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UCOM INC

QUALITY

MANUAL

Meets: ISO 9001:2015

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APPROVAL SHEET

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Introduction

UCOM INC developed and implemented a Quality Management System (QMS) to demonstrate the company's ability to consistently provide products and services that satisfy the requirements and expectations our customers.

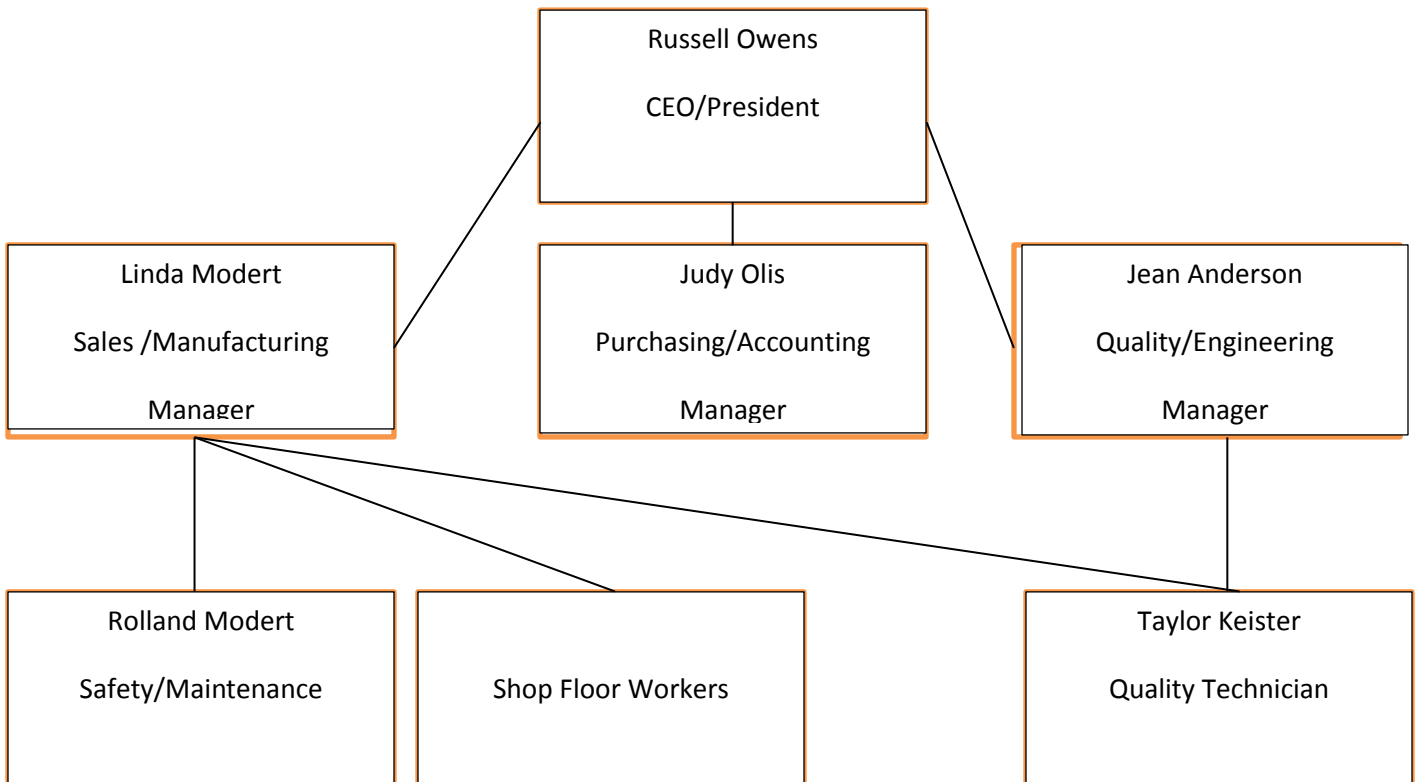
The QMS meets the requirements of the International Standard ISO 9001:2015. This system addresses the process development, quality control and production of the company's products.

This manual describes the QMS and designates authorities; inter relationships and responsibilities of the personnel responsible for the system. This manual also provides procedures for references for all activities compromising the QMS to ensure compliance to the necessary requirements of the standard.

The goal of this manual is to present the UCOM INC QMS to customers, external organizations, employees and other interested individuals. This manual is used to familiarize them with the controls that have been implemented and to assure them that the integrity of the QMS system is maintained and focused on customer satisfaction and continuous improvement.

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Organizational Chart



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0.1 General

The Quality Manual outlines the policies, procedures and requirements of the QMS system. The system is structured to comply with the conditions set forth in the ISO 9001:2015.

0.2 Quality Management Principles

The following document was used as a reference during the preparation of the QMS: International Standard ISO: 2015. Quality management Systems— Requirements.

0.3 Quality Management System Definitions

UCOM definitions:

Customer Owned Property— Any type of instrumentation, accessories, manuals or shipping containers that belong to any customer.

Product— The end item result of meeting all contract terms and conditions. Some examples would be manufactured goods, merchandise or services.

Quality Records-- Documentation of activities where the records must be maintained and will be specified in the procedure or work instruction level documents, as applicable and required.

Management—All upper level team members: including CEO/President, Quality/Engineering, Manufacturing/Sales and Purchasing/Accounting.

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0.3.1 General

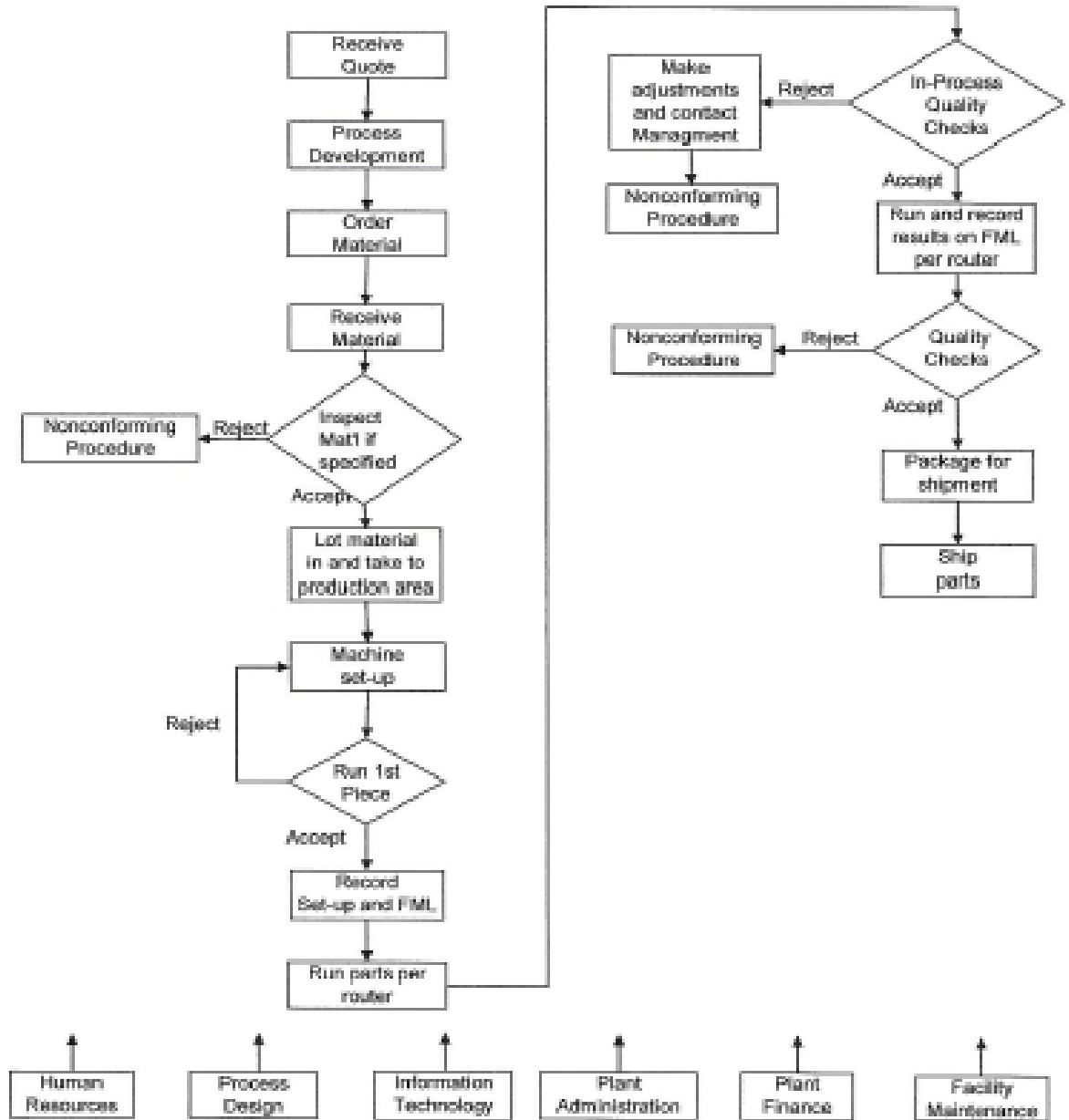
UCOM has established, documented and implemented a Quality Management System (QMS) in accordance with the requirements of ISO 9001:2015. The system is maintained and continually improved through the use of the Quality Policy, Quality Objectives, audit results, analysis of data, Corrective/Preventative actions and Management Review.

To design and implement the QMS, UCOM has:

- Identified the processes needed for the QMS and their application through the organization and documented them on the Process Flow Diagram.
- Determined the sequence and interaction of these processes and illustrated them on the Process Flow Diagram.
- Determined the criteria and methods needed to ensure that the operation and control of the processes are effective and documented them in all applicable Quality Documentation and Work Instructions.
- Ensured the continuing availability of resources and information necessary to achieve planned results and continual improvement of these processes.
- Established systems to monitor, measure and analyze these processes.
- Established processes to identify and implement actions necessary to achieve planned results and continual improvement of these processes.
- The QMS documentation includes:
 - ✓ A Documented Quality Policy
 - ✓ The UCOM Quality Manual
 - ✓ Documented Procedures--Quality Procedures Book
 - ✓ Documents identified as needed for the effective planning, operation and control of UCOM processes—Forms Book
 - ✓ Quality Records-Part files, in process, final audits, calibrations, systems audits, process audits, outgoing Paperwork, CAPA.

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-Process Flow Diagram-



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4. Context of the Organization

4.1 Understanding the Organization and its context

Relevant External issues

- Vendor Quality
- Vendors Delivery
- Customer Requirements

Relevant Internal issues:

- Employees
- Inventory
- Backlog

4.2 Understanding the needs and expectations of interested parties

Relevant Interested parties:

- Vendors-On time delivery, prices low, good quality
- Customers-Pay on time, good communication
- UCOM Team-Work together and communicate

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4.3 Scope of the quality management system:

The scope and intent of our QMS is to define and communicate our commitment to continually enhance customer satisfaction through:

- Effective process improvements to all systems of business addressing the internal and external issues
- To assure conformity to our customer's and applicable statutory and regulatory requirements
- Provide policies, procedures development and implemented with the primary focus to assure the continual compliance of all requirements of both internal and external
- Continually monitor, review and analyze information and relevant requirements of the interested parties to assure their requirements are effectively managed in QMS

Exclusion of the QMS (8.3) – Design and Development of products and Services.

Justification: UCOM INC does not perform design activities therefore the fulfillment to the requirement of this clause are not applicable to our QMS.

4.4 Quality management system and its processes

UCOM has established, documented and implemented our Quality Management System (QMS) to meet the needs of our customers.

4.4.1 UCOM has determined that process routers will be used to determine the criteria, resources, responsibility and have implemented the routing system to reduce the risk of customer failures by measuring and analyzing our products.

4.4.2 UCOM maintains records and documented proof of document process to be assured that all processes are being completed to produce only customer acceptable product. We retain our records for 7 years.

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5. Leadership

5.1 Leadership and Commitment

5.1.1 Management is actively involved in implementing the QMS and is accountable for its overall effectiveness. Management has initiated and fully supports the vision and strategic direction for the continued sustainability and enhancement of the QMS. All members of the UCOM management team have initiated and fully support the Quality Policy and Quality Objectives.

Management is committed to the development and implementation of the QMS and to support continually improving its effectiveness. Management provides direction to the integration of the QMS requirements into each business process of the organization and is committed to promoting the use of the process Approach and Risk-Based Thinking, as well as the engagement and motivation of our employees throughout QMS.

5.1.2 Customer Focus

UCOM ensures customer requirements and expectations are clearly defined, understood and achieved at all levels of the organization. We are committed to achieving 100% customer satisfaction and will accomplish this by understanding and mitigation of risks and opportunities that may affect the conformity of products and services and to assure Statutory and Regulatory requirements are identified and achieved according to the applicable Clauses of the QMS Manual, Quality Systems Procedures and Quality System Forms.

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5.2 Policy

5.2.1 UCOM Quality Policy “Superior Competitive Products by Design” was established to ensure customer satisfaction by striving to exceed the customers’ expectations. We accomplish this by continually improving the quality system to provide the quality parts, economically priced and delivered on time. The management team will establish and monitor objectives to meet customer expectations.

5.2.2 Communicating the Quality Policy

Our quality policy is posted in strategic areas and is communicated to all employees and available for review by vendors, customers and other interested parties.

5.3 Organizational Roles, Responsibility and Authorities

The Organization Chart has been established to provide the interrelation and reporting structure of personnel within the organization. All managers are responsible to oversee and manage the overall effectiveness and compliance of the QMS. All managers have the following responsibility and authority to:

- Ensure QMS conforms to the requirements of all customers
- Ensure interaction of process and their ability to achieve planned results
- Report to CEO/President on the results achieved by the QMS, possibilities for improvements and the needs of changes or innovations
- Maintain QMS integrity when planning and implementing changes
- Promote awareness of customers focus throughout the organization
- Act as a liaison with external parties such as customers or auditors on matters relating to the QMS and resolve all quality issues

All managers have the organizational freedom and unrestricted access to resolve matters pertaining to the Quality Management System as well as to be the Company liaison with external parties, including our customers and vendors on all matters relating to QMS.

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6. Planning

6.1 Actions to address risks and opportunities

6.1.1 When planning our QMS, UCOM INC has taken into consideration potential issues and has determined the risks and opportunities that need to be addressed to: External:

- Quality
- Vendors
- Customer Requirements

Internal

- Employees
- Inventory
- Backlog

UCOM has planned actions to address the above risks and opportunities and has initiated appropriate procedures to integrate and implement appropriate actions into our QMS to meet the needs of:

- Vendors
- Customers
- UCOM team

6.1.2 Annual management review will define internal issues, external issues and quality objectives that affect interested parties. These issues and objectives are monitored at weekly meetings and addressed.

6.2 Objectives and Planning

Quality objectives have been established for the organization and team members to implement the quality policy, meet and exceed requirements for product and processes and to improve the QMS and its performance.

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6.2.1 Quality Objectives

Quality Objectives are strategic and apply to the entire company and shall:

- Be consistent with the Quality Policy
- Be measurable and monitored
- Take into account applicable requirements
- Be communicated and updated as appropriate
- Be relevant to conformity of products, services and enhance customer satisfaction

6.2.2 Quality Performance Objectives

These are measurable targets for improving operational performance to ensure process conformity and customer satisfaction. They apply to all departments and functions having direct responsibility for activities that require improvement. Performance objectives and goals are established by management and through employee involvement and monitored within the framework of management reviews.

UCOM INC retains documented information on the status of our quality objectives. If shortfalls are identified, management may revise objectives, issue correction action requests or take other appropriate actions to address the issue.

6.3 Planning of changes

When changes to the QMS are deemed necessary, UCOM INC shall ensure the change will comply with the requirements of all statutory, regulatory and customer requirements. And Consider:

- The purpose of the changes and their potential consequences
- The integrity of QMS and the availability of resources
- The allocation or reallocation of responsibilities and authorities

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7. Support

7.1 Resources

7.1.1 UCOM INC is fully committed to providing adequate resources required for the establishment, implementation, maintenance and continual improvement of our QMS. Our committed resources include: competent employees, good working order equipment, well maintained work environment and financial resources.

7.1.2 People

UCOM INC identifies personnel training needs, provides required training and evaluates the effectiveness of the training provided. Personnel assigned to perform specific tasks, operation and processes are qualified on the basis of appropriate education, experience or training. Employees are made aware of the relevance and importance of their activities and how they contribute to the achievement of quality objectives. Records of personnel and training are maintained.

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7.1.3 Infrastructure

UCOM INC has determined and provided resources necessary for the establishment, implementation, maintenance and continual improvement of the QMS. Our infrastructure resource consideration includes:

- Buildings, workspace and associated utilities
- Equipment including (hardware and software)
- Transportation resources
- Information and communication technology

As new infrastructure requirements are determined to be necessary, they will be documented in quality plans and other documents as required.

7.1.4 Environment for the operation process

Management identifies and manages the human and physical factors of the work environment considered to be important to control processes and to achieve conformance of products and services.

This includes:

- Assessment of product requirements to identify where human and/or physical factors will affect product quality this is also conducted during advanced product quality planning

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- Assessment of current working environment conditions to determine if the work environment is suitable to achieve conforming product.
- Implementation and assessment of work environment for improvements needed to achieve conforming product and adequate human and physical factors are maintained
- Implementation of work environments needed to achieve conforming products
- UCOM has a non-discrimination, harassment free policy to meet the needs of all people in the organization.

7.1.5 Monitoring and measuring resources

7.1.5.1 UCOM INC has determined the necessary monitoring, measuring and resources to be initiated across our QMS. The structure of internal resources includes but is not limited to:

- Monitoring and measuring equipment
- Documented procedures and forms
- Competent and qualified personnel

7.1.5.2 Documented procedures outline the process that control monitoring equipment used to accept products during production and service operations. The procedures also include controls prior to and after delivery of products to our customers. Appropriate documented information is maintained and provides objective evidence of compliance and conformity.

7.1.6 Organizational Knowledge

UCOM INC considers the specific knowledge necessary for each operation and considers this as an important resource to ensure our people and processes are consistent and will achieve conformity of the product and services provided by the company. Specific organizational knowledge is defined, documented, maintained and available to the extent necessary within the appropriate procedures.

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7.2 Competence

UCOM INC has determined to the extent necessary the below elements of competence for people performing work that may affect the efficiency of the QMS.

- Ensure employees are competent on the basis of their education, training and experience
- Initiate job descriptions including specific competency provisions
- Measure job performance for each employee on an annual basis
- Provide job and career training programs to the extent necessary
- Take actions when necessary to assist employees that exhibit less than desirable results

7.3 Awareness

We have determined to the extent necessary persons performing work are:

- Aware of the Quality Policy
- Aware of relevant quality objectives
- Aware of their contribution to the QMS effectiveness, including improved performance
- Implication of noncompliance to our QMS requirements

7.4 Communication

Our management has determined internal and external communication relevant to QMS, including the subject of the communication, when communication occurs, participant and ways of effective communication.

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7.5 Documented Information

7.5.1 UCOM INC maintains a documented QMS as a means to ensure that products and services conform to specific requirements. The QMS consists of the following three levels of documentation information

- Level I -- Quality manual: Provides the scope of the QMS and the applicable ISO9001:2015 clauses contained and supported by our QMS
- Level II Quality Work Instructions and visual aides: provides detailed requirements for each of our processes with the intent to specify who does what, when, where, how the process or action/task is performed and what documentation is used to verify that all required quality related activities had been executed as required. Also included would be our Workorders for instructing employees how to perform a job.
- Level III Quality System Forms: provides objective evidence that required product or service quality and customer requirements were achieved and that the company's quality management system has been implemented as stated.

7.5.2 Creating and Updating

When creating and updating documented information UCOM INC ensure the following:

- The identification and description (revision date, approval ect.)
- The format and media (electronic, paper hard copy, ect)
- The review and approval for suitability and adequacy
- Revisions are tracked in appendix A

7.5.3 Control of documented Information

7.5.3.1 Documented information of the QMS is identified as appropriate and controlled in accordance with Quality System Procedures and Forms, is suitable for use, where and when it is needed and are adequately protected.

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7.5.3.2 Control of Documented information will include:

- Distribution, access, retrieval and use
- Storage and preservation, including preservation of legibility
- Control of Changes
- Retention and disposition

8. Operation

8.1 Operational Planning and Control

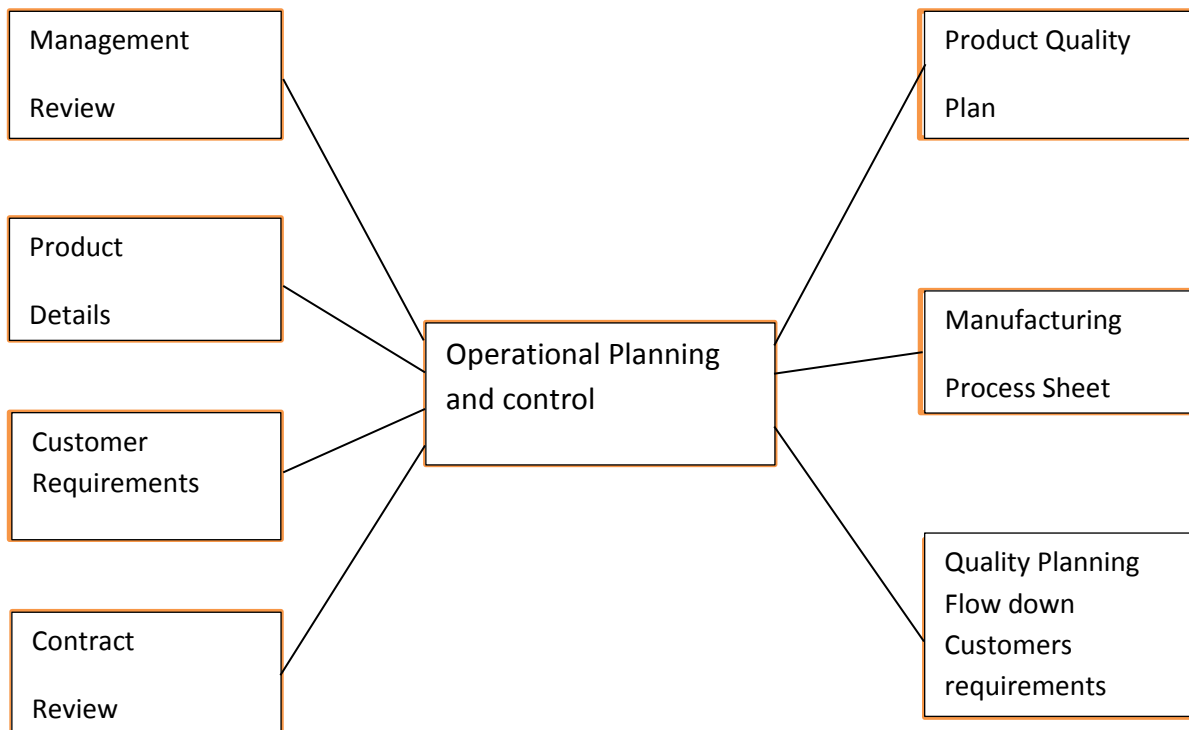
UCOM INC defines the expectation and implements controls for each of our QMS processes. The planning of controls is required to ensure consistent acceptability of products and services. Planning processes include the definition of quality objectives, development for required processes, established for appropriate verification programs and the requirement for records necessary to demonstrate the process and products conform to intended requirements. Operational planning and control is required prior to new and/or revised products or processes being implemented. During the planning phase, management will identify:

- Requirements for the products and services
- Criteria for the process and the acceptance of products and services
- Resources needed to achieve conformity to the product and service requirements
- Control of the process in accordance with the criteria
- Documented information to the extent necessary to have confidence that the processes have been carried out as planned and to demonstrate the conformity of products and services to their requirements

The output of operational planning and control includes documented quality plans, resource requirements, processes, equipment requirements, procedures, test data and design outputs.

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8.2 Requirements for Products and Services



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8.2.1 Customer Communication

UCOM INC has implemented an effective system for communicating with customers the system includes but is not limited to:

- Information relating to product and services
- Inquiries, contract and order handling, including amendments
- Customer feedback, including customer complaints and surveys
- Specific requirements for contingency planning for customer issues when relevant

8.2.2 Determining of Requirements Related to Products and Services

UCOM INC requires that all customer specific requirements for products and services are clearly defined by the customer including but not limited to:

- Applicable statutory and regulatory requirements
- Requirements considered necessary by UCOM INC

UCOM INC verifies that we can meet the products and services for our customers prior to launching the product.

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8.2.3 Review of Requirements Related to Products and Services

8.2.3.1 UCOM INC ensures we have the ability to meet the requirements for products and services to be offered to customers. Management conducts a contract/product review prior to committing to supply products and services to a customer. The review process at a minimum includes:

- Requirements specified by the customer, including the requirements for delivery and post-delivery activities
- Requirements not stated by the customer, but necessary for the intended use, when known
- Requirements specific by the organization
- Statutory and regulatory requirements applicable to the products and services
- Contract or order requirements differing from those previously expressed

UCOM INC ensures contracts, purchase orders or other requirements differing from those previously defined, are reviewed and approved prior to incorporating into our business systems. We retain applicable information of the initial review and on any new/revised customer or applicable external party requirements for the products and services provided.

8.2.3.2 UCOM will retain documentation information applicable on the results of the review and on any new requirements for the products and services.

8.2.4 Changes to requirements for products and services

UCOM INC ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements for products and services changed.

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8.3 Design and development

This section is not applicable. All product is designed and developed by our customers.

8.4. Control of Externally Provided processes, Products and Services

8.4.1 UCOM INC maintains responsibility for the quality of all products purchased from external providers, including customer designated sources. Procedures ensure products and services being provided by external sources will conform to our customers' requirements. Examples of our controls include:

- a documented approved vendor list
- the review of external providers performance
- all incoming product and processes are required to have certification of compliance

8.4.2 Type and extent of control

UCOM INC ensures that externally provided processes, products and services do not adversely affect our ability to consistently deliver conforming products and services to our customers. Vendors demonstrating inadequate performance will be issued some type of corrective actions. Poor performing vendors will be replaced.

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8.4.3 Information for external providers

UCOM INC uses purchase orders to define the products or services to be purchased. Purchase orders are created by our MRP system, by designated individuals within the company. Purchasing documents are reviewed for adequacy and approved by purchasing personnel prior to release. Purchase documents clearly describe what product or service is to be provided.

All Purchase orders will be acknowledged for approval indicating our vendors ability to meet all our requirements including all legal and statutory requirements.

8.5 Production and service provisions

8.5.1 Control of Production and service Provision

UCOM INC plans and implements production and service provision under controlled conditions and as required by job specific requirements. Examples of the controls include:

- availability of the information that define characteristics and result to be achieved
- availability of competent and effectively trained personnel and adequate equipment
- availability and use of suitable monitoring and measuring devices and resources
- evidence that all manufacturing and inspection operations have been completed as planned

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- Manufacturing procedures, Routers (Workorders), inspection instructions, visual aids and other documents deemed necessary, define the acceptance for manufacturing and service operations. The plans provide detailed instruction and guidance for all production and service phases including the methods and equipment to be used and workmanship criteria. Records for each workorder number of product produced provide unique traceability and identify the quantity manufactured and released for delivery. This record is maintained as required by customer contract requirements.

8.5.2 Identification and Traceability

UCOMINC identifies parts and products by suitable means throughout production. Marking methods will be described in the applicable operations procedures for affected departments. Where traceability is required, we control and record the unique identification of the outputs. According to the level of traceability required by contract, regulatory or other established requirement, our procedures provides for:

- identification to be determined throughout the process including delivery and post-delivery
- identification of sub-components and those of the next higher assembly

8.5.3 Property belonging to customers or external providers

We exercise care with property belonging to customers or external providers while it is under our control or being used, Procedures are established for the control, storage, maintenance and accounting of Customer/Government furnished material. To include also tooling and equipment including data used for design, production and/or inspection provided to UCOMINC for the performance of work under a specific contract or contracts.

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8.5.4 Preservation

UCOM INC preserves the conformity of parts and products during internal processing and delivery to the intended destination including outside services. Procedures include instructions for identification, handling, packaging, storage and protection. Preservation of outputs also includes, where applicable:

- cleaning
- prevention, detection and removal of foreign object
- special handling for sensitive outputs
- marking and labeling including safety warnings
- special handling for hazardous materials

The shipping department ensures that documents required by the contract/order to accompany the products are present at delivery and are protected against loss and deterioration.

8.5.5 Post-Delivery activities

UCOM INC maintains documented information of all products delivered to our customers. The extent of post-delivery activities includes consideration of our customers' requirements and received feedback.

UCOM has established a warranty period to assure all products meet customer expectations and regulatory and statutory requirements.

Customer feedback is reviewed to continually improve products and services.

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8.5.6 Control of changes

Management shall review and control changes for production or service operations to the extent necessary to ensure continuing conformity of customer or internal requirements.

Records of results of the review of changes, the person authorizing the change and any necessary actions arising from the review are maintained in accordance with applicable procedures.

8.6 Release of products and services

UCOM INC monitors and measures the characteristics of the product in receiving inspection, in process inspection and final inspection to verify that internal and external requirements have been met. Documented procedures have been established for product inspection. Documented Records and information of inspection include evidence of conformity with the acceptance criteria and traceability to the person authorizing the release. Records of inspection are maintained.

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8.7 Control of Nonconforming outputs

8.7.1 We ensure that products or services that do not conform to established requirements are identified and controlled to prevent their unintended use or delivery.

- Segregate, contain or return
- Inform customer-if necessary
- Correct the issue
- Re-inspect to requirements
- Obtain authorization if concessions are needed for conformity.
 - Identify the person authorizing the concession

8.7.2 UCOM utilizes a non-conforming log sheet to document and provide for continuous reduction of defective product.

9. Performance Evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 The objectives on monitoring, measurement, analysis and evaluation are: process criteria, product characteristics, performance and effectiveness of the QMS. Results from monitoring and measurements are evaluated. The QMS system is reviewed during the annual management review. Areas for improvement are analyzed and planned for action. This log is used for vendors, in process and final audit. For customer returns we utilize a CRA number and form.

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9.1.2 Customer satisfaction

UCOM INC monitors information relating to customer perception of our continual ability to fulfill their requirements. UCOM collects and analyzes customer feedback through complaints and customer satisfaction surveys. This data is reviewed and discussed during management review. Customer satisfaction data is used by management to identify opportunities for improvement.

9.1.3 Analysis and evaluation

We perform necessary analyses and evaluate appropriate data and information initiated from monitoring and measurement. We use the results to evaluate conformity of products and services, customer satisfaction, the performance and effectiveness of the QMS, the performance of external providers and the need for improvement of the QMS.

9.2 Internal Audit

9.2.1-9.2.2 UCOM INC plans and conducts internal audits at planned intervals. Internal audits are conducted to verify quality activities and related results comply with planned expectations including customer contractual requirements and other QMS requirements as deemed necessary and applicable. A manager of UCOM will be responsible for organizing and coordinating the internal audits to ensure that the audit scope, the frequency and methods are defined and following requirements are satisfactory achieved:

- Definition of audit responsibilities
- Definition of requirements for planning and conducting the audit including taking appropriate correction and corrective actions without undue delay.
- Assurance of auditor independence
- Recording of audit result
- Communication of audit results to management during weekly meetings

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9.3 Management Review

9.3.1 Management shall review the organizations QMS system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.

9.3.2 Management Review inputs:

Assessment of the QMS is based on a review of information inputs to Management Review. Input examples include:

- The status of actions from previous management reviews
- Changes in external and internal issues that are relevant to the QMS
- Customer satisfaction and feedback from relevant interested parties.
- The extent to which quality objectives have been met
- Process performance and conformity of products and services
- Nonconformities and corrective actions
- Audit results
- Interested parties
- Adequacy of resources

In addition, management review inputs shall include the effectiveness of actions taken to address risks and opportunities and opportunities for improvement.

9.3.3 Management Review Outputs:

Management Review Outputs include decisions and actions related to the following:

- Opportunities for improvement and changes needed to the QMS
- Resource needs and annual objectives

Results of management Review meetings shall be retained.

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10 Improvement

10.1 General

UCOM INC determines and selects opportunities for improvement and implements necessary actions to meet customer requirements and enhance customer satisfaction. Examples:

- Improving products and services to meet requirements as well as to address future needs and expectations
- Correcting, preventing or reducing undesired effects
- Improving the performance and effectiveness of the QMS

10.2 Nonconformity and corrective action

10.2.1 UCOM INC initiates actions to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered. When nonconformity occurs, corrective action procedures are initiated and implemented. Examples of actions taken include:

- Taking action to control and correct it
- Reviewing and analyzing the nonconformity
- Determining the cause of the nonconformity
- Determining if similar nonconformities exist, or could potentially occur
- Implementation of any action needed
- Review of the effectiveness of any corrective action taken
- Updating risk and opportunities determined during planning, if necessary
- Making changes to the QMS, if necessary
- Records: e-mails, outgoing paperwork, non-Conforming log or CAPA

10.2.2 UCOM will retain evidence of non-conformities, actions taken and results of the corrective actions.

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10.3 Continual improvement

UCOM INC initiates actions to continually improve the suitability, adequacy and effectiveness of the QMS. Continual improvement techniques and processes are applied to areas of the business that have an impact on the quality of products and services. We analyze and take necessary actions on results of improvement projects as well as from the Management Review outputs.

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Appendix A

Quality Manual Revision and Changes for QMS

New Revision Date

B **09.11.2017**

Change: (1) Moved Sentence from 4.4 into 4.3 – Where it belonged.

(2) Elaborated on needs and expectation of interested People.

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Approved By: Russell Owens

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Appendix B

Associated Forms used for QMS

<u>Clause/Paragraph</u>	<u>Associated documentation</u>
7.1.5.1	QC004, QC013, TS002
7.2	PR013, PR006
7.5	AM014, AM015
8.2.3.2	AM022
8.3.2-8.3.6	N/A
8.4	QC006, QC007
8.5.1	QC010
8.5.2	QC008
8.5.3	Emails
8.5.6	AM022, QC001
8.6	TS004 -TS020
8.7	AM019, AM018
8.7.1	AM022
8.7.2	QC019
9.1.1	AM027
9.2.1	AM016, AM017, PR009, PR010, AM020
9.2.2	PR009, PR010

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9.3	AM026
10.1	AM010, AM011, AM012, AM013
10.3	AM025