

Rose Electronics Distributing Co., Inc.

Quality Manual

MAN-08-4

MEASUREMENT ANALYSIS AND IMPROVEMENT

Section 8.4

Section Rev.: 0001

Rev. Date: 08/01/02

Section Page 1

Analysis of Data

GENERAL POLICY

ROSE Electronics collects, compiles and analyzes information and data required for evaluating the suitability and effectiveness of the quality system and for identifying opportunities for continual improvement.

PROCEDURAL POLICIES

1. General

- 1.1 Data and information recorded in quality records are compiled and analyzed periodically to determine trends in the performance and effectiveness of the quality system and to identify opportunities for improvement.
- 1.2 Quality Assurance is responsible for coordinating these activities, and for reporting conclusions and trends to the top management. This is usually done within the framework of management reviews of the quality system, in accordance with Operational Procedure QOP-56-01, Management Review.

2. Scope

Following categories of information and data are recorded, compiled and analyzed:

- 2.1 Conformity to product and customer requirements:
 - Scrap, rework, repair rates (including cost) — recorded in product nonconformity reports (Procedure QOP-83-01) and reviewed for trends by QA.
 - On-time delivery performance — recorded in delivery performance reports (Procedure MOP-75-06) and evaluated for trends by Materials Control and executive management.
- 2.2 Suppliers:
 - Supplier quality performance — recorded in subcontractor quality performance files (Procedure POP-74-01) and evaluated for trends by Purchasing and Quality Assurance.

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

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Analysis of Data

2.3 Customer satisfaction and dissatisfaction:

- Customer satisfaction levels — recorded in customer satisfaction surveys and reports (Procedure QOP-82-01) and evaluated for trends by executive management.
- Customer complaints — recorded in customer complaints log (Procedure QOP-72-03) and evaluated for trends by executive management.

2.4 Quality System:

- Effectiveness of training — recorded in training evaluation reports (Procedure QOP-62-01) and evaluated for trends by departmental managers.
- Effectiveness of quality system — recorded in internal audit reports (Procedure QOP-82-02) and evaluated for trends by executive management.

ASSOCIATED DOCUMENTS

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