



Circuitronics Quality Program

Quality Policy Statement

Circuitronics strives to market and provide products of high quality and workmanship that meet customer, legal and regulatory requirements. Top management and all employees of Circuitronics are committed to producing the best quality product, the first time every time, and delivering that product on time every time.

Our Quality Assurance concentrates on providing:

- [Defect free](#) product and services to our customers.
- [100%](#) on time delivery.
- [Continual improvement](#) to all aspects of quality assurance system.
- [The corporation of new technology](#) approaches in our products and services.
- [Competitive pricing](#) for products and services.

Circuitronics utilizes the ISO 9001:2008 International Standard to develop and implement a Quality Management System that will allow us to consistently produce quality products, measure and analyze our processes, and continually improve the quality of our products and processes in order to enhance customer satisfaction.

The following principles guide our daily activities:

- Passion for Process Improvement
- Obsession with Service
- Leadership in Quality
- Adherence to Standards

Quality Program Details

The Quality Program at Circuitronics is centered on the ISO 9001, IPC-A-610D, and IPC J-STD-001 centerpieces. In July 2009, we completed the transition to the ISO 9001:2008 standard years ahead of the established dateline. Circuitronics is dedicated to high quality manufacturing based on an effective quality program. Quality planning begins with the bid proposal and extends through assembly review, method planning, procurement, facility planning, process routing, inspection and test. Our facility and organization are governed by a certified ISO quality plan that is structured to address the purpose of each procedure or operation. Corporate and facility procedures and work instructions are directed toward the

administrative, engineering, purchasing and manufacturing functions. Engineering document control and engineering changes have quality procedures that ensure the necessary uniformity and consistency between the basic manufacturing steps.

The ISO procedures address all facets of the manufacturing and manufacturing administration process. Work instructions address items such as receiving instructions, release of shop orders, drawing control, prototype development and review, assembly, inspection and testing. Procedures have been implemented that establish the process for identification, review, control and disposition of non-conforming material. Processes for preventive and corrective action have been put into practice to correct and prevent recurrence of known quality issues. Circuitronics' procurement department follows established procedures including attention to ROHS & REACH guidelines. Each supplier or subcontractor utilized is required to meet our ISO supplier qualifications as specified in our ISO procedure covering such activity. In addition, we conduct receiving inspection of products received from such suppliers or subcontractors in accordance with established guidelines.

To provide further understanding with respect to how Circuitronics' ISO quality system administers to programs, we offer the following on approved request:

- An uncontrolled copy of our ISO 9001:2008 quality manual which provides a overview of the organization. Complete listings of the procedures that are implemented and maintained at each of our facilities are available.

Our assembly and inspection staff is all trained to the 610 standard holding IPC or company-established certification. In addition, our programs introduced lean and Six Sigma concepts in 2007 and now follow established practices in such areas as 5S, root cause analysis, process centering, TQM, DMAIC, and lean. We are also compliant with IPC 14001 standards for environmental quality and are presently considering full accreditation in this area.