Purchasing Department. All employees have the responsibility to carry out their work assignments in accordance with the quality policy and quality system procedure documentation. The employees have been granted both freedom and authority to complete the activities assigned, in order to meet specified requirements.

6.3 PURCHASING
Documented procedures controlling all aspects of purchasing are in use. These controls apply to parts, components, assemblies, subassemblies, final assemblies, services, etc. These procedures control the following activities:

- Identification and selection of supplier(s)
- Evaluation of potential and current supplier(s)
- Determination of supplier(s) capabilities and abilities to meet specified requirements

- Determination of the controls that will be applied to each supplier
- Records of acceptable suppliers will be maintained
- Verification that all purchase order (PO) information (including logs and/or registers) contains adequate detail to ensure all specified requirements have been adequately defined
- Advance reviews of all PO and related information by purchasing personnel prior to order being placed with the supplier
- Specification in P O information regarding verification of product at our suppliers' premises
- On-site verification by either our company or our customer(s). (These verifications will not be used to determine acceptability of our suppliers or the subsequent performance of the materials these suppliers provide.)

7.0 CONTROL OF CUSTOMER-SUPPLIED PRODUCT

7.1 SCOPE AND PURPOSE

This section of the QM addresses the requirements set forth in Section 7 - Element 4.7 (Control of Customer-Supplied Product) of the ISO 9002:1994 standard. The quality system described is tailored to correspond with these requirements

7.2 RESPONSIBILITY AND AUTHORITY (R&A)

The R&A for carrying out quality system activities related to this element have been assigned to the Quality Assurance Manager. All employees have the responsibility to carry out their work assignments in accordance with the quality policy and quality system procedure documentation. The employees have been granted both freedom and authority to complete the activities assigned in order to meet specified requirements.

7.3 CONTROL OF CUSTOMER-SUPPLIED PRODUCT

7.3.1 Documented Procedures

Documented procedures controlling all aspects of handling customer-supplied products or services are in use. These customer-supplied products include (but are not limited to) customer's drawings, specifications, and test coils.

7.3.2 Activities

These procedures control the following activities:

- Inspection or similar verification activities to determine acceptability:
- Storage and handling to protect from loss, damage or deterioration
- Regular reports and documented records of the reports indicating the status of customer supplied products.

8.0 PRODUCT IDENTIFICATION AND TRACEABILITY

8.1 SCOPE AND PURPOSE

This section of the QM addresses the requirements set forth in Section 8 - Element 4.8 (Product Identification and Traceability) of the ISO 9002:1994 standard. The quality system described is tailored to correspond with these requirements.

8.2 RESPONSIBILITY AND AUTHORITY (R&A)

The R&A for carrying out quality system activities related to this element have been assigned to the Engineering/Sales Department. All employees have the responsibility to carry out their work assignments in accordance with the quality policy and quality system procedure documentation. The employees have been granted the freedom and authority to complete the activities assigned, in order to meet specified requirements.

8.3 PRODUCT IDENTIFICATION AND TRACEABILITY

Documented procedures exist to control all aspects of product identification and traceability. These controls apply to all situations where specified requirements indicate a need for identification and/or traceability. These controls include the following:

- Parts for distribution are identified through the use of an internal part number
- Individual orders are tracked by a Customer Purchase Order Number, Lot Number, an LCDcentral.com Order Number, and/or a Serial Number;
- Traceability is maintained where it has been identified as a specified requirement. This traceability is documented to permit control of the part as conditions may warrant.

9.0 PROCESS CONTROL

9.1 SCOPE AND PURPOSE

This section of the QM addresses the requirements set forth in Section 9 - Element 4.9 (Process Control) of the ISO 9002:1994 standard. The quality system described is tailored to correspond with these requirements.

9.2 RESPONSIBILITY AND AUTHORITY (R&A)

The R&A for carrying out quality system activities related to this element have been assigned to Executive Management. All employees have the responsibility to carry out their work assignments in accordance with the quality policy and quality system procedure documentation. The employees have been granted the freedom and authority to complete the assigned activities in order to meet specified requirements.

9.3 PROCESS CONTROL

Controlled conditions exist to govern the methods and practices used to complete activities in our processes. These controls include the following:

- Documented procedures defining the manner of parts distribution
- Use of suitable equipment and work environment
- Compliance with reference standards, codes, specifications, procedures
- Monitoring/control of applicable process parameters and product characteristics
- Approval of processes and equipment
- Workmanship criteria(s) identification and documentation in the clearest practical manner (ensuring performance within specified requirements)
- Suitable preventive maintenance to ensure process continuation.Qualified processes do not apply to our QMS.

10.0 INSPECTION AND TESTING

10.1 SCOPE AND PURPOSE

This section of the QM addresses the requirements set forth in Section 10 - Element 4.10 (Inspection and Testing) of the ISO 9002:1994 standard. The quality system described is tailored to correspond with these requirements.

10.2 RESPONSIBILITY AND AUTHORITY (R&A)

The R&A for carrying out quality system activities related to this element have been assigned to the Quality Assurance Manager. All employees have the responsibility to carry out their work assignments in accordance with the quality policy and quality system procedure documentation. The employees have been granted the freedom and authority to complete the activities assigned, in order to meet specified requirements.

10.3 INSPECTION AND TESTING (I&T)

Documented procedures controlling all phases of receiving, in process and final inspection and testing I&T are in use. These procedures control the following activities:

- Clearly defined specifications for receiving and final phases of I&T
- Restrictions on use of received parts until all documented I&T has been completed.

- Completion of final I&T in accordance with documented procedures and before providing the part to the customer
- Maintenance of records of I&T results.
- Documentation that establishes authority to permit the release of the part after the completion of I&T
- We sell and distribute parts. We do not manufacture parts. In-process inspection is not part of our QMS. We do not urgently release products for storage and/or distribution.

11.0 Control of Inspection, Measuring, and Test Equipment

Methods of handling, preservation and storage exist to ensure that IMTE are used in a manner that will ensure measurement accuracy and fitness for use

- Measures have been taken to protect IMTE from unauthorized adjustment that may affect the accuracy of the equipment
- Records of IMTE are maintained.

12.0 INSPECTION AND TEST STATUS

12.1 SCOPE AND PURPOSE

This section of the QM addresses the requirements set forth in Section 12 - Element 4.12 (Inspection and Test Status) of the ISO 9002:1994 standard. The quality system described is tailored to correspond with these requirements.

12.2 RESPONSIBILITY AND AUTHORITY (R&A)

The R&A for carrying out quality system activities related to this element have been assigned to the Quality Assurance Manager. All employees have the responsibility to carry out their work assignments in accordance with the quality policy and quality system procedure documentation. The employees have been granted the freedom and authority to complete the activities assigned, in order to meet specified requirements.

12.3 INSPECTION AND TEST STATUS

Documented procedures controlling all aspects of Inspection and Test (I&T) status are in use. These procedures control the methods for identifying conforming and nonconforming products based on their inspection and test results. I&T status is maintained throughout all processes. No part is shipped to our customer until it has been determined that it is in conformance with contract specifications and requirements. The authority responsible for release of conforming product is defined.

13.0 CONTROL OF NONCONFORMING PRODUCT

13.1 SCOPE AND PURPOSE

This section of the QM addresses the requirements set forth in Section 13 - Element 4.13 (Control of Nonconforming Product) of the ISO 9002:1994 standard. The quality system described is tailored to correspond with these requirements.

13.2 RESPONSIBILITY AND AUTHORITY

(R&A)The R%A for carrying out quality system activities related to this element have been assigned to the Quality Assurance Manager. All employees have the responsibility to carry out their work assignments in accordance with the quality policy and quality system procedure documentation. The employees have been granted the freedom and authority to complete the activities assigned in order to meet specified requirements.

13.3 CONTROL OF NONCONFORMING PRODUCT

Documented procedures controlling all aspects of nonconforming quality product(s) are in use. These controls include the following activities:

- Methods and practices used to identify and/or segregate

- Methods used to document characteristics and conditions
- Methods used to notify functional organizations affected
- Methods used to evaluate and carry out disposition (including following actions)-regarding-customer concession-rejection-scrapping
- Repair/rework and re-inspection of repaired/reworked product are not part of our QMS.

14.0 CORRECTIVE AND PREVENTIVE ACTION

14.1 SCOPE AND PURPOSE

This section of the QM addresses the requirements set forth in Section 14 - Element 4.14 (Corrective and Preventive Action) of the ISO 9002:1994 standard. The quality system described is tailored to correspond with these requirements.

14.2 RESPONSIBILITY AND AUTHORITY (R&A)

The R&A for carrying out quality system activities related to this element have been assigned to the Owner, Quality Assurance Manager, and the Management Representative. All employees have the responsibility to carry out their work assignments in accordance with the quality policy and quality system procedure documentation. The employees have been granted the freedom and authority to complete the activities assigned in order to meet specified requirements.

14.3 CORRECTIVE AND PREVENTIVE ACTION

Documented procedures controlling all aspects of Corrective and Preventive Action (C&PA) are in use. These procedures control the following:

- Determination of C&PA based on severity, magnitude and risks
- Implementation of C&PA and modification of related documentation to reflect actions.

For Corrective Action, the procedures control the following:

- Effective handling of customer complaints
- Investigation of root cause(s) of nonconforming situations and recording the results (maintenance of records)
- Identification and implementation of the corrective action needed to eliminate the cause of nonconforming situations
- Controls to ensure that a corrective action has been taken and is effective. For Preventive Action, the procedures control the following
- Use of appropriate resources (processes, work operations, concessions, audit results, quality records, service reports, customer complaints, etc.) to detect , analyze, and eliminate potential causes of nonconforming situations
- Determination of steps needed to deal with any problems requiring preventive action
- Initiation of preventive action and the application of controls to ensure effectiveness
- Discussion / presentation of preventive action for management review.

15.0 HANDLING, STORAGE, PACKAGING, PRESERVATION AND DELIVERY

15.1 SCOPE AND PURPOSE

This section of the QM addresses the requirements set forth in Section 15 - Element 4.15 (Handling, Storage, Packaging, Preservation, and Delivery) of the ISO 9002:1994 standard. The quality system described is tailored to correspond with these requirements.

15.2 RESPONSIBILITY AND AUTHORITY (R&A)

The R&A for carrying out quality system activities related to this element have been assigned to the Traffic/Warehouse Manager. All employees have the responsibility to carry

out their work assignments in accordance with the quality policy and quality system procedure documentation. The employees have been granted the freedom and authority to complete the activities assigned in order to meet specified requirements.

15.3 HANDLING, STORAGE, PACKAGING, PRESERVATION AND DELIVERY (HSPPD)

Documented procedures exist to control all aspects of HSPPD. These procedures are in use and control the activities described in the following sections.

15.3.1 HANDLING

Handling methods and practices are intended to prevent damage and deterioration of parts throughout the receiving, storage, and shipping processes.

15.3.2 STORAGE

Receiving, storage, and shipping areas have been identified and are used. These areas have the intended purpose of preventing damage and deterioration to product(s), parts, and/or material(s). Clearly defined methods and practices are in use for the receipt and dispatching of items from these areas. In order to detect deterioration, product in storage is checked periodically to detect any deterioration.

15.3.3 PACKAGING

Methods of packing, packaging and marking of packaged materials (if applicable) are controlled to ensure that all specified requirements have been met.

15.3.4 PRESERVATION

Measures are taken to preserve and segregate materials and products to prevent damage and deterioration.

15.3.5 DELIVERY

Practices and procedures in are use provide for the protection of products after final inspection. A s required, this protection shall apply to the delivery of the product to the customer’s site.

16.0 CONTROL OF QUALITY RECORDS

16.1 SCOPE AND PURPOSE

This section of the QM addresses the requirements set forth in Section 16 - Element 4.16 (Control of Quality Records) of the ISO 9002:1994 standard. The quality system described is tailored to correspond with these requirements.

16.2 RESPONSIBILITY AND AUTHORITY (R&A)

The R&A for carrying out quality system activities related to this element have been assigned to Executive Management and the Management Representative. All employees have the responsibility to carry out their work assignments in accordance with the quality policy and quality system procedures documentation. The employees have been granted the freedom and authority to complete the activities assigned in order to meet specified requirements.

16.3 CONTROL OF QUALITY RECORDS

Documented procedures controlling all aspects of quality records are in use. These procedures control the following

- All company and vendor-related quality records
- Identification, collection, indexing, access, filing, storage, maintenance, disposal, disposition
- Maintenance of records in legible condition
- Maintenance of a storage environment that prevents damage and deterioration

- Backups of electronic records via a computer diskette that is stored to prevent loss or damage
- Record retention period specification that conforms to customer requirements
- Where contractually required, availability of quality records for customer evaluation.

17.0 INTERNAL QUALITY AUDITS

17.1 SCOPE AND PURPOSE

This section of the QM addresses the requirements set forth in Section 17 - Element 4.17 (Internal Quality Audits) of the ISO 9002:1994 standard. The quality system described is tailored to correspond with these requirements.

17.2 RESPONSIBILITY AND AUTHORITY (R&A)

The R&A for carrying out quality system activities related to this element have been assigned to the Management Representative. All employees have the responsibility to carry out their work assignments in accordance with the quality policy and quality system procedure documentation. The employees have been granted the freedom and authority to complete the activities assigned in order to meet specified requirements.

17.3 INTERNAL QUALITY AUDITS (IQA)

Documented procedures controlling all aspects of Internal Quality Audits are in use. These procedures control the following activities and requirements:

- IQA are carried out to verify that planned and documented procedures, quality and control plans, and other quality system documentation are in conformity
- IQA are scheduled based on the department's impact on quality and quality performance
- IQA are carried out department-by-department, against all elements of the standard(s) that apply to the operation of the department being audited
- IQA are completed by trained and qualified personnel who understand the standard(s), auditing requirements, and basic communication skills
- IQA are carried out by personnel who are independent of the functional area being assessed and free of bias or influence
- IQA results are documented and are communicated to the responsible department management
- Responsible department management will determine and implement timely corrective action
- Follow-up activities are carried out to verify the effectiveness of IQA corrective action
- Results of IQA are part of management review; and•Records of IQA are maintained.

18.0 TRAINING

18.1 SCOPE AND PURPOSE

This section of the QM addresses the requirements set forth in Section 18 - Element 4.18 (Training) of the ISO 9002:1994 standard. The quality system described is tailored to correspond with these requirements.

18.2 RESPONSIBILITY AND AUTHORITY (R&A)

The R&A for carrying out quality system activities related to this element have been assigned to the Human Resources Department. All employees have the responsibility to carry out their work assignments in accordance with the quality policy and quality system procedure documentation. The employees have been granted the freedom and authority to complete the activities assigned in order to meet specified requirements.

18.3 TRAINING

Documented procedures controlling all aspects of training are in use. These procedures control the following

- Identification of training needs based on individual job assignments and business needs
- Qualification of individuals based upon their abilities, on-the-job training, education and other special skills; and•Maintenance of records. We have "grandfathered" appropriate employees on duty as of the implementation of our QMS. Qualifications based upon on-the-job training and experience are documented. Records of training and qualifications are maintained.

19.0 SERVICING

Servicing - This element does not apply to the current activities taking place at LCDcentral.com. If, in the future, Servicing becomes a part of LCDcentral.com's business operations, appropriate controls will be developed and implemented.

20.0 STATISTICAL TECHNIQUES

20.1 SCOPE AND PURPOSE

This section of the QM addresses the requirements set forth in Section 20 - Element 4.20 (Statistical Techniques) of the ISO 9002:1994 standard. The quality system described is tailored to correspond with these requirements.

20.2 RESPONSIBILITY AND AUTHORITY (R&A)

The R&A for carrying out quality system activities related to this element have been assigned to Executive Management and the Management Representative. All employees have the responsibility to carry out their work assignments in accordance with the quality policy and quality system procedure documentation. The employees have been granted the freedom and authority to complete the activities assigned in order to meet specified requirements.

20.3 STATISTICAL TECHNIQUES

Documented procedures controlling all aspects of Statistical Techniques are in use. These procedures control the following activities and requirements:

- Determination of the need for statistical techniques
- Selection of appropriate statistical techniques for establishing, controlling, and verifying process capability and product characteristics