

# Rose Electronics Distributing Co., Inc.

## Quality Manual

MAN-05-5

### MANAGEMENT RESPONSIBILITY

Section 5.5

Section Rev.: 0001

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Section Page 1

## Organization and Communication

### GENERAL POLICY

Functions and their interrelation within the company are defined and communicated.

Top management appoints a management representative responsible for establishment and maintenance of the quality system, and for reporting to the top management on the performance of the system.

Issues regarding the quality system are communicated internally through distribution of pertinent documents, meetings, training and awareness programs, and management reviews.

### PROCEDURAL POLICIES

#### 1. Responsibility and authority

- 1.1 Departments, groups and functions within the company, and their interrelations, are defined in the Organizational Chart (SUP-55-01).
- 1.2 All departments and functions in the company are responsible for implementing, maintaining, and improving the quality system.

Following specific responsibilities and authorities are assigned:

#### Top Management

- Formulates the quality policy
- Provides resources necessary to maintain and improve the quality system
- Conducts management reviews of the quality system

Throughout this manual, the term Top Management refers to a management team including executive and senior managers responsible for operations, engineering, marketing, sales, human resources, and quality assurance.

#### Sales and Marketing

- Conducts market research to anticipate customer expectations

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## Organization and Communication

- Advertises and promotes company's products
- Defines personnel qualification requirements
- Implements measures to motivate personnel
- Supervises Sales Operations
- Determines customer satisfaction
- Carries out contract and order reviews
- Provides product information
- Handles customer feedback and complaints

### Financial Services

- Conducts company-wide training
- Budgets resources for the implementation and improvement of the quality system

### Engineering Services

- Interprets customer requirements and specifications for custom products
- Provides technical interface with customers
- Provides technical interface with suppliers
- Provides technical training to sales personnel
- Prepares (or reviews) design specifications
- Verifies and tests prototypes
- Evaluates custom product failures
- Assists in product realization and verification planning

### Asset Management

- Selects qualified suppliers
- Prepares and approves purchasing documents
- Monitors and evaluates supplier performance
- Supervises Warehouse Operations

### Information Services

- Provides training in the use of computer resources
  - Provides technical support for database management
  - Prepares procedures for computer backups and maintenance
  - Provides support for intranet and internet activities
  - Provides technical support for communication issues
  - Provides hardware support for computers
  - Assists in resolution of software problems
  - Provides in-house training on software
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## Organization and Communication

### Production Management

- Schedules production
- Documents engineering outputs
- Establishes production work orders
- Set-up manufacturing work instructions
- Establishes Bills of Material
- Plans manufacturing facilities, equipment, and processes
- Develops manufacturing processes
- Controls and monitors processes
- Conducts in-process inspections
- Applies and maintains in-process product identification
- Maintains manufacturing equipment
- Provides training for assembly personnel

### Quality Assurance and Quality Control

- Performs Level II receiving inspections
- Establishes and maintains the quality management system
- Identifies supplier quality issues
- Audits implementation and effectiveness of the quality system
- Identifies opportunities for improvement of the quality system
- Develops quality plans and control plans
- Initiates corrective and preventive actions
- Maintains and calibrates measuring and test equipment
- Performs inspections and testing
- Identifies the need for the use of statistical techniques
- Handles nonconforming products
- Coordinates document control activities
- Maintains, or coordinates the maintenance of quality records
- Coordinates collection of quality performance data
- Provides required training for its personnel.

## 2. Management representative

2.1 ROSE Electronics appoints as the management representative the Quality Assurance Manager. Management representative has the authority and responsibility to:

- Ensure that the quality management system is implemented, maintained and continually improved;
- Promote awareness of customer requirements throughout the organization;

## Organization and Communication

- Report to the top management on the performance of the quality system, including needs for improvement; and
- Coordinate communication with external parties on matters relating to the quality system and ISO 9001 registration.

### 3. Internal communication

3.1 Internal communication regarding the quality system flows two ways:

3.1.1 The management communicates to the organization the quality policy and objectives; customer and regulatory requirements; product and process specifications; verification and validation requirements; and instructions on how to implement and use the quality system.

3.1.2 The organization communicates to the management information and data regarding customer needs and expectations, customer satisfaction, quality performance, the effectiveness of the quality system, and opportunities for improvement.

3.2 The information is communicated through manuals, procedures, instructions, flowcharts, forms, drawings, specifications, quality records, reports, etc.; and through training, on-the-job instruction, and meetings. Operational Procedures QOP-42-03, Quality System Documentation; QOP-42-04, Control of Documents; and QOP-62-01, Training and Awareness, regulate these activities.

3.3 Management review meetings have a special role in ensuring proper communication between the top management and the organization. The meeting provides the framework for the organization to report on the status of quality-related issues and activities, and for the management to formulate policies and directives to change and/or improve the quality system. This process is defined in Operational Procedure QOP-56-01, Management Review.

3.4 The Quality Assurance Manager has the overall responsibility for ensuring that all pertinent documents, reports and records are distributed to appropriate departments and functions, and that information and data about quality performance and the effectiveness of the quality system are reported to the top management.

### ASSOCIATED DOCUMENTS

- Manual Supplement SUP-55-01: Organizational Chart
- Operational Procedure QOP-56-01: Management Review
- Operational Procedure QOP-62-01: Training and Awareness
- Operational Procedure QOP-42-03: Quality System Documentation