

XMULTIPLE

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Xmultiple Technologies, Inc.

Quality Manual and Procedures

Dated February 11, 2010

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Section 1 COMPANY PROFILE

1. Name of Company: **XMULTIPLE Technologies, Inc.**

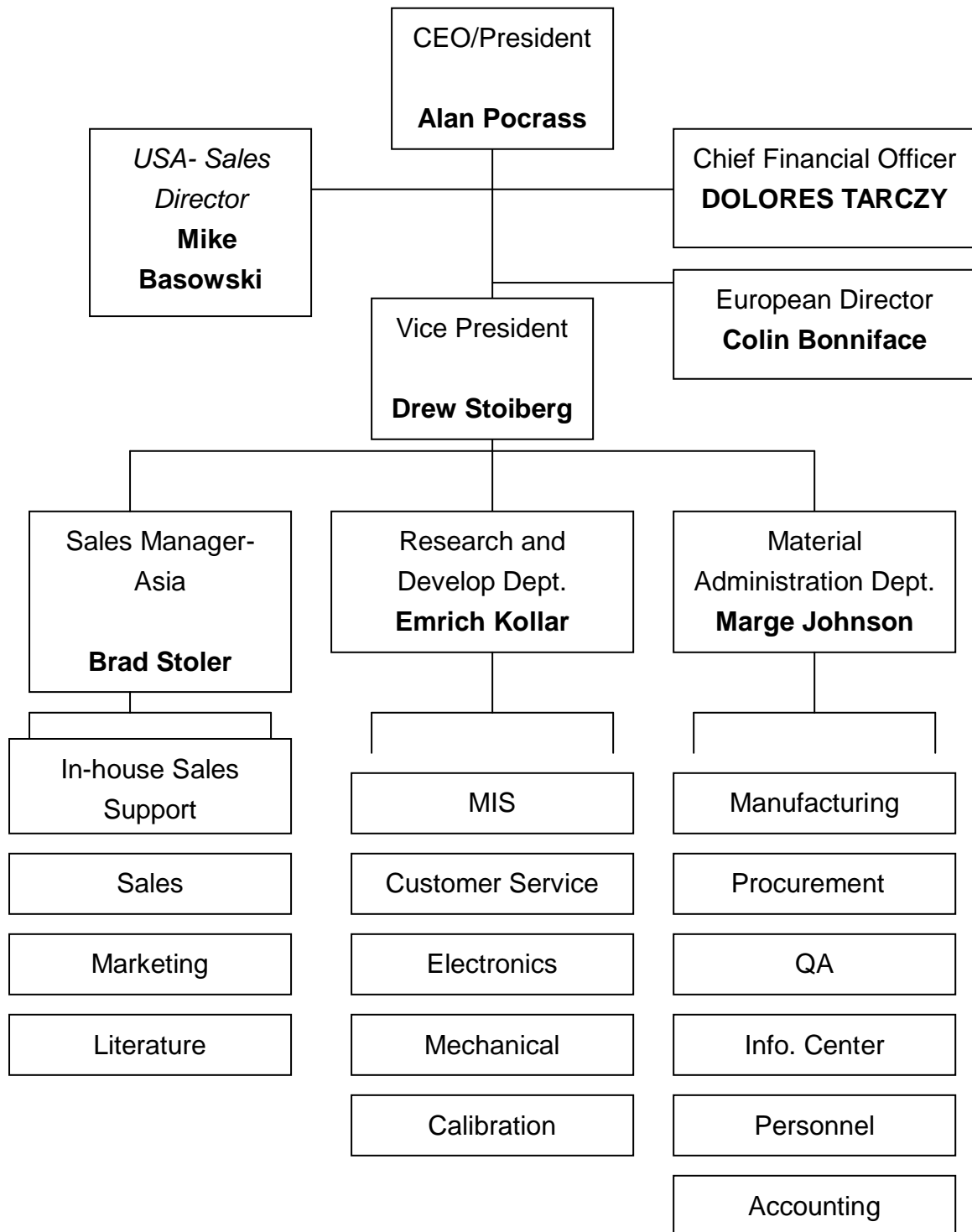
2. CEO/President XMULTIPLE USA **Alan Pocrass**

3. Telephone No. USA: **805-579-1100**
Fax No. USA:: **805-579-7800**

4. Area of Company: **10,231.50 square meter**

5. Date of Establishment: **June 1999**

ORGANIZATION CHART



Section 2 **XMULTIPLE MANAGEMENT**

1. **MISSION:**

To maintain quality and implement company management system, to increase productivity and cut down operation cost and to meet the customers need. Those are the management Responsibility.

2. **SCOPE:**

All the staff that is concerned with quality is in this category.

3. **MANAGEMENT KEYPOINTS:**

3.1. **QUALITY POLICY:**

- A. To fully carry out the quality policy, which is, based on the ISO9002 quality assurance guidelines.
- B. Company's quality policy is as stated on the page 3 of this document.

3.2. **QUALITY TARGET.**

In the end of every year, the management review meeting formulates the quality target for the next year. After the management participants' review, this proposal should be presented to General Manager to approve and issue.

3.3. **ORGANIZATION AND RESPONSIBILITY**

- A. Company organization chart as shown on page 4.

3.4. **THE RESPONSIBILITY OF MANAGERS AND DEPARTMENTS**

A. President:

Formulate major policy and chair the meeting of management review

B. Vice President

Assist President in all aspects of business

C. Production Manager

In charge of the production quality and carry out company's policy to reach the quality target through quality system.

XMULTIPLE DEPARTMENTS

D. SALES DEPARTMENT

1. Set the company's annual sales target and annual planning.
2. Review and verify the contract and order.
3. Collect the marketing information and explore new market.
4. Advertising and marketing strategic planning.
5. Handle the customers' complaint and the change of production.
6. Control the delivery date and arrange the shipping.
7. Banking documentation preparation.

E. PRODUCTION CONTROL DEPARTMENT.

1. Arrange the production according to order's priority of orders.
2. Arrange the production change.
3. Insure the production is going on as scheduled.
4. Propose cost reduction actions and control material.
5. Management of subcontracting.
6. Schedule the delivery and control punctual shipping.

F: RESEARCH & DEVELOPMENT DEPARTMENT.

1. Develop new product.
2. Product research, development and production improvements.
3. Customers' technical support.
4. New models' development and making of mockup sample.
5. Making working mockup samples for sales department.
6. Estimation of new product's production cost.
7. Management of engineering change.

G. QUALITY CONTROL DEPARTMENT

1. Incoming and finished product inspection and testing.
2. Specify the standard of inspection and testing.
3. Deal with quality deviation and customer complaint.
4. Evaluate the quality of subcontracting factories.
5. Analyze the statistical deviation of quality and make improvement.
6. Manage all the inspection, measuring and test equipment.

H. PRODUCTION

1. Insure the production is going smoothly in accordance with the schedule.
2. The arrangement of the production procedures.
3. The management of production worker and the maintenance of machinery and environments.
4. The training and orientation of staff.
5. The control of productivity and quality.

I. ADMINISTRATION DEPARTMENT

1. Manage the overall operation of personnel, administration, and general affairs.
2. Set up company's training program.
3. Manage the company's fixed asset.
4. Guard and security management.
5. Refurbishing of fixed asset.

J. MATERIAL DEPARTMENT

1. Plan the optimal purchase of material.
2. Purchase the production material and tool.
3. Warehouse management.
4. Vendor's management.
5. Supply material to subcontracting factories.
6. Place the purchase orders to qualified suppliers.
7. Control the delivery of material orders.

K. VICE PRESIDENT'S OFFICE

1. Management of controlled documents' distribution, modification, and abolish.
2. The filing, distribution and management of the document and data.
3. Audit the general affairs of company.
4. Evaluation of company's major decision or new development.
5. Monitor the progress of special project.

L. MANAGEMENT REPRESENTATIVE

1. Chosen from managers and appointed by President.
2. Report the audit results regularly to the management reviewing meeting and evaluate the effectiveness of company quality system with management regarding the quality target, quality planning.
3. Is responsible for the execution of internal quality audit and overall aspects of

implementation of ISO-9002.

3.5. QUALITY MEETING

- A. The quality control department should call a meeting at least once a month to review the quality deviation and the result of corrective measures. In addition, this meeting has to check whether the quality system is functioning under the prescribed procedures and regulations.
- B. The directors of each department to strengthen the coordination among them should attend quality meeting.
- C. The minutes of the meeting shall be submitted to President.

3.6. MANAGEMENT REVIEW MEETING

- A. Company management review meeting serves the function of checking the validity of quality system through internal quality audit and quality system.
- B. Management review meeting shall be held twice a year and shall be chaired by President to review and audit major corrective measures' result and major customers' complaint as well as review the quality policy and the status of quality target.

3.7 RESOURCES

- A. To ensure that the quality system functions well. All engaged or involved in quality-related employee should receive suitable training before starting to work.
- B. All the operators of the machinery should be trained with correct operation methods to ensure the production quality.

3.8. QUALIFICATION

All the auditors, calibrators and special machinery operators should be qualified and certified to execute the job.

4. REFERENCE:

- 4.1. Management responsibility.
- 4.2. Employee Training Program Procedure.
- 4.3. Corrective And Preventive Measures.
- 4.4. Internal Quality Audit Procedure.
- 4.5. Statistical Techniques

Section 3 QUALITY SYSTEM

1. PURPOSE

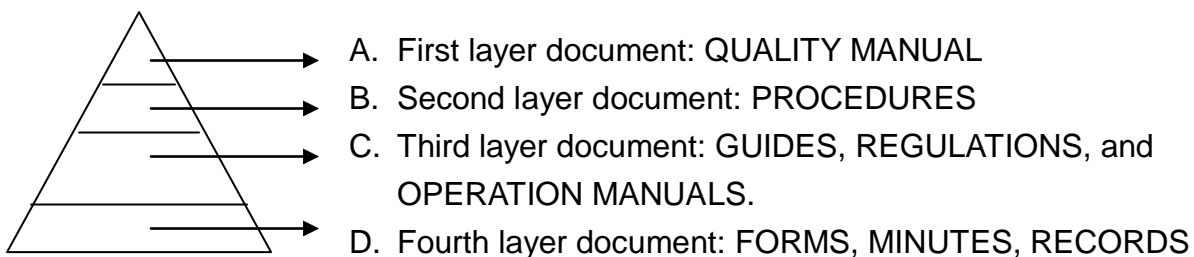
To build a quality system that is based on ISO-9002 and which can achieve the declared quality target in the most economical way.

2. SCOPE:

This system applies to all the stages and phrases of our company activities.

3. MANAGEMENT KEYPOINTS.

3.1. Follow all the operation guidelines of the quality system to accept orders, purchase, produce, test, deliver and service. Study the quality-related regulation and operation guides to ensure the function of quality system.



3.2. The function of the quality system is arranged by planning and monitored by “INTERNAL QUALITY EVALUATION PROCEDURE” to review and check the implementation of each department.

3.3. Any deviation of the quality system, the responsible audit department should check and review the operation to avoid any worsening which might affect the whole operation of quality system.

3.4. The variety of guides, manuals or, procedures or relevant documents and data which are included in the quality system should undergo cosigning and approval to become effective

3.5. If there is a special customer requirements, new quality project, contract and new products will lead to new quality target. The General Manager will designate relevant departments to initiate quality planning or QC engineering chart to implement.

4. REFERENCE:

4.1. Quality System Procedure

Section 4 **CONTRACT AND ORDER REVIEW**

1. PURPOSE:

To safeguard the interests of the company and customers, to make sure that the company can meet the terms and conditions of the contract and to fulfill the need of the order.

2. SCOPE:

All the contracts and orders between the company and customers or any related legal documents or related documents involved.

3. MANAGEMENT KEYPOINTS:

- 3.1. Salespersons should review and peruse the contents and relevant file as well as the terms and conditions before signing the contract or order. Any terms or conditions should be in writing.
- 3.2. Anything involved in quality or sample should be seriously reviewed among different departments. Unless the delivery can be executed, no order should be accepted.
- 3.3. Any amendment of the contract should be handled with the customer without delay. The sales department and relevant department jointly review the procedure of the execution of the order.
- 3.4. All the contracts and orders should be filed and registered after the review and approval of the Sales director or General Manager.

4. REFERENCE:

4.1. Contract review procedure

Section 5 DOCUMENT & DATA CONTROL

1. PURPOSE:

To ensure the effectiveness of quality system by controlling the publication, distribution, modification or scrapping of product-related documents and drawing

2. SCOPE:

Any document related with quality system.

2.1 Quality manual

2.2 Procedure manual

2.3 Operation guide/management regulations/ operation guide/inspection and testing standardization

2.4 Forms and records (minutes)

3. MANAGEMENT KEYPOINTS:

3.1 All quality-related documents must be reviewed and approved by relevant department chief.

3.2 All working areas related with quality control should keep and hold the relevant documents and data for reference.

3.3 DATA CONTROL CENTER is responsible for the application, review, authorization, and distribution and abolishing of any documents to make the document and data control function well.

3.4 It is the responsibility of data control center to update, callback or scrap the out-of-date documents, data or drawings.

3.5 As to the external data or regulatory standards, the procedures of documents and data control also apply.

4. REFERENCE:

4.1 Documents and data control procedure.

4.2 Drawing and technical data control procedure.

Section 6 **PURCHASING**

1. **PURPOSE:**

To make the production smooth and deliver the order on schedule and to meet the requirements of customers and company on quality.

2. **SCOPE:**

All material, components and testing equipment used in the process of production are applicable.

3. **MANAGEMENT KEYPOINTS:**

- 3.1 Purchasing department should follow the company's regulations on the supplier's management to select the suitable suppliers.
- 3.2 All listed and approved vendors should be reviewed, filed and audited periodically.
- 3.3 The quality of the material supplied by all the vendors should be recorded for the management reference.
- 3.4 Before issuing the purchase order, all relevant documents should be reviewed by the related departments.
- 3.5 Under the request of customer, purchasing personnel may accompany the customer to the supplier's premises to carry out the inspection or evaluation.

4. **REFERENCE:**

- 4.1 Purchasing management procedure
- 4.2 Suppliers management procedure
- 4.3 In-coming material testing procedure

Section 7 CUSTOMER SUPPLIED PRODUCTS

1. PURPOSE:

To ensure all customer supplied products are inspected, securely stored and maintained.

2. SCOPE:

All customer supplied products or designated vendor's products are applicable.

3. MANAGEMENT KEYPOINTS:

3.1 All customer supplied products should be tested according to the receiving inspection process to insure their quality.

3.2 Any shortage , damage or deterioration should be recorded and notified to the customer.

4. REFERENCE:

4.1 Customer supplied products control procedure.

4.2 Incoming inspection procedure.

4.3 Warehouse and storage management procedure.

4.4 Nonconformity product control procedure.

Section 8 **PRODUCT IDENTIFICATION AND TRACEABILITY**

1. **PURPOSE:**

To ensure products can be identified in all phases of its life cycle and can also be traced back and isolated in case of any quality deviation.

2. **SCOPE:**

All phases from production to delivery.

3. **MANAGEMENT KEYPOINTS:**

3.1. All material should be accepted only through incoming testing procedure and proper identification.

3.2. The product identification and traceability procedure should be strictly followed and executed in all phases of production.

3.3. If the customer makes a request, follow its instructions(such as bar code labeling).

4. **REFERENCE:**

4.1. Product identification and traceability

4.2. Inspection and testing procedure

4.3. Incoming inspection procedure

4.4. In-process inspection procedure

4.5. finished product inspection procedure

4.6. Purchasing management procedure

Section 9 PROCESS CONTROL

1. PURPOSE:

To insure that the product quality can meet the specified requirements by means of controlling production processes that directly or indirectly affect the product quality.

2. SCOPE:

It is applicable to all processes from material to finished products.

3. MANAGEMENT KEYPOINTS:

- 3.1. The assembly , testing or production should be carried out by following the process control procedure and relevant guides
- 3.2. Production schedule should follow the production control procedure. Any deviation or nonconformity should result in corrective and preventive measures according to the procedure.
- 3.3. To insure that production and testing equipment's are effectively used and properly maintained. It is necessary to follow all related control procedures and guides to uplift the production efficiency.
- 3.4. The storage and labeling of any material, products and semi-products should follow inspection and testing status procedure.
- 3.5. Subcontracting control should follow subcontracting management procedure.
- 3.6. To maintain quality, any engineering change should follow engineering change control procedure so as to keep its quality.
- 3.7. In the process of production, process control procedures should be strictly executed to ensure the production quality.
- 3.8. New model's mockup, sample and approval should follow the sample approval procedure.

4. REFERENCE:

- 4.1. Process control procedure.
- 4.2. Corrective and preventive procedure.
- 4.3. Engineering change control procedure.

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- 4.4. Subcontracting management.
- 4.5. In-process inspection procedure.
- 4.6. Inspection, measuring and test equipment control procedure
- 4.7. Mold tool management regulations.
- 4.8. Machinery & equipment maintenance regulations.
- 4.9. Sample approval procedure.
- 4.10. Nonconforming product control procedure.

Section 10 INSPECTION AND TESTING

1. PURPOSE:

To meet the quality requirements, it is necessary to inspect and test according to the standard procedure of inspecting and testing.

2. SCOPE:

It applies to all products, material, semi-products and all phases of production.

3. MANAGEMENT KEYPOINTS:

3.1 To insure the quality of incoming material, it is compulsory to follow the testing and inspecting procedure.

3.2 Whenever it is urgent to release the incoming material for urgent production, those material should be markedly identified and labeled so as to be recalled and replaced in the event of nonconformity.

3.3 To ensure material, subassembly and finished products conform to the specified requirements, it is necessary to follow and execute the related regulations.

3.4 In All phases of production, the quality level should be maintained.

4. REFERENCE:

4.1 Incoming material testing procedure.

4.2 Production testing procedure.

4.3 Finished products testing procedure.

4.4 Corrective and preventive action procedure.

4.5 Quality record management procedure.

4.6 Nonconformity control procedure.

4.7 Special purchasing control procedure.

Section 11 CONTROL OF INSPECTION, MEASURING AND TEST EQUIPMENT

1. PURPOSE:

To ensure the accuracy and reliability of product quality related measuring by controlling the inspection, measuring and test equipment.

2. SCOPE:

It applies to all inspection, measuring and test equipment that affects product quality and/or is used to verify product quality. It also includes such equipment commissioned by customers.

3. MANAGEMENT KEYPOINTS:

- 3.1 All inspection, measuring and test equipment should be calibrated periodically and maintained properly.
- 3.2 All required calibration, maintenance and adjustment should be recorded in writing to ensure their accuracy and precision.
- 3.3 All such equipment which affect the quality should meet the national approved and certified standard.
- 3.4 All calibrated equipment should record its valid period and be calibrated at prescribed intervals.
- 3.5 After calibration ,all such equipment should been labeled about the date of calibration and the date of next calibration.
- 3.6 If any invalid calibration happen, all products should be traced and evaluated.
- 3.7 All such equipment moving may invalidate the calibration which should be prevented or readjusted if necessary.
- 3.8 Without permission, no equipment will be adjusted to avoid invalid calibration.
- 3.9 All testing equipment should be controlled and verified to ensure their accuracy.

4. REFERENCE:

- 4.1 Inspection, measuring and test equipment control procedure.

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- 4.2 Employee training procedure.
- 4.3 Calibration operation guide.
- 4.4 Quality record control procedure.

Section 12 INSPECTION AND TEST STATUS

1. PURPOSE:

Product status after inspection and test should be identified to prevent it from unintended use.

2. SCOPE:

It applies to all products including raw material, semi product and finished product from phases of receiving to delivery.

3. MANAGEMENT KEYPOINTS:

- 3.1 After receiving, the quality status of products shall be identified by labels as conforming , non-conforming or waiver.
- 3.2 In-process products also shall be labeled as conforming or nonconforming by chop to be classified and identified.
- 3.3 From receiving to finished products, the quality status of products shall be identified by labeling after inspection and test. The PURPOSE is to avoid any misuse or mixing the conforming with non-conforming which will affect the quality.

4. REFERENCE:

- 4.1 Inspection and test status procedure.
- 4.2 Finished product inspection procedure.
- 4.3 Incoming inspection procedure.
- 4.4 Nonconforming products control procedure.
- 4.5 In-process inspection procedure.
- 4.6 Waiver management procedure.

Section 13 CONTROL OF NONCONFORMING PRODUCT

1. PURPOSE:

To avoid any misuse of nonconforming products in the production by means of identification, handling and isolation of such products.

2. SCOPE:

Raw material, semi-product and finished products.

3. MANAGEMENT KEYPOINTS:

- 3.1 From incoming to delivery, all nonconforming products should be handled in accordance with the nonconforming products control procedure and corrective and preventive control procedure.
- 3.2 Wherever nonconformities are discovered, they should be identified, isolated and labeled to avoid any misuse or mixing with other conforming ones.
- 3.3 Any nonconforming products can't be used unless they have gone special permission and control procedure in the cases of urgent production demand and with the customer permission. The quality should not be affected in this case.

4. REFERENCE:

- 4.1 Special permission control procedure.
- 4.2 Nonconforming product control procedure.
- 4.3 Corrective and preventive measures.
- 4.4 Incoming inspection procedure.
- 4.5 In-process inspection procedure.
- 4.6 Finished product inspection.

Section 14 **CORRECTIVE AND PREVENTIVE MEASURES**

1. **PURPOSE:**

To insure that quality deviation can be effectively corrected and prevented.

2. **SCOPE:**

It is applicable to all the phases of the quality system including quality issues, customers' complaint or sales returns.

3. **MANAGEMENT KEYPOINTS:**

- 3.1 Quality deviation or product nonconformity should be dealt with according to the corrective and preventive measures procedures.
- 3.2 The improvements should be based on the frequency of long term data so as to gain the benefit of long-term prevention.
- 3.3 The corrective and preventive measures must be implemented completely and be monitored to audit their effectiveness.
- 3.4 If the corrective or preventive measures lead to the change of procedures, the concerned departments should coordinate accordingly and change or modify the procedures and related documents in accordance with the document and data control procedure.
- 3.5 In the cases of customers' complaint or callback of sales, the concerned departments should analyze the cause and propose corrective and preventive measures so as to notify the customer immediately.

4. **REFERENCE:**

- 4.1 Corrective and preventive measures.
- 4.2 Nonconforming product control procedure.
- 4.3 Document and data control procedure.
- 4.4 Internal quality audit procedure.
- 4.5 Supplier management procedure.
- 4.6 Control waiving procedure.
- 4.7 Statistical techniques procedure.

Section 15 **HANDLING, STORAGE, PACKAGING, PRESERVATION AND DELIVERY**

1. **PURPOSE:**

To protect the products from damage, breakage or deterioration and meet the requirements of customers.

2. **SCOPE:**

Raw material, semi-product and finished products.

3. **MANAGEMENT KEYPOINTS:**

3.1 Operators should choose suitable moving vehicles and containers to do the work.

3.2 During the logistical stage, try to avoid any damage or deterioration.

3.3 Raw material or components should be stored in the suitable environment with the designated area and right identification.

3.4 The warehouse procedure should stipulate that the "first-in and first-out rule to avoid any deterioration or waste resulting from long storage.

3.5 The packaging of products should be performed in accordance with customers' requirements as well as company's regulation.

3.6 From warehouse to delivery stage, the products should be under control and can continue to meet the stipulated quality requirements.

4. **REFERENCE:**

4.1 Warehouse management procedure.

4.2 Quality record control procedure.

4.3 Nonconformity product control procedure.

4.4 Incoming inspection procedure.

4.5 Finished product inspection

Section 16 **QUALITY CONTROL RECORD**

1. **PURPOSE:**

To set up a comprehensive quality record system and make it works efficiently so as to meet the quality and customers requirements.

2. **SCOPE:**

All the quality records generated in the process of the quality control system.

3. **MANAGEMENT KEYPOINTS:**

3.1 The quality record should follow the quality record control procedure to prove that the quality system is functioning smoothly.

3.2 All quality records should be filed in such a way that they are readily retrievable and available in facilities that provide a suitable environment to prevent damage or deterioration.

3.3 Quality records retention and valid period depend on its importance and contents.

3.4 All major quality records such as inspection and test report, audit report and calibration report should be classified and filed properly to provide the evidence for quality problem checking and product traceability.

4. **REFERENCE:**

4.1 Quality records control procedure.

Section 17 INTERNAL QUALITY AUDITS

1. PURPOSE:

To ensure the effectiveness of the quality system by conducting audit to check the execution status of quality system.

2. SCOPE:

It is applicable to all the procedure of quality system and all related departments.

3. MANAGEMENT KEYPOINTS:

- 3.1 All the procedures and documents specified in the quality system are subject to reviewing and auditing internally within defined intervals to expose any deficiencies.
- 3.2 Auditing and follow-up action should follow written procedure.
- 3.3 Auditing results should be in writing and confirmed by responsible director so as to take corrective and preventive measure.
- 3.4 Auditing plan is scheduled in accordance with production status and its importance.
- 3.5 Internal audit results should be presented and reviewed at the management evaluation meeting.

4. REFERENCE:

- 4.1 Internal quality audit procedure.
- 4.2 Management responsibility procedure.
- 4.3 Employee training procedure.
- 4.4 Corrective and preventive measure procedure.

Section 18 TRAINING

1. PURPOSE:

To enable all the employees to work optimally so as to improve their performance.

2. SCOPE:

It applies to all personnel in the company.

3. MANAGEMENT KEYPOINTS:

3.1 Whoever affects the quality of the company should be trained.

3.2 New employee training and on-the-job training should follow the employee training procedure and be well managed.

3.3 The training includes operation procedure, factory safety and each department-related affairs.

3.4 After the training, the data and record should be properly recorded and filed.

4. REFERENCE:

4.1 Employee training procedure.

Section 19 SERVICE

1. PURPOSE:

To make customers satisfied and enhance company's reputation through our product quality policy.

2. SCOPE:

All related with the customers are applicable.

3. MANAGEMENT KEYPOINTS:

3.1 Meeting the demands of customers according to the specified requirements of the contract.

3.2 The feedback from the customers should be recorded and filed so as to make improvements on quality.

3.3 The sales department should contact the customers regularly to understand their needs.

4. REFERENCE:

4.1 Service management procedure.

4.2 Corrective and preventive measure procedure.

4.3 Non-conformity control procedure.

Section 20 STATISTICAL TECHNIQUES

1. PURPOSE:

To insure that the product quality meets specified requirements through all stages of production by the application of statistical techniques upon the quality control.

2. SCOPE:

It is applicable to all the internal quality control system.

3. MANAGEMENT KEYPOINTS:

3.1 We apply seven major methods of statistical techniques to keep abreast of the production quality status so as to make improvements.

3.2 Through statistical data to analyze and cope with the deviation.

3.3 Any nonconformity or deviation of quality should lead to corrective and preventive action.

3.4 Each department dictates the statistical techniques according to its requirements.

4. REFERENCE:

4.1 Statistical techniques procedure.

4.2 Corrective and preventive measure procedure.

4.3 Incoming inspection procedure.

4.4 In-process inspection procedure.

4.5 Finished inspection procedure.

REFERENCE BETWEEN ISO ARTICLES AND PROCEDURES

ARTICLES	R&D DEPT	PRODUCTION DEPT	QUALITY DEPT	ADMIN DEPT	SALES DEPT	
4.1	Management responsibility	○	○	○	◎	○
4.2	Quality system	○	○	○	◎	○
4.3	Contract Review	○	○	○	○	◎
4.4	Design control					
4.5	Document and Data control	○	○	○	◎	○
4.6	Purchasing	○	○	○	◎	
4.7	Customer supplied products					
4.8	Product identification and traceability		○	◎	○	
4.9	Process control	○	◎	○	○	○
4.10	Inspection and testing		○	◎		
4.11	Control of inspection, measuring and test equipment		○	◎		
4.12	Inspection and test status		○	◎	○	
4.13	Control of nonconforming product		○	◎	○	
4.14	Corrective and preventive measures	○	○	◎	○	○
4.15	Handling, storage, packaging, reservation and delivery		○	○	◎	○
4.16	Quality record control	○	○	◎	○	○
4.17	Internal quality audits	○	○	○	◎	○
4.18	Training	○	○	○	◎	○
4.19	Service				○	◎
4.20	Statistical techniques	○	○	◎	○	○

○ secondarily responsible

◎ Primarily responsible

- No relation, no bearing

REFERENCE BETWEEN ISO ARTICLES AND PROCEDURES

	ISO ARTICLES	PROCEDURES
4.1	Management responsibility	Management responsibility procedure
4.2	Quality system	Quality system procedure
4.3	Contract Review	Contract review procedure
4.4	Design control	D/N
4.5	Document and Data control	Document and Data control procedure Drawing, technical data control procedure Information document control procedure
4.6	Purchasing	Purchasing Management procedure Supplier management procedure
4.7	Customer supplied products	Customer supplied products control
4.8	Product identification and traceability	Product identification and traceability procedure
4.9	Process control	Process control procedure Engineering change procedure Subcontracting management procedure Production control procedure
4.10	Inspection and testing	In-process inspection procedure Finished product inspection procedure Incoming inspection procedure
4.11	Control of inspection, measuring and test equipment	Control of inspection, measuring and test equipment control procedure
4.12	Inspection and test status	Inspection and test status identification procedure
4.13	Control of nonconforming product	Control of nonconforming product procedure
4.14	Corrective and preventive measures	Corrective and preventive measure procedure
4.15	Handling, storage, packaging, reservation and delivery	Warehouse management procedure
4.16	Quality record control	Quality record control procedure
4.17	Internal quality audits	Internal quality audits procedure
4.18	Training	Employee training program procedure
4.19	Service	Service management procedure
4.20	Statistical techniques	Statistical techniques procedure