



WAYTEK



qms

MANUAL



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Introduction

This QMS manual describes the policies and company-wide control system of Waytek, Inc.'s quality management system.

Supporting documentation such as procedures, work instructions, charts, and forms are found in the Waytek, Inc. Quality Manual.

Company Overview

❖ The name of this organization is Waytek, Inc.

❖ It is located at:

2440 Galpin Court
PO Box 690
Chanhassen MN 55317

❖ Waytek, Inc. distributes electrical wiring supplies. The company was founded in 1970, incorporated in 1972, and is classified under SIC Code 5063.

Company Structure

❖ Waytek, Inc. operates its production facilities at one location in Chanhassen, Minnesota.

❖ The senior executive responsible for operation is the President.

❖ The management representative is the Quality Manager.

❖ Waytek, Inc. maintains a written organization chart designating positions and responsibilities of company officers, managers and staff.



Mission

We provide an exceptional customer experience.

Quality Policy

Waytek, Inc. is committed to quality by complying with customer and regulatory requirements. Each Waytek employee is personally responsible for the quality of his or her work and is empowered to initiate action to ensure both quality and continuous improvement within the organization.

A handwritten signature in black ink, appearing to read "Robert Lamoreaux", written over a horizontal line.

Robert Lamoreaux
President

A handwritten signature in black ink, appearing to read "Nancy Nguyen", written over a horizontal line.

Nancy Nguyen
Quality Manager

Quality Objectives

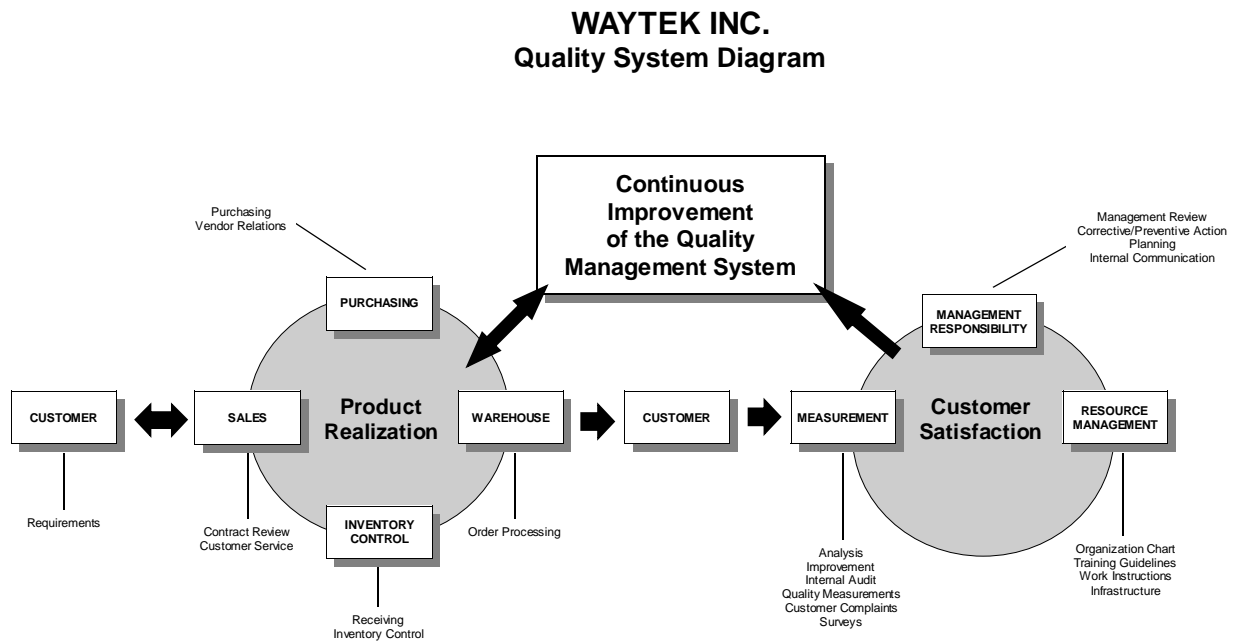
1. Maintain a formal quality system.
2. Communicate the Quality Policy and Quality Objectives to all employees so that each employee understands his or her role in the quality system.
3. Provide quality products and services by meeting the expectations of our customers.
4. Foster an atmosphere of process improvement and problem prevention.
5. Empower employees so that they can help improve the systems that affect their work.
6. Provide education and training to all employees to support their health, welfare, and safety.
7. Develop relationships with our suppliers that emphasize continuous improvement in product quality, service, and support.
8. Monitor and measure processes and outputs to achieve desired organizational goals.
9. Utilize these quality objectives and provide the necessary resources to continually improve the effectiveness of the quality system.

Scope

This QMS Manual documents the policies of Waytek, Inc.'s quality system as established by the organization's Executive Management.

Interaction of Processes

The interaction of processes to promote continuous improvement is illustrated below in the *Waytek Inc. Quality System Diagram*.





Permissible Exclusions

Exclusion	Description	Justification
7.2.1 (a)	The organization shall determine...requirements specified by the customer, including requirements for delivery and post-delivery activities...	<i>Waytek, Inc. does not have any post-delivery services or activities that are required by contract.</i>
7.3	Design and Development (entire clause)	<i>Waytek, Inc. is a distribution entity and does not perform its own design functions.</i>
7.5.1 (f)	The organization shall plan and carry out production and service provision under controlled conditions. Controlled conditions shall include...the implementation of release, delivery and post-delivery activities...	<i>Waytek, Inc. does not have any post-delivery services or activities that are required by contract.</i>
7.5.2	Validation of Processes for Production and Service Provision (entire clause)	<i>Waytek, Inc. is a distribution entity and does not validate any processes for production and service provision. Deficiencies detected after delivery or use shall be handled in the same manner as that of nonconforming product.</i>
7.5.4	Customer Property (entire clause)	<i>Waytek, Inc. does not accept or handle customer supplied property or incorporate customer supplied products into Waytek parts.</i>
7.6	When used in the monitoring and measurement of specified requirements, the ability of computer software to satisfy the intended application shall be confirmed. This shall be undertaken prior to initial use and reconfirmed as necessary.	<i>Waytek, Inc. does not have test software.</i>

Quality Management System

4.1 General Requirements

- ❖ Waytek Inc. shall establish, document, implement and maintain a quality management system and continually improve its effectiveness.
- ❖ Waytek Inc. shall identify and control the processes required to maintain the quality management system and their application throughout the organization by:
 - determining the criteria and methods of processes to ensure effectiveness;
 - ensuring the availability of resources to support the processes;
 - monitoring, measuring and analyzing processes; and
 - implementing actions necessary to achieve organizational goals and facilitate continual improvement.

4.2 Documentation Requirements

Document and Data Control (Reference: Document No. 0107OP)

- ◆ All quality related documents and data are controlled. Control extends from the initial concept through review, approval, issuance and obsolescence.
- ◆ Documents and data required for the effective functioning of the quality system are available at appropriate locations.
 - Documents will be distributed to all areas by the Quality Manager upon request.
 - The type of copy (controlled or uncontrolled) provided will be determined at the time of the request.
- ◆ Documents and data are reviewed and approved by authorized personnel prior to issue.
- ◆ Changes to documents are carried out by the original approval authority, unless otherwise designated.
 - Pertinent background information is available as a basis for review and approval.
 - The nature of the change is identified when practical.
- ◆ A master list of documents is maintained to identify current revisions of all controlled and approved documents.
- ◆ Invalid and/or obsolete documents are removed from all points of issuance and use, except as required for record retention.
- ◆ Records of document and data control are maintained.

**Quality Records** *(Reference: Document No. 0108OP)*

- ◆ Waytek Inc. maintains quality records to provide evidence of the effective implementation and operation of the quality management system.
- ◆ Quality records shall be identified, collected and filed.
- ◆ Quality records shall remain legible, readily identifiable and retrievable.
- ◆ Quality records shall be maintained in a suitable environment to prevent damage or deterioration and prevent loss.
- ◆ Customer personal information (i.e. social security, credit card numbers, etc.) is restricted to authorized personnel, and shall be shredded when disposed.
- ◆ Records are available for evaluation by Waytek customers or regulatory agencies when required.

Management Responsibility

5.1 Management Commitment

- ❖ Executive Management of Waytek Inc. shall provide evidence of its commitment to the quality management system.
- ❖ Executive Management shall be committed to continually improving the effectiveness of the quality management system by:
 - communicating to the organization the importance of meeting customer requirements;
 - establishing the Quality Policy;
 - establishing Quality Objectives;
 - conducting management reviews; and
 - ensuring the availability of resources.

5.2 Customer Focus

- ❖ Executive Management of Waytek Inc. shall ensure that customer requirements are determined and met.
- ❖ Executive Management of Waytek Inc. shall aim to enhance customer satisfaction.

5.3 Quality Policy

- ❖ Executive Management of Waytek Inc. shall ensure that the Quality Policy
 - is appropriate to the purpose of the organization;
 - includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system;
 - provides a framework for establishing and reviewing quality objectives;
 - is communicated and understood throughout the organization; and
 - is reviewed annually for continuing suitability.



5.4 Planning

- ❖ Executive Management of Waytek Inc. shall establish quality objectives at relevant functions and levels within the organization, and shall ensure that they are consistent with the Quality Policy.
- ❖ Executive Management of Waytek Inc. shall ensure that the planning of the quality management system meets the general requirements stated in section 4.1 as well as established quality objectives.
- ❖ Executive Management of Waytek Inc. shall ensure the integrity of the quality management system is maintained when changes are planned and implemented.

5.5 Responsibility, Authority and Communication

- ❖ Responsibilities and authorities are defined and communicated throughout the organization.
- ❖ The Quality Manager has the responsibility and authority to :
 - Ensure that necessary processes are established, implemented and maintained;
 - Report to Executive Management the performance of the quality management system and any improvement needs; and
 - Ensure the promotion of awareness of customer requirements throughout the organization.
- ❖ Executive Management shall ensure that appropriate communication processes are established within the organization and that communication takes place regarding the effectiveness of the quality management system.

5.6 Management Review

Management Review (Reference: Document No. 0109OP)

- ◆ Executive Management of Waytek Inc. shall review the quality management system annually to ensure continuing suitability, adequacy and effectiveness.
- ◆ Management reviews shall include assessment of opportunities for improvement and the need for changes to the quality management system.
- ◆ Management Review **input** shall include:
 - audit results;
 - customer feedback;
 - process performance and product conformity;
 - status of preventive and corrective actions;
 - follow-up actions from previous management reviews;
 - changes that could affect the quality management system; and
 - recommendations for improvement.

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- ◆ Management Review **output** shall include any decisions or actions related to:
 - improvement of the effectiveness of the quality management system and its processes;
 - improvement of product due to customer requirements; and
 - resource needs.
- ◆ Records of management reviews shall be maintained.

Resource Management

6.1 Provision of Resources

- ❖ Executive Management of Waytek Inc. shall determine and provide resources needed to:
 - implement and maintain the quality management system and continually improve its effectiveness; and
 - enhance customer satisfaction by meeting customer requirements.

6.2 Human Resources

Training (Reference: Document No. 0101OP)

- ◆ Waytek Inc. identifies training needs for all employees performing work that affect quality.
 - Qualifications and training requirements for managerial positions and subsequent performance assessments are determined by Executive Management and will not be documented due to the size of the organization.
- ◆ Personnel are qualified based on appropriate education, training, skills and education.
- ◆ Records of training shall be maintained.
 - While employed, evidence of employee training will be kept on file.
 - Training records may be discarded after the last day of employment.
- ◆ Waytek shall ensure personnel are aware of the significance of their jobs and how they contribute to the overall effectiveness of the quality system.
- ◆ Employees are trained on the job by qualified personnel.

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- ◆ All procedures, work instructions, and forms used in the area are reviewed with the trainee.
 - Training guidelines are used to introduce the employee to key aspects of the work performed in the specified work area.
 - Training guidelines are periodically evaluated for completeness and accuracy.
- ◆ Annual reviews of employee performance are conducted and assessments made of training needs and effectiveness. Additional training and education may be recommended based on these evaluations to achieve desired levels of performance.

6.3 Infrastructure

- ❖ Waytek Inc. shall determine, provide and maintain the infrastructure needed to achieve conformity to product requirements.
- ❖ Infrastructure includes:
 - buildings, workspace and associated utilities;
 - process equipment (hardware and software); and
 - supporting services.

6.4 Work Environment

- ❖ Waytek Inc. shall determine and manage the work environment needed to achieve conformity to product requirements.

Product Realization

7.1 Planning of Product Realization

- ❖ Waytek Inc. shall plan and develop the processes needed for product realization.
- ❖ The planning of product realization shall include determination of:
 - quality objectives and requirements for the product;
 - the need to establish processes and documents, and provided resources specific to the product;
 - required verification, monitoring, inspection and test activities specific to the product and the criteria for product acceptance;
 - records needed to provide evidence that the realization process meet requirements.

7.2 Customer-Related Processes

Contract Review (Reference: Document No. 9101SA)

- ◆ No order, contract, or contract amendment shall be accepted prior to verification that customer requirements are adequately defined and documented, and/or agreed upon if no written statement is supplied (verbal orders).
- ◆ No order, contract, or contract amendment shall be accepted if Waytek does not have the capability to meet customer requirements.
- ◆ Internet orders shall be reviewed to the extent necessary to maintain process control.
 - Web users are responsible for the accuracy of orders they place on the website.
 - Waytek will ensure that the information published on the website is accurate to the best of the organization's ability.
- ◆ Order acceptance will be the result of the compliance capability to customer, organizational, statutory and regulatory requirements.
- ◆ All differences and/or discrepancies detected after an order has been accepted shall be resolved prior to release if possible.
- ◆ Upon acceptance of contract amendments, all affected functions shall be advised of the impact.

Sales / Customer Service (Reference: Document No. 9100SA)

- ◆ Waytek Inc. will provide quality service to meet or exceed customer expectations.
- ◆ Customer Service personnel shall treat all customers with the highest amount of respect.
 - Customers are defined as anyone with whom Sales personnel has contact as part of their daily functions. Customers may be internal (ex. Purchasing, A/R, etc.) or external (vendors, carriers, etc.).
- ◆ Information will be provided to the best of our ability with regards to order and part status, delivery information, pricing and specifications.
- ◆ Customer Service personnel shall be trained to recognize potential problems and notify the appropriate personnel for action with all aspects of the system.

**Returned Product** (Reference: Document No. 0104OP)

- ◆ Waytek Inc. will establish and maintain a formal documented policy governing the Terms and Conditions for customer returns.
- ◆ Waytek Terms and Conditions will be made available via the Waytek Inc. product catalog, the Waytek Inc. website www.waytekwire.com, or by fax, mail or e-mail upon request.
- ◆ Restocking fees may apply for returns accepted beyond the published return guidelines at Waytek's discretion.
- ◆ Products returned due to quality issues will be evaluated and the findings, resolution and any corrective/preventive action will be documented.
- ◆ Management shall monitor information relevant to customer satisfaction and customer perception as to whether their requirements have been met.

7.3 Design and Development

(Not Applicable.)

Waytek Inc. is a distribution entity and does not perform its own design functions.

7.4 Purchasing

Purchasing (Reference: Document No. 5100PD)

- ◆ Waytek Inc. ensures that products and services obtained from vendors conform to specified requirements.
- ◆ The Purchasing Manager has the authority to approve purchases from vendors not listed as an approved vendor when required.
- ◆ Waytek Inc. reserves the right to on-site inspection at the vendor's facility. However, primary verification of purchased product is receiving and in-process inspection. Waytek reserves the right to return to the vendor all nonconforming product.
- ◆ Where contractually required by the customer, Waytek Inc. will arrange for on-site inspection at the vendor's facility or at Waytek's facility. Verification and method of product release will be specified in purchasing documents when inspection at the vendor's facility is required.
- ◆ Purchasing personnel will establish and maintain a formal vendor evaluation procedure to monitor and ensure vendors are meeting the requirements of Waytek's quality system.



Vendor Evaluation (Reference: Document No. 5101PD)

- ◆ Waytek Inc. evaluates the performance of approved vendors to ensure continuing compliance to Waytek purchasing requirements.
- ◆ Vendors subject to evaluation are classified under “Resale” and shall be reviewed, at minimum, once a year.
- ◆ Performance evaluation of each vendor shall be measured in the following areas for an accumulative score of 100 points.

Area Evaluated	Possible Points	Performance Goal
Non-defective Product	15	
On-Time Delivery	30	25 +
Part Accuracy	15	14 +
Quantity Accuracy	15	14 +
Pricing Accuracy	5	
Customer Service	5	
Response to Quotes	5	
Response to Expedites	5	
Response to Requests	5	

- Where a performance goal has been established, further investigation and possible corrective action is required when a vendor falls below the goal.
- Points shall be awarded at a buyer’s discretion to intangible areas such as customer service and how a vendor responds to quotes, expedites and requests.
- Intangible measurements may be based on experience, history or from recorded customer feedback.

- ◆ Vendor rating or status is determined by the vendor’s total score, as well as for corrective action.

Vendor Rating / Status	Overall Performance / Total Points Earned
Excellent	90 – 100
Good	80 – 89.99
Fair	70 – 79.99
Poor	< 70

- Corrective Action may include:
 - Investigation into problems
 - Contact with Vendor Rep
 - Issue Corrective Action Request (CAR) Form 5302PD
- Vendors with a score of **70 or Less** will be issued a mandatory CAR.

- ◆ Vendors shall receive a copy of its evaluation and overall performance.
- ◆ Results and/or corrective actions arising from vendor evaluations shall be recorded and reported to management.

Receiving (Reference: Document No. 4100IC)

- ◆ Waytek Inc. shall ensure that incoming product conforms to requirements specified per Waytek purchase orders, by customer requirement or by any other contract.
 - No product shall be released from Receiving without being received and inspected according to documented receiving procedures.
 - Authority to release product following final inspection is assigned to all personnel trained for performing final inspections.

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- No positive recall procedure exists for items released for production, nor will one be established.
- It is the responsibility of the customer to verify product that has been drop shipped from a Waytek Vendor to a Waytek Customer. Drop shipments are not a standard procedure for Waytek, and are performed when contractually required.
- ◆ Waytek Inc. shall ensure that product identification is maintained from receiving, storage and order processing through final shipment to the customer.
 - All product containers shall be labeled with the complete Waytek Part Number by the vendor or by Waytek Receiving personnel prior to storage.
- ◆ Quality records are maintained on all incoming product verifications and nonconforming products found during the receiving and put away process.

7.5 Production and Service Provision

Order Processing (Reference: Document No. 2100WH)

- ◆ Waytek Inc. identifies, plans and controls all aspects of order processing through training and documented procedures and instructions.
- ◆ Processes are planned, analyzed and qualified using documented procedures.
 - All new processes and changes to existing processes must be approved by the Quality Manager and/or Warehouse Manager. Due to the small size of our company, a formal documented procedure will not be established for evaluation and acceptance criteria of new processes or process changes.
 - Waytek does not have any special processes.
 - Waytek does not perform any servicing or installation activities and does not provide for product identification and traceability through such means.
 - Waytek's processes do not include servicing; therefore Waytek does not make provisions for post-delivery activities beyond corrective action as they apply.
- ◆ Processes are carried out under controlled conditions including:
 - documented procedures and instructions;
 - the availability of information that describes product characteristics;
 - the use of suitable equipment and suitable maintenance of equipment to ensure continuing process capability;
 - a suitable working environment;

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- compliance with applicable government safety and environmental regulations;
 - compliance with references, standards/codes and quality plans;
 - monitoring and control of process parameters, including the availability and use of monitoring and measuring devices; and
 - criteria for workmanship.
- ◆ All new equipment for use in warehouse production must be approved by the Quality Manager and/or Warehouse Manager. Due to the small size of our company, no procedure will be established for evaluation and acceptance criteria for equipment.
 - ◆ Procedures are maintained for the identification of product.
 - Identification procedures ensure that only conforming product will be dispatched or used except when released under authorized concession.
 - All products maintain positive identification of conformance or nonconformance status.
 - Quality records of product identification are not maintained.
 - ◆ The qualification of personnel involved in order processing is determined by training records, experience and/or management approval.

Material Handling (Reference: Document No. 0106OP)

- ◆ All product is handled, identified and processed through packaging for final delivery with the intent to preserve product integrity and quality.
- ◆ Designated storage areas will be maintained for all products.

Shipping (Reference: Document No. 1100SH)

- ◆ Waytek Inc. shall follow the Material Handling Procedure 0106OP to ensure product preservation, integrity and quality during the shipping process.
- ◆ Waytek Inc. shall ensure that customer orders are shipped quickly and accurately.
- ◆ Shipping personnel shall be continuously trained to the most current shipping and carrier requirements and regulations.
- ◆ Waytek Inc. shall prepare and process all packages for delivery according to this documented procedure to ensure expediency, consistency and quality.

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- ◆ Waytek Inc. shall comply with each customer's shipping requirements, provided
 - the shipping method or request is feasible;
 - the shipping method or request meets the carrier's requirements; and
 - discrepancies are resolved and the resolution is agreed upon by all parties.
- ◆ Where customer requirements are not specified, Waytek Inc. shall determine the most suitable shipping method.
- ◆ Shipping records of customer orders shall be maintained.

7.6 Control of Monitoring and Measuring Devices

Calibration (Reference: Document No. 3101QA)

- ◆ Waytek Inc. ensures that monitoring and measuring devices are controlled, calibrated and maintained in a manner consistent with determined requirements.
- ◆ Measuring equipment is identified, calibrated and adjusted at prescribed intervals against certified equipment traceable to nationally recognized standards.
 - New measuring equipment will be calibrated prior to use if not pre-calibrated by the manufacturer or vendor.
 - Where no nationally recognized measurement standards exist, the basis for calibration will be documented.
- ◆ In-house calibration is performed by trained maintenance personnel only.
- ◆ All other equipment calibration is performed by a qualified calibration service.
- ◆ All tape measures used for the purpose of measuring product are calibrated using a certified tape measure.
- ◆ Equipment will be adjusted or re-adjusted as necessary, and will be protected from adjustments that would invalidate measurements.
- ◆ Equipment is identified with suitable indicators or records to show calibration status.
- ◆ If equipment is found to be out of calibration, the validity of prior inspections will be assessed.
- ◆ Handling, preservation and storage practices ensure that accuracy is maintained.
- ◆ Records of calibration are maintained.



Measurement, Analysis and Improvement

8.1 General

- ❖ Waytek Inc. shall plan and implement the monitoring, measurement, analysis and improvement processes needed to:
 - demonstrate conformity of the product;
 - ensure conformity of the quality management system; and
 - continually improve the effectiveness of the quality management system.
- ❖ Waytek Inc. shall determine applicable methods to monitor, measure and analyze improvement processes.

8.2 Monitoring and Measurement

Quality Measurements (Reference: Document No. 3102QA)

- ◆ Waytek Inc. identifies and uses statistical measurements to monitor, control and improve the effectiveness of the quality system.
- ◆ Management shall monitor information relevant to customer satisfaction and customer perception as to whether their requirements have been met.
- ◆ Quality measurements shall demonstrate the ability of processes to achieve desired goals or acceptable ranges.
- ◆ Appropriate corrective and/or preventive action shall be taken when planned results are not achieved.
- ◆ Quality records shall be maintained.

Internal Audits (Reference: Document No. 3100QA)

- ◆ Waytek Inc. plans and implements internal quality audits to verify and assess the operation and effectiveness of the quality system.
- ◆ Audits are scheduled on the basis of status and relevance of the activity to be audited.
 - Key processes of the organization shall be audited, at minimum, once every two years. A one-year hiatus is allowed for audits without findings.
 - Calibration must be audited on an annual basis.
 - An Audit of the Year will be determined by Management at the beginning of the third quarter, and will be based on the most significant problem area.
 - The audit manager has the authority to revise the schedule as needed.

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- ◆ Audits and follow-up actions shall meet Waytek requirements and shall be conducted according to documented procedures.
- ◆ Audits are conducted by personnel independent of the areas audited.
- ◆ Results of audits are communicated to management responsible for the area audited.
- ◆ Where the corrective action plan cannot be agreed upon between the Audit Department and Management, Management's authority shall supersede that of the Audit Department.
- ◆ Timely corrective action shall be taken and verified based on the results of the audits.
 - Results of verifications will be recorded and reported to management.
- ◆ Quality records of internal quality audit activity are maintained.

8.3 Control of Nonconforming Product

Nonconforming Product (Reference: Document No. 0103OP)

- ◆ Waytek Inc. ensures that product that does not conform to specified requirements is prevented from unintended use or delivery. Control will provide for identification, documentation, evaluation, segregation (when practical), disposition and notification of areas affected.
- ◆ Nonconforming product is reviewed in accordance with documented procedures.
- ◆ Nonconforming product may be:
 - reworked to meet specified requirements;
 - accepted with or without repair, provided customer authorization is obtained;
 - used for alternative applications; or
 - rejected or scrapped.
- ◆ Where required by contract, the use or repair of nonconforming product is documented and reported to the customer.
- ◆ Repaired and/or reworked product is re-inspected to demonstrate conformity to specified requirements.
- ◆ Nonconforming material shipped under a customer-authorized concession will be properly documented and recorded.
- ◆ Nonconforming product that is detected after delivery or use will be handled according to the Customer Complaint Corrective Action Procedure or the Returned Product Procedure as appropriate.
- ◆ Quality records of nonconforming product activity are maintained.



8.4 Analysis of Data

- ❖ Waytek Inc. shall establish, document, implement and maintain a quality management system and continually improve its effectiveness.
- ❖ The analysis of data shall provide information relating to:
 - customer satisfaction;
 - conformity to product requirements;
 - characteristics and trends of processes and products including opportunities for preventive action; and
 - suppliers.

8.5 Improvement

Corrective and Preventive Action *(Reference: Document No. 0105OP)*

- ◆ Waytek employees are empowered and responsible for the continual improvement of the quality system.
- ◆ The requirements for identifying nonconformities and potential causes of nonconformities are indicated in Waytek's documented procedures.
- ◆ The Quality System Diagram depicts the flow of information and the interaction among various internal and external functions that comprise Waytek's quality system.
- ◆ A corrective/preventive action may be initiated by anyone who has a concern about the quality of a part or process.
- ◆ Corrective/preventive actions can be initiated for internal or external processes or parts.
- ◆ It is the Quality Manager's responsibility to oversee and approve all corrective and preventive actions.