

BAY TECHNOLOGY MANUFACTURING
5908 Las Positas Rd.
Livermore, CA 94551

QUALITY MANUAL

Based on ISO 9001:2000 Standard

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Presidential Introduction:

Bay Technology Manufacturing. shall meet all specified industry and customer standards of performance. This policy is mandatory to all Bay Technology Manufacturing. employees and is communicated through display and awareness programs. The implementation of this policy is achieved through the application of total quality management principals, of which certification to ISO 9001:2000 is an integral part.

This manual is an overview of the Quality System at Bay Technology Manufacturing. which conforms to the requirements of the ISO 9001:2000 International Quality Standard.

Quality Policy

Bay Technology Manufacturing shall meet and continually strive to exceed all specified industry standards, quality system and customer requirements.

The above policy is mandatory on all Bay Technology Manufacturing employees and is communicated through display and awareness programs. The implementation of this policy is achieved through the application of Total Quality Management Principals, of which certification to ISO 9001:2000 is an integral part.

4.1 General requirements

Bay Technology Manufacturing has implemented a quality management system that complies with the general requirements of the ISO 9001:2000 International Standard.

Departments are customer oriented and utilize systems and processes designed to achieve Bay Technology Manufacturing objectives. Interested party needs and departmental performance are continually monitored to improve the effectiveness and efficiency of the quality management system.

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4.2 Documentation requirements

4.2.1 General

Documentation has been established to satisfy contractual agreements, to support effective and efficient operation of department's processes, to comply with regulatory and statutory requirements, and to satisfy the requirements of the ISO 9001:2000 standard.

The Quality Management System documentation includes documented statements of the quality policy and objectives, documents related to customer requirements, quality manual, procedures, work instructions, forms, and records.

4.2.2 Quality Manual-Scope, Exclusions and Process Interaction

Bay Technology Manufactures precision machined parts for various industries.. Our quality system excludes section 7.3 of the standard (Design & Development) because all products are manufactured to customer specified designs. The quality system also excludes section 7.5.2 (Validation of processes for production and Service provision) because all process outputs are verifiable by subsequent monitoring and measurements. No processes have been outsourced. Documented procedures, if applicable, are referenced in each section of the manual. The sequence and interaction of processes utilized by Bay Technology Manufacturing's documented in a summary flow chart in Appendix A.

Interaction Of Processes- Appendix A of Manual: 01-045 Bay Technology Manufacturing. Process Flow Chart

4.2.3 Control of Documents

Documentation has been tailored to each department's requirements. The nature and extent is based on the complexity of the process, the ability and skill level of personnel and training provided. Bay Technology's objective is to minimize documentation when practical and limit its use to value adding information. Controlled documents are available in hardcopy only.

Only documents and master copies which have been stamped in red, per the Document Control Procedure, are regarded as controlled documents. Uncontrolled documents will be date stamped at the time of release.

Reference Procedures:

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4.2.4 Control of Records

Records provide evidence of results achieved or of activities performed. They are used to demonstrate conformance to requirements and provide information of the effectiveness of the quality management system. Records are identified, stored in a way to minimize damage and deterioration, and disposed according to documented procedures. Records shall remain legible, readily identifiable, and retrievable for the retention time specified.

Reference Procedure:

5.0 Management responsibility

5.1 Management commitment

Management is committed to provide the leadership and to demonstrate through its actions that it will maintain an effective and efficient quality management system satisfying the needs and expectations of interested parties.

5.2 Customer Focus

Management's focus is to understand our customers requirements and to provide a product which meets or exceeds their expectations. Our processes focus on meeting or exceeding customer requirements.

5.3 Quality policy

All employees receive training on the quality policy and quality management system. The policy is posted in various work areas. Changes to the quality management system are communicated appropriately.

5.4 Planning

5.4.1 Quality objectives

Quality objectives are established, monitored and communicated to appropriate employees of the organization. Objectives are documented, measurable, consistent with the quality policy and were chosen to provide a framework for improving organizational performance.

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5.4.2 Quality management system planning

The quality management system, including processes and departmental structure, is the result of past quality planning activities. This planning is embedded within the framework and structure of the level one, two and three quality documents. Quality planning is a continual process at Bay Technology Manufacturing and is considered when changes occur in business strategies, objectives, customer expectations, and performance levels. On-going planning is performed when customers change or introduce new products. This occurs as appropriate during the quote, contract review and work instructions development process. Ongoing planning is also addressed as required during bi-monthly team meetings. Required changes to the quality management system process or department will be monitored during implementation to ensure that the integrity of the quality management system is maintained.

5.5 Responsibility, authority and communication

5.5.1 Responsibility and authority

Responsibility and authority are defined and communicated within Bay Technology Manufacturing by job descriptions, organization charts and by responsibilities stated in controlled documents such as the quality manual, procedures and work instructions.. Responsibility and authority are reviewed by the Management Team and when appropriate during performance reviews..

See Organization Chart Appendix A

5.5.2 Management representative

The President is the management representative for the quality system. The management representative has overall responsibility and authority for ensuring that ISO 9001:2000 and Bay Technology's quality management system requirements are implemented and maintained, including reporting to top management on the performance of the quality management system and ensuring departmental awareness of customer requirements.

5.5.3 Internal communications

Internal communications are geared toward providing information on the requirements and accomplishments of the business and quality management system. Activities for communications include daily status meetings, bi-monthly team meetings, review of performance/objectives metrics, departmental meetings, various management review and company wide-meetings.

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5.6 Management review

5.6.1 General

The management review of the quality management system is performed on an Annual Basis. Attendees at the review include Bay Technology's Management Team. The review is structured to encourage open discussions and the exchange of ideas. From this review, action items or plans will be established to address identified concerns or opportunities to improve the quality system.

Reference Procedures: 01-066 Management Review Procedure

5.6.2 Review input

Information to evaluate the efficiency and effectiveness of the quality management system.

5.6.3 Review output

Identification of actions needed to improvement in the quality system, to make improvement to the products based on customer requirements and to address resource needs.

6.0 Resource management

6.1 Provision for Resources

Management has planned for the resources necessary to provide the services that meet, or exceed customer requirements. Our resource requirements are maintained and monitored against future needs through our planning processes, during management review meetings, and during appropriate company meetings such as the bi-monthly team meeting.

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6.2 Human Resources

6.2.1 General

Employee are selected with required skills when hired. Annual performance planning is used to identify additional or new skills. Required external and internal training programs are designed to improve the efficiency and effectiveness of the department, promote individual growth, and satisfy customer needs.

6.2.2 Competency, awareness and training

Bay Technology Manufacturing has established responsibilities for personnel performing work that affects quality. These responsibilities are documented in job descriptions, certification requirements and individually for unique hiring requirements.

Each department manager is responsible to access their department to determine specific training requirements through Employee Evaluation. Training programs are or may be established for new hires, 'on the job training', customer specified requirements, quality system changes, and to improve personnel skills. Job descriptions and training records are maintained.

Training effectiveness is evaluated by a number of methods that includes certification programs, department efficiency measurements and various forms of performance/evaluation reviews.

The relevance and importance of individual activities are discussed as appropriate and during various company meetings. Further discussion and evaluation takes place during evaluation reviews.

Procedural Reference:

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6.3 Infrastructure

Infrastructure requirements for the realization of Bay Technology's products are identified by the reviews stated in Section 6.1

6.4 Work Environment

A work environment is provided that enhances our ability to achieve conformance to product requirements. The physical and human factors for offices and workstations are monitored to enhance employee satisfaction and departmental performance.

7.0 Product realization

7.1 Planning of product realization

Bay Technology's approach to planning for product realizations is to keep departments informed of customer requirements so that processes are kept current, in control, and provide a product that is acceptable to the customer. Requirements or opportunities for change are identified during quoting and the contract review process, during the "First Article" build process, when implementing new or changed projects, or during operational performance reviews. Planning takes into consideration new product requirements, changes to quality objectives, resource requirements, documentation changes, monitoring and inspection activities, and provision for records. The quality management system is continually updated to reflect these changes.

7.2 Customer-related processes

7.2.1 Determination of requirements related to the product

Customer requirements are continually monitored during the planning and production phases of the product. New or changed customer, statutory, or regulatory requirements are identified during quoting, and contract review process. All involved departments participate in the review processes or are notified of requirements that affect their department.

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7.2.2 Review of requirements related to the product

Customer request for quotes are reviewed and approved by specified organizations to ensure all requirements are defined and understood. Clarification of requirements is handled through the sales department. Quotes are submitted according to Bay Technology Manufacturing and customer requirements. Contracts are reviewed by Sales to ensure adherence to proposal specifications. Differing or unclear requirements are resolved before proceeding. "First Article" builds are performed to ensure processes are in place to meet customer requirements. All concerned departments participate in this process or are notified of the results. Changes to customer requirements are identified and addressed by these same customer related processes. Bay Technology will follow the customer's documentation. If a gold standard or sample is provided, the written documentation will supercede the sample or gold standard in all cases.

Procedural Reference:

7.2.3 Customer communications

Effective two-way communications are established to understand the needs and expectations of Bay Technology's customers and to effectively communicate these requirements to our departments. Customers are assigned to sales representatives. Their responsibility is to provide information on Bay Technology's services; how inquiries, bids, and contracts are processed; and to provide effective feedback on performance or customer issues. Technical support is also provided by our staff and our web page provided a variety of information to our customers.

7.3 Design and Development

Exclusion applies to 7.3 because Bay Technology Manufacturing provides products to customer specified designs.

7.4 Purchasing

7.4.1 Purchasing Process

Suppliers are selected, monitored, and evaluated to ensure purchased product or service conforms to specified requirements. The extent of control on the purchased product is relational to the impact on subsequent operations and to the final product.

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7.4.2 Purchasing Information

Purchasing information relative to the requirements of the product or service to be purchased is described on the purchase order. Orders are reviewed and approved as required prior to communicating the order to the supplier.

Procedural Reference:

7.4.3 Verification of Purchased Product

Receiving and inspection processes are in place to ensure the purchased product or service meets purchase requirements.

Arrangements for product verified by the customer or Bay Technology Manufacturing at the supplier's location are specified on purchasing documents which includes the method of product verification and release.

Procedural Reference:

Assurance Inspection Procedure

7.5 Production and service provision

7.5.1 Control of production and service provision

Bay Technology Manufacturing's product realization process is carried out under controlled conditions. Customer requirements are continually monitored to identify changes that may affect the quality management system. Changes may result in new training requirements for employees, updates to quality management system documentation, programming modification, or new requirement for delivery and post-delivery activity.

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7.5.2 Validation of processes for production and service provision

The quality system excludes this section of the standard because all process outputs are verifiable by subsequent monitoring and measurements.

7.5.3 Identification and Traceability

Customer identification and traceability requirements are reviewed during the quote and contract review process to ensure our processes meet, or are modified to comply with the customer needs. Departmental management is responsible for implementing and maintaining processes for identification and traceability which include individual labels, work orders, shop packages, Quality Assurance inspections and test records.

Procedural Reference:

7.5.4 Customer property

Requirements for safeguarding and processing customer property are reviewed during the quote and contract review processes. Customer supplied material is identified in the system by a unique customer number. Any product that is lost, damaged corrupt, or found to be unsuitable for use shall be recorded and reported to the customer per the customer supplied product procedure.. Additional actions, if required, will be taken according to customer directions and/or contractual agreements.

Procedural Reference:

7.5.5 Preservation of product

Departmental processes have been defined and implemented for identification, handling, storage, packaging, preservation of product during internal processing and final delivery to the customer. These processes maintain the product throughout its lifecycle and prevent damage, deterioration or misuse.

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7.6 Control of monitoring and measuring devices

Bay Technology Manufacturing has defined and implemented measuring and monitoring processes for verification of products to customer and other interested parties requirements. Our monitoring and measuring processes identify all devices, confirmation that the devices are fit for use, and are maintained to suitable accuracy and accepted standards.

Procedural Reference:

8.0 Measurement, analysis and improvement

8.1 General

Management and process owners monitor, measure, and analyze processes to ensure the quality of our product and the continual improvement in the performance of our quality management system.

8.2 Monitoring and measurement

8.2.1 Customer satisfaction

Various sources of information are reviewed to monitor customer satisfaction. Bay Technology Manufacturing may vary sources of information to gain new perspectives on what our customers are thinking. Past sources of information include: Customer retention, president's monthly communications with top customers, customer surveys, customer product returns, customer complaints and feedback from assigned sales and management personnel.

8.2.2 Internal Audits

Bay Technology Manufacturing carries out a comprehensive system of planned and documented internal audits to verify whether the quality management system is effectively implemented, conforms to the requirements of the standard and to the quality management system established by Bay Technology. Internal audits are conducted according to the status and importance of the activity. Where practical, audits are planned and conducted using a process approach. All clauses of the standard will be audited annually.

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8.2.3 Monitoring and measuring of processes

Various statistical techniques are used to monitor the effectiveness of the manufacturing process in achieving planned results. Measurements include:

- Employee incentive programs (Error free processes-kitting, cutting, receiving, shipping)
- Achievement of Evaluation of goals & performance for employees
- Supplier Quality & Delivery
- Customer Quality & Delivery

8.2.4 Monitoring and measurement of product

Measurement requirements and acceptance criteria are identified during Contract and Engineering Reviews and during the “First Article” Process. Information from these reviews is documented on process sheets and inspection worksheets and applies to purchased materials, sub-contracted work, and in-house operations. Processing and verification information are identified to the individual or to the sub-contractor who performed the work. Production reviews evaluate the effectiveness of the processes utilized and the monitoring and measurement activities performed. Where appropriate, changes are made to existing methods to. Procedural Reference:

8.3 Control of nonconforming product

The identification of nonconforming product is monitored at all stages of processing. Monitoring and measurement activities are planned to detect nonconformances in a timely manor in order to reduce processing costs. Controls ensure proper identification, segregation, disposition in order to prevent misuse and analysis of defects to improve our processes.

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8.4 Analysis of data

Data from various sources is analyzed using statistical techniques to assess performance against plans, objectives and other defined goals. From this analysis, Bay Technology Manufacturing will seek to identify opportunities for improvement related to customer satisfaction, internal processes and supplier relationships.

8.5 Improvement

8.5.1 Continual improvement

Management is committed to continual improvement of the efficiency and effectiveness of the system and to involve the people in this process. The quality management system and its processes are designed to identify and manage continual improvement activities with the aim of enhancing the satisfaction of customers. Improvements may result in changes to our products, processes, organization or to the quality management system.

8.5.2 Corrective action

Bay Technology's corrective action program is focused on eliminating causes of nonconformance in order to prevent their reoccurrence. Nonconformances are evaluated by responsible organizations to determine their impact on the Quality Management System. Actions taken will be appropriate for the problems and/or issues identified. This process applies to suppliers, internal organizations, customers and other interested parties. The Management Team will review all corrective actions.

Procedural Reference:

8.5.3 Preventive action

Management's focus is to encourage the use of the preventive action process to eliminate the cause of potential problems and to prevent their occurrence. Our goal is to continually move the quality system from a reactive to proactive approach of identifying and solving problems. Preventive actions taken will be relative to the significance of the project undertaken and to the potential improvement to the Quality Management System. The Management Team will review all corrective actions.

Procedural Reference:

QUALITY MGT SYSTEM PROCESS INTERACTIONS

