

# Rose Electronics Distributing Co., Inc.

## Quality Manual

MAN-08-1

### MEASUREMENT ANALYSIS AND IMPROVEMENT

Section 8.1

Section Rev.: 0001

Rev. Date: 08/01/02

Section Page 1

## Planning of Monitoring and Measurement

### GENERAL POLICY

Measurement and monitoring activities required to assure product conformity, and to achieve improvement, are planned and defined. When applicable, statistical techniques are used for analyzing measurement data.

### PROCEDURAL POLICIES

#### 1. Planning

- 1.1 Measurement and monitoring activities to assure and verify product conformity are defined in engineering specifications and drawings, production work orders, inspection and testing procedures, and process control procedures. These activities are further defined in this manual in Section 8.2, Measurement and Monitoring, and in several operational procedures referenced at the end of this section.
- 1.2 The effectiveness of the quality system is monitored by internal audits and by measuring quality performance and customer satisfaction. Results of these activities are reported to the top management and are used to identify opportunities for improvement. Activities related to internal audits and to measuring customer satisfaction and quality performance are further defined in this manual in Sections 8.2.

#### 2. Statistical techniques

- 2.1 Statistical techniques may be applied to:
- Testing and validation of designs;
  - Set up of process equipment;
  - Testing and validation of processes;
  - Establishment of sampling plans for inspections and testing;
  - Evaluation of measurement systems; and
  - Analysis of quality performance and other company-level data.
- 2.2 Departmental managers are responsible for identifying the need for using statistical

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

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techniques in their departments and in other activities for which they are responsible. Quality Assurance may be called upon to assist other departments in selecting and documenting specific techniques.

### ASSOCIATED DOCUMENTS

- Operational Procedure QOP-82-01: Customer Satisfaction
- Operational Procedure QOP-82-02: Internal Audit
- Operational Procedure QOP-82-03: Statistical Process Control
- Operational Procedure QOP-82-04: In-process Inspections
- Operational Procedure QOP-82-05: Final Inspection
- Operational Procedure POP-74-03: Verification of Purchased Product