



GORILLA
CIRCUITS INC.

Quality Systems Manual

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NOTE: LINKS WILL ONLY WORK WHEN DOCUMENT IS UNPROTECTED

1.0 STATEMENT OF COMMITMENT

THE QUALITY TEAM, REPRESENTING MANAGEMENT OF GORILLA CIRCUITS IS THE APPROVAL AUTHORITY FOR THE QUALITY SYSTEM OPERATING THROUGHOUT GORILLA CIRCUITS. NAMES LISTED BELOW SIGNIFY APPROVAL AND COMMITMENT TO ADHERE TO THE CONTENTS OF THIS MANUAL.

BUD HAMBLETON
PRESIDENT

JAIIME GUTIERREZ
VICE PRESIDENT OF OPERATIONS

JAMES MELIA
DIRECTOR OF QUALITY

THIS MANUAL IS ISSUED TO ENSURE COMPLIANCE WITH CORPORATE REQUIREMENTS TO ADDRESS QUALITY IN EVERYTHING THAT WE DO. IT IS DESIGNED IN ALIGNMENT WITH THE ISO 9001:2000 REQUIREMENTS. IT DESCRIBES THE QUALITY SYSTEM DEPLOYED BY GORILLA CIRCUITS.

ISSUED BY:

JAMES MELIA
DIRECTOR OF QUALITY
MANAGEMENT REPRESENTATIVE

02-06-07

DATE

2.0 QUALITY POLICY AND MISSION STATEMENT

*GORILLA CIRCUITS
QUALITY POLICY*

*WE ARE COMMITTED TO MEETING OUR CUSTOMER'S
REQUIREMENTS AND BUILDING A QUALITY PRODUCT. WE*

ACCOMPLISH THIS BY:

**PRODUCT PLANNING*

**PROCESS PLANNING AND CONTROL*

**OPEN COMMUNICATION*

**CONTINUAL IMPROVEMENT*

MISSION STATEMENT:

- WE WILL COMMUNICATE WITH OUR CUSTOMER REGULARLY TO DEVELOP AN UNDERSTANDING OF THEIR REQUIREMENTS AND TO APPRAISE OUR PERFORMANCE IN MEETING THOSE REQUIREMENTS.
- PROVIDE EMPLOYEES WITH THE TRAINING, TOOLS AND AUTHORITY NECESSARY TO ENABLE THEM TO PROVIDE OUR CUSTOMERS WITH THE HIGHEST LEVEL OF QUALITY POSSIBLE.
- CONTINUOUSLY IMPROVE PRODUCTS, PROCESSES AND SERVICE THROUGH TEAMWORK.
- IMMEDIATELY COMMUNICATE THE DISCOVERY OF PRODUCT OR SERVICE PROBLEMS TO THE LEVEL APPROPRIATE FOR FINDING THE ROOT CAUSE AND IMPLEMENTING CORRECTIVE MEASURES TO PREVENT REOCCURRENCE.
- PURCHASE GOODS AND SERVICES FROM SOURCES THAT ARE COMMITTED TO PROVIDING GORILLA CIRCUITS WITH THE HIGHEST LEVEL OF QUALITY. IN ADDITION, WE WILL CLEARLY COMMUNICATE OUR REQUIREMENTS TO SUPPLIERS, AND WILL SUPPORT THEM IN ATTAINING MUTUAL QUALITY GOALS.
- WE WILL DELIVER OUR PRODUCTS ON TIME.

-
- o CLEARLY COMMUNICATE QUALITY POLICIES AND GOALS THROUGHOUT THE ORGANIZATION. EACH EMPLOYEE HAS THE RESPONSIBILITY TO COMPLY WITH THE POLICES AND TO ENSURE THAT THE GOALS ARE ACHIEVED.

BY DIRECTION:

DATE:

-BUD HAMBETON

JUNE 3, 2005

3.0 SCOPE

GORILLA CIRCUITS IS THE MANUFACTURER OF PRINTED CIRCUIT BOARDS. THE SCOPE OF THE QUALITY MANAGEMENT SYSTEM INCLUDES ALL PROCESSES THAT PRODUCE THE PRODUCTS AND/OR SERVICES.

THE SCOPE OF THE QUALITY MANAGEMENT SYSTEM DOES NOT INCLUDE PROCESSES THAT ARE GOVERNED BY OTHER MANAGEMENT SYSTEMS, SUCH AS ENVIRONMENTAL MANAGEMENT, OCCUPATIONAL SAFETY AND HEALTH, OR FINANCIAL MANAGEMENT.

3.1 PERMISSIBLE EXCLUSIONS

GORILLA CIRCUITS QUALITY MANAGEMENT SYSTEM MEETS THE REQUIREMENTS OF THE ISO9001: 2000 WITH THE EXCLUSION OF 7.3 "DESIGN AND DEVELOPMENT", 7.5.2. "VALIDATION OF PROCESSES FOR PRODUCTION AND SERVICES PROVISION" AND AREA 7.5.1. "SERVICING"

4.0 QUALITY MANAGEMENT SYSTEM

4.1 GENERAL REQUIREMENTS

GORILLA CIRCUITS HAS ESTABLISHED A QUALITY MANAGEMENT SYSTEM (QMS) AS A MEANS OF MEETING THE QUALITY POLICY, ACHIEVING THE QUALITY OBJECTIVES, AND ENSURING THAT PRODUCTS AND/OR SERVICES CONFORM TO CUSTOMER REQUIREMENTS. THE QUALITY MANAGEMENT SYSTEM IS CONTINUALLY IMPROVED FOR EFFECTIVENESS AND MEETS ISO 9001:2000 REQUIREMENTS.

IN EFFECT, EACH DEPARTMENT MANAGER/SUPERVISOR HAS THE RESPONSIBILITY TO ALIGN HIS/HER DEPARTMENT WITH THE QUALITY SYSTEM MANUAL, QUALITY POLICY AND TOP-LEVEL QUALITY OBJECTIVES. LEVEL II OPERATING PROCEDURES ACCOMPLISHES THIS ALIGNMENT AND RELATED WORK INSTRUCTIONS ACCOMPLISH THIS ALIGNMENT.

MANAGEMENT HAS IDENTIFIED AND ACTIVELY MANAGES THE PROCESSES NECESSARY TO ENSURE PRODUCTS AND/OR SERVICES CONFORM TO CUSTOMER AND QMS REQUIREMENTS. DOCUMENTED PROCEDURES AND RELATED DOCUMENTATION THAT DESCRIBES THE PROCESSES OF THE QUALITY MANAGEMENT SYSTEM HAVE BEEN IMPLEMENTED AND ARE CONTINUALLY MAINTAINED AND CONTROLLED BY THE DOCUMENT CONTROL FUNCTION. THE PROCEDURES DESCRIBE THE SEQUENCE AND INTERACTIVE NATURE OF THE PROCESSES NECESSARY TO ENSURE THE CONFORMITY OF THE PRODUCT AND/OR SERVICE.

GORILLA CIRCUITS ENSURES THE AVAILABILITY OF RESOURCES AND INFORMATION NECESSARY TO SUPPORT THE OPERATION, WHILE MONITORING, MEASURING AND ANALYZING PROCESSES FOR EFFECTIVENESS AND CONTINUAL IMPROVEMENT.

INSTRUCTIONS AND RELATED DOCUMENTATION THAT DESCRIBE THE OPERATING PRACTICE AND CONTROL OF PROCESS ACTIVITIES HAVE BEEN IMPLEMENTED AND ARE AN INTEGRAL PART OF THE QMS.

4.2 DOCUMENTATION REQUIREMENTS

4.2.1 GENERAL

THE QMS INCLUDES DOCUMENTED STATEMENTS OF THE GORILLA CIRCUITS QUALITY POLICY AND QUALITY OBJECTIVES, A QUALITY MANUAL, DOCUMENTED PROCEDURES REQUIRED BY ISO 9001:2000 AND THOSE TO ENSURE EFFECTIVE PLANNING, OPERATION AND CONTROL OF PROCESSES; INCLUDING RECORDS (E.G. QUALITY AND RELATED RECORDS). THE QMS WAS DESIGNED BASED ON CUSTOMER REQUIREMENTS, THE SIZE OF THE ORGANIZATION AND TYPE OF ACTIVITIES, COMPLEXITY OF PROCESSES AND THEIR INTERACTIONS AND COMPETENCE OF PERSONNEL.

4.2.2 QUALITY MANUAL

GORILLA CIRCUITS HAS ESTABLISHED AND MAINTAINED THIS QUALITY MANUAL, WHICH INCLUDES THE SCOPE OF THE QMS (WITH THE REQUIREMENT 7.3 EXCLUDED). THIS MANUAL LINKS/REFERENCES THOSE DOCUMENTED PROCEDURES AND PROVIDES A DESCRIPTION OF THE INTERACTION BETWEEN THE PROCESSES ON THE QMS. THE QUALITY ASSURANCE FUNCTION UPDATES THE QUALITY MANUAL WHEN CHANGES ARE IMPLEMENTED THAT AFFECT THE QUALITY MANAGEMENT SYSTEM.

REFERENCE: COPIES OF THIS QUALITY MANUAL ARE AVAILABLE BOTH IN ELECTRONIC AND HARD COPY MEDIA MAINTAINED BY DOCUMENT CONTROL.

4.2.3 CONTROL OF DOCUMENTS

DOCUMENTS REQUIRED FOR THE OPERATION OF THE QUALITY MANAGEMENT SYSTEM, AS FOLLOWS, ARE ELECTRONICALLY CONTROLLED BY THE DOCUMENT CONTROL FUNCTION. RECORDS ARE A SPECIAL TYPE OF DOCUMENT AND ARE CONTROLLED ACCORDING TO SECTION 4.2.4 OF THIS MANUAL.

DOCUMENT PROCEDURES ARE ESTABLISHED TO DEFINE THE CONTROLS NEEDED TO APPROVE DOCUMENTS FOR ADEQUACY PRIOR TO USE, AND TO

REVIEW AND UPDATE AS NECESSARY AND RE-APPROVE DOCUMENTS. THESE PROCEDURES ALSO ENSURE THAT CHANGES AND CURRENT REVISION STATUS OF DOCUMENTS IS IDENTIFIED, AND THAT RELEVANT VERSIONS ARE AVAILABLE AT POINTS OF USE. PROCEDURES ENSURE DOCUMENTS REMAIN LEGIBLE AND READILY IDENTIFIABLE AND THAT DOCUMENTS OF EXTERNAL ORIGIN ARE IDENTIFIED WITH DISTRIBUTION CONTROLLED, WHILE PREVENTING THE UNINTENDED USE OF OBSOLETE DOCUMENTS, WITH SUITABLE IDENTIFICATION IF RETAINED FOR ANY PURPOSE.

THE QUALITY MANAGEMENT SYSTEM DOCUMENTATION IS ORGANIZED AS:

- LEVEL ONE IS THE QUALITY SYSTEMS MANUAL
- LEVEL TWO ARE QUALITY PROCEDURES
- LEVEL THREE ARE WORK INSTRUCTIONS AND FORMS
- LEVEL FOUR ARE RECORDS (E.G. COMPLETED FORMS, DATABASES, ETC).

REFERENCE: PROCEDURES OP-41 "PROCEDURE WRITING, REVISION AND IMPLEMENTATION" AND OP-42 "DOCUMENT AND RECORD CONTROL", ARE AVAILABLE IN ELECTRONIC MEDIA AND HARD COPY MEDIA MAINTAINED BY DOCUMENT CONTROL.

4.2.4 CONTROL OF RECORDS

RECORDS REQUIRED FOR THE QUALITY MANAGEMENT SYSTEM (QMS) ARE CONTROLLED. SUCH RECORDS ARE MAINTAINED TO PROVIDE EVIDENCE OF CONFORMANCE TO REQUIREMENTS AND THE EFFECTIVE OPERATION OF THE QMS. RECORDS ARE LEGIBLE, READILY IDENTIFIABLE AND RETRIEVABLE. A DOCUMENTED PROCEDURE IS ESTABLISHED WHICH DEFINES THE CONTROLS FOR THE IDENTIFICATION, STORAGE, RETRIEVAL, PROTECTION, RETENTION TIME, AND DISPOSITION OF RECORDS.

REFERENCE: PROCEDURE OP-42 "DOCUMENT AND RECORD CONTROL" AND OP-16 "CONTROL OF QUALITY RECORDS" ARE AVAILABLE ELECTRONIC MEDIA AND HARD COPY MEDIA MAINTAINED BY DOCUMENT CONTROL.

5.0 MANAGEMENT RESPONSIBILITY

5.1 MANAGEMENT COMMITMENT

MANAGEMENT TEAM HAS COMMITTED TO THE DEVELOPMENT AND IMPLEMENTATION OF THE QUALITY MANAGEMENT SYSTEM AND STRIVES TO CONTINUALLY IMPROVE ITS EFFECTIVENESS BY COMMUNICATING TO THE ORGANIZATION THE IMPORTANCE OF MEETING CUSTOMER, STATUTORY AND REGULATORY REQUIREMENTS (IF EVER REQUIRED); AND BY ESTABLISHING

THE QUALITY POLICY AND OBJECTIVES; PERFORM MANAGEMENT REVIEWS;
AND ENSURE THE AVAILABILITY OF NECESSARY RESOURCES.

5.2 CUSTOMER FOCUS

MANAGEMENT TEAM ENSURES THAT CUSTOMER NEEDS AND EXPECTATIONS ARE DETERMINED, CONVERTED INTO REQUIREMENTS AND MET WITH THE AIM OF ACHIEVING CUSTOMER SATISFACTION.

REFERENCE: PROCEDURES OP-72 "CONTRACT REVIEW" AND OP-82 "CUSTOMER SATISFACTION - MEASUREMENT AND MONITORING" ARE AVAILABLE IN HARD COPY AND ELECTRONIC MEDIA MAINTAINED BY DOCUMENT CONTROL.

5.3 QUALITY POLICY

MANAGEMENT TEAM HAS ENSURED THAT THE QUALITY POLICY IS APPROPRIATE TO THE PURPOSE OF GORILLA CIRCUITS, AND INCLUDES A COMMITMENT TO COMPLY WITH THE REQUIREMENTS AND CONTINUALLY IMPROVE THE EFFECTIVENESS OF THE QMS. FURTHERMORE, MANAGEMENT HAS ENSURED THIS POLICY PROVIDES A FRAMEWORK FOR ESTABLISHING AND REVIEWING QUALITY OBJECTIVES AND IS COMMUNICATED, UNDERSTOOD BY THE ORGANIZATION AND IS REVIEWED FOR CONTINUING SUITABILITY. THE QUALITY POLICY IS DOCUMENTED IN SECTION 2.0 OF THIS MANUAL.

5.4 PLANNING

5.4.1 QUALITY OBJECTIVES

MANAGEMENT TEAM IS RESPONSIBLE FOR ESTABLISHING QUALITY OBJECTIVES, INCLUDING THOSE NEEDED TO MEET REQUIREMENTS FOR PRODUCT AND/OR SERVICES (REFER TO SECTION 7.1 OF THIS MANUAL) ARE ESTABLISHED AT RELEVANT FUNCTIONS AND LEVELS WITHIN THE ORGANIZATION. THE QUALITY OBJECTIVES SHALL BE MEASURABLE AND CONSISTENT WITH THE QUALITY POLICY. THE QUALITY OBJECTIVES ARE DOCUMENTED IN OP-ML-001 "OBJECTIVE & TARGETS".

REFERENCE: PROCEDURE OP-51 "ESTABLISHING OBJECTIVE & TARGETS AND CONTINUAL IMPROVEMENT" AVAILABLE IN ELECTRONIC AND HARD COPY MEDIA MAINTAINED BY DOCUMENT CONTROL

5.4.2 QUALITY MANAGEMENT SYSTEM PLANNING

MANAGEMENT TEAM ENSURES THAT THE PLANNING OF THE QMS IS CARRIED OUT IN ORDER TO MEET THE REQUIREMENTS GIVEN IN SECTION 4.1 OF THIS MANUAL, AS WELL AS THE QUALITY OBJECTIVES. THE INTEGRITY OF THE QMS IS MAINTAINED WHEN CHANGED TO THE QMS ARE PLANNED AND IMPLEMENTED.

QUALITY PLANNING IS ACCOMPLISHED BY IDENTIFYING; ACQUIRING AND IMPLEMENTING CONTROLS FOR MANUFACTURING, TEST AND INSPECTION EQUIPMENT AND TECHNIQUE TO ASSURE THAT THE PRODUCT WILL MEET THE DESIGN CRITERIA. QUALITY PLANNING CONSIDERS THE REQUIRED SKILLS FOR MANUFACTURING AND INSPECTION OPERATIONS.

QUALITY PLANNING IS PERFORMED THROUGH MANAGEMENT REVIEWS AND IS USED TO ENSURE THAT THE CUSTOMER'S REQUIREMENTS AND THE COMPANY'S OBJECTIVES FOR QUALITY ARE BOTH MET. QUALITY PLANNING TOPICS ARE LISTED ON THE MANAGEMENT REVIEW AGENDA. CUSTOMER SPECIFIC QUALITY PLANS SHALL BE DEVELOPED, IF REQUIRED BY CONTRACT.

ALL PERSONNEL THAT MANAGE, PERFORM, AND VERIFY WORK THAT AFFECTS QUALITY ARE RESPONSIBLE FOR COMPLIANCE WITH APPROVED QUALITY PLANS AND PROCEDURES. DOCUMENTATION OF SPECIFIED ACTIVITIES IS ALSO REQUIRED TO ENSURE THE INTEGRITY OF THE QUALITY MANAGEMENT SYSTEM. RECORDS OF QUALITY PLANNING ACTIVITIES ARE RECORDED ON THE MANAGEMENT REVIEW AGENDA, WITH RECORDS MAINTAINED IN ACCORDANCE TO SECTION 4.2.4, "CONTROL OF RECORDS", OF THIS MANUAL.

MANAGEMENT TEAM HAS THE RESPONSIBILITY TO ENSURE THAT CHANGE IS CONDUCTED IN A CONTROLLED MANNER AND THAT THE INTEGRITY OF THE QUALITY MANAGEMENT SYSTEM IS MAINTAINED DURING THE CHANGE.

REFERENCE: PROCEDURE OP-73 "PLANNING" IS AVAILABLE ELECTRONIC MEDIA AND HARD COPY MEDIA MAINTAINED BY DOCUMENT CONTROL.

5.5. RESPONSIBILITY, AUTHORITY AND COMMUNICATION

5.5.1 RESPONSIBILITY AND AUTHORITY

TO ENSURE EFFECTIVE ADMINISTRATION OF THE QUALITY MANAGEMENT SYSTEM, RESPONSIBILITIES AND AUTHORITIES HAVE BEEN DEFINED AND COMMUNICATED WITHIN THE ORGANIZATION. A MANAGEMENT REPRESENTATIVE HAS BEEN DESIGNATED; EFFECTIVE INTERNAL COMMUNICATIONS HAVE BEEN IMPLEMENTED; AND DOCUMENTATION AND RECORDS ARE EFFECTIVELY CONTROLLED. THE PRIMARY METHOD OF

COMMUNICATING RESPONSIBILITIES AND AUTHORITY TO RELEVANT LEVELS OF THE ORGANIZATION IS THROUGH QUALITY MANAGEMENT SYSTEM DOCUMENTATION. QUALITY PROCEDURES AND WORK INSTRUCTIONS DEFINE ROLES, RESPONSIBILITIES AND AUTHORITIES. THE FOLLOWING ARE THE ISO ELEMENT RESPONSIBILITIES:

4.0	QUALITY MANAGEMENT SYSTEM	RESPONSIBLE AND AUTHORITY
4.1	GENERAL REQUIREMENTS	DIRECTOR OF QUALITY
4.2	DOCUMENTATION REQUIREMENTS	DIRECTOR OF QUALITY
5.0	MANAGEMENT RESPONSIBILITY	
5.1	MANAGEMENT COMMITMENT	PRESIDENT
5.2	CUSTOMER FOCUS	SALES & CUSTOMER SERVICE
5.3	QUALITY POLICY	PRESIDENT
5.4	PLANNING	DIRECTOR OF QUALITY
5.5	RESPONSIBILITY, AUTHORITY & COMMUNICATION	DIRECTOR OF QUALITY
5.6	MANAGEMENT REVIEW	DIRECTOR OF QUALITY
6.0	RESOURCE MANAGEMENT	
6.1	PROVISION OF RESOURCES	PRESIDENT
6.2	HUMAN RESOURCES	V.P OF OPERATIONS & DIRECTOR OF QUALITY
6.3	INFRASTRUCTURE	V.P OF OPERATIONS
6.4	WORK ENVIRONMENT	V.P OF OPERATIONS
7.0	PRODUCT REALIZATION	
7.1	PLANNING OF PRODUCT REALIZATION	ENGINEERING & QUALITY
7.2	CUSTOMER-RELATED PROCESSES	SALES & QUALITY
7.4	PURCHASING	PURCHASING
7.5	PRODUCTION & SERVICE PROVISION	MANUFACTURING & CUSTOMER SERVICE
7.6	CONTROL OF MEASURE/MONITOR DEVICES	QUALITY
8.0	MEASURE, ANALYSIS & IMPROVE	
8.1	GENERAL	QUALITY & MANUFACTURING
8.2	MONITORING & MEASUREMENT	QUALITY & MANUFACTURING
8.3	CONTROL OF NONCONFORMING PRODUCT	QUALITY & MANUFACTURING
8.4	ANALYSIS OF DATA	QUALITY & SENIOR STAFF
8.5	IMPROVEMENT	QUALITY & SENIOR STAFF

5.5.2 MANAGEMENT REPRESENTATIVE

THE DIRECTOR OF QUALITY IS THE MANAGEMENT REPRESENTATIVE FOR THE QUALITY MANAGEMENT SYSTEM (QMS).

AS A MEMBER OF MANAGEMENT, IRRESPECTIVE OF OTHER RESPONSIBILITIES, HAS THE AUTHORITY TO ENSURE THAT THE SYSTEM IS IMPLEMENTED AND MAINTAINED IN ACCORDANCE WITH ISO 9001:2000

REQUIREMENTS. THE DIRECTOR OF QUALITY REPORTS TO MANAGEMENT TEAM ON THE PERFORMANCE OF THE QMS, INCLUDING NEEDS FOR IMPROVEMENT AND FOR ENSURING THE PROMOTION OF AWARENESS OF CUSTOMER REQUIREMENTS THROUGHOUT THE ORGANIZATION. IN ADDITION, THE DIRECTOR OF QUALITY HAS THE RESPONSIBILITY TO SERVE AS THE LIAISON WITH EXTERNAL PARTIES (E.G. REGISTRAR, CUSTOMERS, SUPPLIERS, ETC.) ON MATTERS RELATING TO THE QMS.

5.5.3 INTERNAL COMMUNICATION

GORILLA CIRCUITS ENSURES COMMUNICATION BETWEEN ITS VARIOUS LEVELS AND FUNCTIONS REGARDING THE PROCESSES OF THE QUALITY MANAGEMENT SYSTEM. THE PRIMARY METHOD OF COMMUNICATING THIS INFORMATION TO RELEVANT LEVELS IS THROUGH QUALITY MANAGEMENT SYSTEM DOCUMENTATION. OTHER ESSENTIAL PROCESSES FOR COMMUNICATING THE EFFECTIVENESS OF THE QUALITY MANAGEMENT SYSTEM INCLUDE, BUT ARE NOT LIMITED TO TRAINING, ORGANIZATIONAL MEETINGS, INTERNAL AUDITS, AND MANAGEMENT REVIEWS.

REFERENCE: PROCEDURE OP-52 "INTERNAL COMMUNICATION" IS AVAILABLE ELECTRONIC MEDIA AND HARD COPY MEDIA MAINTAINED BY DOCUMENT CONTROL.

5.6 MANAGEMENT REVIEW

5.6.1 GENERAL

MANAGEMENT TEAM CONDUCTS A MANAGEMENT REVIEW OF THE QUALITY MANAGEMENT SYSTEM (QMS) AT LEAST ANNUALLY (OR MORE FREQUENTLY, AS REQUIRED) TO ENSURE ITS CONTINUING SUITABILITY, ADEQUACY, AND EFFECTIVENESS. THIS REVIEW INCLUDES ASSESSING OPPORTUNITIES FOR IMPROVEMENT AND THE NEED FOR CHANGES TO THE QMS, INCLUDING THE QUALITY POLICY AND QUALITY OBJECTIVES. RECORDS FROM MANAGEMENT REVIEWS ARE MAINTAINED.

5.6.2 REVIEW INPUT

REPORTS GENERATED BY THE MANAGEMENT REPRESENTATIVE ARE USED AS A PRIMARY INPUT TO DETERMINE THE EFFECTIVENESS OF THE QUALITY MANAGEMENT SYSTEM. ADDITIONALLY, INPUT SHALL INCLUDE RESULTS OF AUDITS, RELATED CUSTOMER FEEDBACK, PROCESS PERFORMANCE AND PRODUCT CONFORMITY, STATUS OF PREVENTIVE AND CORRECTIVE ACTIONS, FOLLOW-UP ACTIONS FROM PREVIOUS MANAGEMENT REVIEW CHANGES THAT COULD AFFECT THE QMS AND RECOMMENDATIONS FOR IMPROVEMENT.

5.6.3 REVIEW OUTPUT

THE OUTPUT FROM THE MANAGEMENT REVIEW INCLUDES ANY DECISIONS AND ACTIONS RELATED TO IMPROVEMENT OF THE EFFECTIVENESS OF THE QUALITY MANAGEMENT SYSTEM AND ITS PROCESSES, IMPROVEMENT OF PRODUCTS AND/OR SERVICES RELATED TO CUSTOMER REQUIREMENTS, AND RESOURCE NEEDS.

REFERENCE: PROCEDURE OP53 "MANAGEMENT REVIEW AND ANALYSIS OF DATA" IS AVAILABLE IN ELECTRONIC AND HARD COPY MEDIA MAINTAINED BY DOCUMENT CONTROL.

6.0 RESOURCE MANAGEMENT

6.1 PROVISION OF RESOURCES

MANAGEMENT DETERMINES AND PROVIDES, IN A TIMELY MANNER, THE RESOURCES NEEDED TO ESTABLISH AND MAINTAIN THE QUALITY MANAGEMENT SYSTEM, CONTINUALLY IMPROVE ITS EFFECTIVENESS AND TO ENHANCE CUSTOMER SATISFACTION BY MEETING CUSTOMER REQUIREMENTS. AN ANNUAL OPERATING PLAN IS DEVELOPED AND ESTABLISHES THE REQUIREMENTS FOR PERSONNEL STAFFING, INVENTORY, TRAINING AND OTHER DIRECT COSTS NEEDED TO ACCOMPLISH THE FORECAST AND PRODUCTION SCHEDULES.

6.2 HUMAN RESOURCES

6.2.1 GENERAL

MANAGEMENT ASSIGNS PERSONNEL TO ENSURE THAT THOSE WHO HAVE RESPONSIBILITIES DEFINED IN THE QUALITY MANAGEMENT SYSTEM ARE COMPETENT ON THE BASIS OF APPLICABLE EDUCATION, TRAINING SKILLS, AND EXPERIENCE. HUMAN RESOURCES MAINTAINS JOB DESCRIPTIONS THAT CONTAIN THE MINIMUM REQUIREMENTS FOR EDUCATION AND EXPERIENCE THAT MUST BE MET BEFORE AN INDIVIDUAL IS HIRED, PROMOTED, AND/OR PERFORMS JOB TASKS.

6.2.2 COMPETENCE, AWARENESS AND TRAINING

MANAGEMENT IDENTIFIES THE COMPETENCY NEEDS FOR PERSONNEL PERFORMING ACTIVITIES AFFECTING QUALITY; PROVIDES TRAINING TO SATISFY THESE NEEDS; AND EVALUATES THE EFFECTIVENESS OF THE TRAINING PROVIDED. MANAGEMENT ALSO ENSURES THAT EMPLOYEES ARE AWARE OF THE RELEVANCE AND IMPORTANCE AND HOW THEY CONTRIBUTE TO THE ACHIEVEMENT OF THE QUALITY OBJECTIVES. TRAINING AND/OR

CERTIFICATION REQUIREMENTS AND LOCATION OF ASSOCIATED RECORDS ARE REFERENCED IN EACH QUALITY PROCEDURE OR RELATED WORK INSTRUCTIONS.

6.3 INFRASTRUCTURE

MANAGEMENT IDENTIFIES, PROVIDES, AND MAINTAINS THE INFRASTRUCTURE NEEDED TO ACHIEVE THE CONFORMITY OF PRODUCT, INCLUDING BUILDINGS, WORKSPACE AND ASSOCIATED UTILITIES; PROCESS EQUIPMENT, BOTH HARDWARE AND SOFTWARE; AND SUPPORTING SERVICES SUCH AS TRANSPORT OR COMMUNICATION, AS APPLICABLE.

6.4 WORK ENVIRONMENT

MANAGEMENT IDENTIFIES AND MANAGES THE HUMAN AND PHYSICAL FACTORS OF THE WORK ENVIRONMENT NEEDED TO ACHIEVE CONFORMITY OF PRODUCT.

REFERENCE: PROCEDURE OP-61 "TRAINING DOCUMENTATION" AND OP-62 "TRAINING REVIEW AND PLANNING" ARE AVAILABLE IN ELECTRONIC AND HARD COPY MEDIA MAINTAINED BY DOCUMENT CONTROL.

7.0 PRODUCT REALIZATION

7.1 PLANNING OF PRODUCT REALIZATION

MANAGEMENT DETERMINES THE SEQUENCE OF PROCESSES AND SUB-PROCESSES REQUIRED TO ACHIEVE THE PRODUCT. PLANNING OF THE REALIZATION PROCESSES ARE CONSISTENT WITH THE OTHER REQUIREMENTS OF THE QUALITY MANAGEMENT SYSTEM AND ARE DOCUMENTED IN A FORM SUITABLE FOR GORILLA CIRCUITS METHOD OF OPERATION.

IN PLANNING THE PROCESSES FOR REALIZATION OF PRODUCT, MANAGEMENT DETERMINES THE QUALITY OBJECTIVES FOR THE PRODUCT, PROJECT OR CONTRACT; THE NEED TO ESTABLISH PROCESSES AND DOCUMENTATION, AND PROVIDE RESOURCES AND FACILITIES SPECIFIC TO THE PRODUCT; VERIFICATION AND VALIDATION ACTIVITIES, MONITORING, INSPECTION AND TEST ACTIVITIES AND THE CRITERIA FOR ACCEPTABILITY; AND THE RECORDS THAT ARE NECESSARY TO PROVIDE CONFIDENCE OF CONFORMITY OF THE PROCESSES AND RESULTING PRODUCT.

REFERENCE: PROCEDURES AND/OR WORK INSTRUCTIONS ARE AVAILABLE IN ELECTRONIC AND HARD COPY MEDIA MAINTAINED BY QUALITY SYSTEMS DEPARTMENT.

7.2 CUSTOMER-RELATED PROCESSES

7.2.1 DETERMINATION OF REQUIREMENTS RELATED TO THE PRODUCT

GORILLA CIRCUITS HAS DEFINED AND ESTABLISHED A PROCESS AND PROCEDURE WHEREBY CUSTOMER REQUIREMENTS ARE IDENTIFIED, REVIEWED, COMMUNICATED, AND RECORDED. CUSTOMER REQUIREMENTS ARE IDENTIFIED BY CONTRACT REVIEW ACTIVITIES. THESE INCLUDE REQUIREMENTS FOR DELIVERY AND POST-DELIVERY, REQUIREMENTS NOT STATED BY THE CUSTOMER BUT NECESSARY FOR SPECIFIED OR INTENDED USE, STATUTORY AND REGULATORY REQUIREMENTS AND ANY ADDITIONAL REQUIREMENTS DETERMINED BY THE ORGANIZATION.

7.2.2 REVIEW OF REQUIREMENTS RELATED TO THE PRODUCT

GORILLA CIRCUITS REVIEWS THE REQUIREMENTS RELATED TO THE PRODUCT. THIS REVIEW SHALL BE CONDUCTED PRIOR TO THE ORGANIZATION'S COMMITMENT TO SUPPLY A PRODUCT TO THE CUSTOMER, ENSURING THAT THE PRODUCT REQUIREMENTS ARE DEFINED AND CONTRACT REQUIREMENTS DIFFERING FROM THOSE PREVIOUSLY EXPRESSED ARE RESOLVED.

THIS REVIEW ALSO ENSURES THAT THE ORGANIZATION HAS THE ABILITY TO MEET DEFINED REQUIREMENTS WITH RECORDS THAT ARE MAINTAINED.

WHERE THE CUSTOMER PROVIDES NO DOCUMENTED STATEMENT OF REQUIREMENTS, GORILLA CIRCUITS CONFIRMS THE CUSTOMER REQUIREMENTS BEFORE ACCEPTANCE. WHERE PRODUCTS REQUIREMENTS ARE CHANGED, THE CHANGE ORDER PROCESS ENSURES THAT NEW AND/OR CHANGING REQUIREMENTS ARE REVIEWED BEFORE A COMMITMENT TO SUPPLY A PRODUCT AND/OR SERVICE IS PROVIDED TO THE CUSTOMER.

REFERENCE: PROCEDURE OP-72 "CONTRACT REVIEW" IS AVAILABLE IN ELECTRONIC AND HARD COPY MEDIA MAINTAINED BY DOCUMENT CONTROL.

7.2.3 CUSTOMER COMMUNICATION

GORILLA CIRCUITS DETERMINES AND IMPLEMENTS EFFECTIVE ARRANGEMENTS FOR COMMUNICATING WITH CUSTOMERS IN RELATION TO PRODUCT INFORMATION, AN INQUIRY, CONTRACTS OR ORDER HANDLING, INCLUDING AMENDMENTS AND CUSTOMER FEEDBACK. THE CHANGE ORDER PROCESS AND CUSTOMER SERVICE STAFF ENSURE ONGOING

COMMUNICATIONS AND RESOLUTION OF NEW AND/OR CHANGING CUSTOMER REQUIREMENTS.

REFERENCE: PROCEDURE OP-714 "CUSTOMER COMPLAINT" IS AVAILABLE IN ELECTRONIC AND HARD COPY MEDIA MAINTAINED BY DOCUMENT CONTROL.

7.3 DESIGN AND DEVELOPMENT

THIS QUALITY SYSTEM ELEMENT IS NOT APPLICABLE TO GORILLA CIRCUITS. THIS SUB-CLAUSE IS INCLUDED TO ALIGN THE CLAUSE NUMBERING SCHEME WITH THAT OF ANSI/ISO/ASQ Q9001-2000.

7.4 PURCHASING

7.4.1 PURCHASING PROCESS

THE PURCHASING DEPARTMENT CONTROLS PURCHASING PROCESSES TO ENSURE THAT PURCHASED PRODUCT AND/OR SERVICE CONFORMS TO REQUIREMENTS. THE TYPE AND EXTENT OF METHODS TO CONTROL PURCHASING PROCESSES ARE DEPENDENT ON THE EFFECT OF THE PURCHASED PRODUCT AND/OR SERVICE UPON THE FINAL PRODUCT AND/OR SERVICE. THE PURCHASING DEPARTMENT EVALUATES AND SELECTS SUPPLIERS BASED ON THEIR ABILITY TO SUPPLY PRODUCTS AND/OR SERVICES IN ACCORDANCE WITH REQUIREMENTS. PURCHASING HAS ESTABLISHED EVALUATION, RE-EVALUATION AND SELECTION CRITERIA FOR ITS SUPPLIERS. THE RESULTS OF EVALUATIONS AND SUBSEQUENT FOLLOW-UP ACTIONS ARE RECORDED.

7.4.2 PURCHASING INFORMATION

PURCHASING INFORMATION DESCRIBES THE PRODUCT TO BE PURCHASED INCLUDING WHERE APPROPRIATE, THE REQUIREMENTS FOR APPROVAL OF PRODUCT, PROCEDURES, PROCESSES AND EQUIPMENT, REQUIREMENTS FOR PERSONNEL AND QUALITY MANAGEMENT SYSTEM REQUIREMENTS.

THE PURCHASING DEPARTMENT ENSURES THE ADEQUACY OF PURCHASING DOCUMENTS FOR THE SPECIFICATION OF REQUIREMENTS PRIOR TO RELEASE.

7.4.3 VERIFICATION OF PURCHASED PRODUCT

GORILLA CIRCUITS HAS ESTABLISHED AND IMPLEMENTED THE INSPECTION OR OTHER ACTIVITIES NECESSARY FOR ENSURING THAT PURCHASED PRODUCT MEETS SPECIFIED REQUIREMENTS. IN CASES WHERE GORILLA CIRCUITS OR ITS CUSTOMERS PROPOSE TO PERFORM VERIFICATION

ACTIVITIES AT THE SUPPLIER'S PREMISES, THE PURCHASING ENSURES THAT THE REQUIRED VERIFICATION ARRANGEMENTS AND METHOD OF PRODUCT AND/OR SERVICE RELEASE IS SPECIFIED IN THE PURCHASING DOCUMENTS.

REFERENCE: PROCEDURE OP-75 "PURCHASING" IS AVAILABLE IN ELECTRONIC AND HARD COPY MEDIA MAINTAINED BY DOCUMENT CONTROL.

7.5 PRODUCT AND SERVICE PROVISION

7.5.1 CONTROL OF PRODUCTION AND SERVICE PROVISION

THE SERVICE SECTION OF THIS QUALITY SYSTEM ELEMENT IS NOT APPLICABLE TO GORILLA CIRCUITS. THIS SUB-CLAUSE IS INCLUDED TO ALIGN THE CLAUSE NUMBERING SCHEME WITH THAT OF ANSI/ISO/ASQ Q9001-2000.

MANAGEMENT PLANS AND EXECUTES PRODUCTION PROVISION UNDER CONTROLLED CONDITIONS. CONTROLLED CONDITIONS INCLUDE, BUT ARE NOT LIMITED TO, THE AVAILABILITY OF INFORMATION THAT DESCRIBES THE CHARACTERISTICS OF THE PRODUCT, THE AVAILABILITY OF WORK INSTRUCTIONS (AS NECESSARY), THE USE OF SUITABLE EQUIPMENT, THE AVAILABILITY, USE AND IMPLEMENTATION OF MONITORING AND MEASUREMENT PROCESSES AND DEVICES, AND THE IMPLEMENTATION OF RELEASE, DELIVERY AND POST-DELIVERY ACTIVITIES.

7.5.2 VALIDATION OF PROCESSES FOR PRODUCTION AND SERVICE PROVISION

THIS QUALITY SYSTEM ELEMENT IS NOT APPLICABLE TO GORILLA CIRCUITS. THIS SUB-CLAUSE IS INCLUDED TO ALIGN THE CLAUSE NUMBERING SCHEME WITH THAT OF ANSI/ISO/ASQ Q9001-2000.

7.5.3 IDENTIFICATION AND TRACEABILITY

MANAGEMENT IDENTIFIES, WHERE APPROPRIATE, THE PRODUCT AND/OR SERVICES BY SUITABLE MEANS THROUGHOUT PRODUCTION AND SERVICE OPERATIONS. THE STATUS OF THE PRODUCT AND/OR SERVICE IS IDENTIFIED WITH RESPECT TO MEASUREMENT AND MONITORING REQUIREMENTS. WHERE TRACEABILITY IS A REQUIREMENT, THE UNIQUE IDENTIFICATION OF THE PRODUCT AND/OR SERVICE IS RECORDED AND CONTROLLED.

REFERENCE: PROCEDURE OP-78 "PRODUCT IDENTIFICATION AND TRACEABILITY" IS AVAILABLE IN ELECTRONIC AND HARD COPY MEDIA MAINTAINED BY DOCUMENT CONTROL.

7.5.4 CUSTOMER PROPERTY

GORILLA CIRCUITS EXERCISES CARE WITH CUSTOMER AND/OR GOVERNMENT PROPERTY WHILE IT IS UNDER OUR CONTROL OR BEING USED. MANAGEMENT ENSURES THE IDENTIFICATION, VERIFICATION, PROTECTION, AND SAFEGUARD OF CUSTOMER PROPERTY PROVIDED FOR USE OR INCORPORATION INTO THE PRODUCT. ANY CUSTOMER PROPERTY LOST, DAMAGED, OR OTHERWISE FOUND TO BE UNSUITABLE FOR USE IS RECORDED AND REPORTED TO CUSTOMER. CUSTOMER PROPERTY CAN INCLUDE INTELLECTUAL PROPERTY.

REFERENCE: PROCEDURE OP-79 "CONTROL OF CUSTOMER SUPPLIED MATERIAL" IS AVAILABLE IN ELECTRONIC AND HARD COPY MEDIA MAINTAINED BY DOCUMENT CONTROL.

7.5.5 PRESERVATION OF PRODUCT

MANAGEMENT PRESERVES CONFORMITY OF PRODUCT WITH CUSTOMER REQUIREMENTS DURING INTERNAL PROCESSING AND DELIVERY TO THE INTENDED DESTINATION. THIS INCLUDES IDENTIFICATION, HANDLING, PACKAGING, STORAGE, AND PROTECTION. PRESERVATION ALSO APPLIES TO THE CONSTITUENT PARTS OF A PRODUCT OR SERVICE.

REFERENCE: PROCEDURE OP-710 "PRESERVATION OF PRODUCT" AND OP-712 "SHIPPING" ARE AVAILABLE IN ELECTRONIC AND HARD COPY MEDIA MAINTAINED BY DOCUMENT CONTROL.

7.6 CONTROL OF MEASURING AND MONITORING DEVICES

MANAGEMENT IDENTIFIES THE MONITORING AND MEASUREMENTS TO BE MADE AND THE MEASURING AND MONITORING DEVICES REQUIRED TO ASSURE CONFORMITY OF PRODUCT TO SPECIFIED REQUIREMENTS. MEASURING AND MONITORING PROCESSES ARE FOLLOWED TO ENSURE THAT MONITORING AND MEASUREMENT IS CONTROLLED TO ENSURE THAT MEASUREMENT CAPABILITY IS CONSISTENT WITH THE MEASUREMENT REQUIREMENTS.

WHERE APPLICABLE AND TO ENSURE VALID RESULTS, MEASURING AND MONITORING DEVICES ARE CALIBRATED AND ADJUSTED PERIODICALLY OR PRIOR TO USE, AGAINST DEVICES TRACEABLE TO INTERNATIONAL OR NATIONAL STANDARDS. WHERE INTERNATIONAL OR NATIONAL STANDARDS DO NOT EXIST, THE BASIS USED FOR CALIBRATION IS RECORDED. EQUIPMENT MAY BE ADJUSTED OR RE-ADJUSTED AS NECESSARY, BE IDENTIFIED TO ENABLE THE CALIBRATION STATUS BE DETERMINED, BE SAFEGUARDED FROM ADJUSTMENTS THAT WOULD INVALIDATE THE MEASUREMENT RESULT, AND BE PROTECTED FROM DAMAGE AND DETERIORATION DURING HANDLING,

MAINTENANCE AND STORAGE. THE CALIBRATION AND VERIFICATION RESULTS OF MEASURING AND MONITORING DEVICES ARE RECORDED.

WHEN MEASURING AND MONITORING DEVICES ARE FOUND TO BE OUT OF CALIBRATION, THE PREVIOUS RESULTS ARE RE-ASSESSED AND CORRECTIVE ACTION TAKEN, WHERE APPLICABLE.

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 THE INITIAL USE AND RECONFIRMED AS NECESSARY.

REFERENCE: PROCEDURE OP-711 "GAGE CALIBRATION" IS AVAILABLE IN ELECTRONIC AND HARD COPY MEDIA MAINTAINED BY DOCUMENT CONTROL.

8.0 MEASUREMENT, ANALYSIS, AND IMPROVEMENT

8.1 GENERAL

MANAGEMENT DEFINES, PLANS AND IMPLEMENTS THE MONITORING, MEASUREMENT, ANALYSIS AND IMPROVEMENT PROCESSES NEEDED TO DEMONSTRATE THE CONFORMITY OF THE PRODUCT, TO ENSURE CONFORMITY TO THE QMS, AND TO CONTINUALLY IMPROVE THE EFFECTIVENESS OF THE QMS. THIS INCLUDES THE DETERMINATION OF THE NEED FOR, AND USE OF, APPLICABLE METHODOLOGIES INCLUDING STATISTICAL TECHNIQUES AND THE EXTENT OF THEIR USE.

8.2 MONITORING AND MEASUREMENT

8.2.1 CUSTOMER SATISFACTION

GORILLA CIRCUITS MONITORS INFORMATION RELATING TO CUSTOMER PERCEPTION AS TO WHETHER THE ORGANIZATION HAS MET CUSTOMER REQUIREMENTS. CUSTOMER SATISFACTION AND/OR DISSATISFACTION ARE TRACKED AS ONE OF THE MEASUREMENTS OF PERFORMANCE OF THE QUALITY MANAGEMENT SYSTEM. THE PRIMARY METHOD FOR OBTAINING CUSTOMER SATISFACTION AND/OR DISSATISFACTION DATA IS VIA CUSTOMER SURVEYS. THE CUSTOMER SATISFACTION AND/OR DISSATISFACTION DATA IS COMPILED AND SUBSEQUENTLY USED AS AN INPUT FOR THE MANAGEMENT REVIEW.

REFERENCE: PROCEDURE OP-82 "CUSTOMER SATISFACTION-MEASUREMENT AND MONITORING" IS AVAILABLE IN ELECTRONIC AND HARD COPY MEDIA MAINTAINED BY DOCUMENT CONTROL.

8.2.2 INTERNAL AUDIT

QUALITY ASSURANCE CONDUCTS PERIODIC INTERNAL AUDITS TO DETERMINE WHETHER THE QUALITY MANAGEMENT SYSTEM HAS BEEN EFFECTIVELY IMPLEMENTED AND MAINTAINED IN ACCORDANCE WITH ISO 9001:2000 REQUIREMENTS AND TO QMS DOCUMENTATION. INTERNAL AUDITS ARE PERFORMED TO ENSURE THAT THE QMS IS EFFECTIVELY IMPLEMENTED AND MAINTAINED. AUDITS ARE PLANNED BASED ON THE STATUS AND IMPORTANCE OF THE ACTIVITIES TO BE AUDITED AS WELL AS PREVIOUS AUDIT RESULTS. AUDIT CRITERIA, SCOPE, FREQUENCIES, AND METHODOLOGIES ARE DEFINED. SELECTION OF AUDITORS AND CONDUCT OF AUDITS ENSURE OBJECTIVITY AND IMPARTIALITY OF THE AUDIT PROCESS, AS AUDITORS DO NOT AUDIT THEIR OWN WORK.

THE RESPONSIBILITIES AND REQUIREMENTS FOR PLANNING AND CONDUCTING AUDITS, AND FOR REPORTING RESULTS AND MAINTAINING RECORDS ARE DEFINED IN DOCUMENTED PROCEDURES.

MANAGEMENT RESPONSIBLE FOR THE AREA BEING AUDITED ENSURES THAT ACTIONS ARE TAKEN WITHOUT UNDUE DELAY TO ELIMINATE DETECTED NONCONFORMITIES AND THEIR CAUSES. FOLLOW-UP ACTIVITIES INCLUDE THE VERIFICATIONS OF THE ACTIONS TAKEN AND THE REPORTING OF VERIFICATION RESULTS.

REFERENCE: PROCEDURE OP-83 "INTERNAL AUDITS" IS AVAILABLE IN ELECTRONIC AND HARD COPY MEDIA MAINTAINED BY DOCUMENT CONTROL.

8.2.3 MONITORING AND MEASUREMENT OF PROCESSES

MANAGEMENT APPLIES SUITABLE METHODS FOR MEASUREMENT AND MONITORING OF PROCESSES NECESSARY TO MEET CUSTOMER REQUIREMENTS, AS APPLICABLE. THESE METHODS CONFIRM THE CONTINUING ABILITY OF EACH PROCESS TO SATISFY ITS INTENDED PURPOSE. WHEN RESULTS ARE NOT ACHIEVED, CORRECTION AND CORRECTIVE ACTION ARE TAKEN, AS APPROPRIATE, TO ENSURE CONFORMITY OF THE PRODUCT.

REFERENCE: PROCEDURE OP-81 "STATISTICAL TECHNIQUES" IS AVAILABLE BY ELECTRONIC AND HARD MEDIA MAINTAINED BY DOCUMENT CONTROL.

8.2.4 MONITORING AND MEASUREMENT OF PRODUCT

MANAGEMENT MEASURES AND MONITORS THE CHARACTERISTICS OF THE PRODUCT TO VERIFY THAT REQUIREMENTS FOR THE PRODUCT ARE MET. MEASURING AND MONITORING IS CARRIED OUT AT APPROPRIATE STAGES OF THE PRODUCT REALIZATION PROCESS IN ACCORDANCE WITH CONTROLLED

DOCUMENTATION. EVIDENCE OF CONFORMITY WITH THE ACCEPTANCE CRITERIA IS DOCUMENTED, AND RECORDS INDICATE THE AUTHORITY RESPONSIBLE FOR RELEASE OF PRODUCT. PRODUCT RELEASE AND SERVICE DELIVERY DOES NOT PROCEED UNTIL ALL THE SPECIFIED ACTIVITIES HAVE BEEN SATISFACTORILY COMPLETED, UNLESS OTHERWISE APPROVED BY A RELEVANT AUTHORITY OR THE CUSTOMER.

REFERENCE: PROCEDURE OP-84 "RECEIVING INSPECTION", OP-85 "IN-PROCESS INSPECTION", OP-86 "FINAL INSPECTION", AND OP-81 "STATISTICAL TECHNIQUES" ARE AVAILABLE BY ELECTRONIC AND HARD MEDIA MAINTAINED BY DOCUMENT CONTROL.

8.3 CONTROL OF NONCONFORMING PRODUCT

GORILLA CIRCUITS ENSURES THAT PRODUCT WHICH DOES NOT CONFORM TO PRODUCT REQUIREMENTS ARE IDENTIFIED AND CONTROLLED TO PREVENT ITS UNINTENDED USE OR DELIVERY. THE CONTROLS AND RELATED RESPONSIBILITIES AND AUTHORITIES FOR DEALING WITH NONCONFORMING PRODUCT ARE DEFINED IN DOCUMENTED PROCEDURES.

GORILLA CIRCUITS DEALS WITH NONCONFORMING PRODUCT BY TAKING ACTION TO ELIMINATE THE DETECTED NONCONFORMITY, BY AUTHORIZING ITS USE, RELEASE, OR ACCEPTANCE UNDER CONCESSION BY AUTHORITY OR BY THE CUSTOMER, OR BY TAKING ACTION TO PRECLUDE ITS ORIGINAL USE OR APPLICATION. RECORDS OF THE NATURE OF THE NONCONFORMITIES OF ANY SUBSEQUENT ACTIONS TAKEN, INCLUDING CONCESSIONS OBTAINED, ARE MAINTAINED.

PRODUCTS AND SERVICES DELIVERED TO GORILLA CIRCUITS CUSTOMERS MUST CONFORM TO THE SPECIFIED REQUIREMENTS DERIVED FROM REGULATORY REQUIREMENTS, PERFORMANCE STANDARDS, AND CONTRACT SPECIFICATIONS. WHEN A PRODUCT OR SERVICE CANNOT FULFILL THE SPECIFIED REQUIREMENTS, IT IS NONCONFORMING. NONCONFORMING PRODUCT IS CORRECTED AND SUBJECT TO RE-VERIFICATION AFTER CORRECTION TO DEMONSTRATE CONFORMITY. WHEN NONCONFORMING PRODUCT IS DETECTED AFTER DELIVERY OR USE HAS STARTED, GORILLA CIRCUITS TAKES ACTION APPROPRIATE TO THE EFFECTS, OR POTENTIAL EFFECTS OF THE NONCONFORMITY.

REFERENCE: PROCEDURE OP-87 "CONTROL OF NONCONFORMING RAW MATERIAL", OP-88 "CONTROL OF NONCONFORMING IN-PROCESS PRODUCT" AND OP-89 "CONTROL OF NONCONFORMING FINAL PRODUCT" ARE ELECTRONIC AND HARD COPY MEDIA MAINTAINED BY DOCUMENT CONTROL.

8.4 ANALYSIS OF DATA

THE QUALITY MANAGEMENT SYSTEM INCLUDES PROCESSES TO COLLECT AND ANALYZE DATA TO DETERMINE THE SUITABILITY AND EFFECTIVENESS OF THE QUALITY MANAGEMENT SYSTEM, AND TO EVALUATE WHERE CONTINUAL IMPROVEMENT CAN BE MADE. THIS INCLUDES DATA GENERATED AS A RESULT OF MONITORING AND MEASUREMENT AND FROM OTHER RELEVANT SOURCES. THE ANALYSIS OF DATA PROVIDES INFORMATION RELATING TO CUSTOMER SATISFACTION; CONFORMITY TO PRODUCT REQUIREMENTS; CHARACTERISTICS AND TRENDS OF PROCESSES AND PRODUCTS INCLUDING OPPORTUNITIES FOR PREVENTIVE ACTION AND SUPPLIERS.

REFERENCE: PROCEDURE OP-81 "STATISTICAL TECHNIQUES" IS AVAILABLE IN ELECTRONIC AND HARD COPY MEDIA MAINTAINED BY DOCUMENT CONTROL.

8.5 IMPROVEMENT

8.5.1 CONTINUAL IMPROVEMENT

MANAGEMENT PLANS AND MANAGES THE PROCESSES NECESSARY FOR THE CONTINUAL IMPROVEMENT OF THE QUALITY MANAGEMENT SYSTEM. THE QUALITY POLICY, QUALITY OBJECTIVES, AUDIT RESULTS, ANALYSIS OF DATA, CORRECTIVE AND PREVENTIVE ACTIONS, AND MANAGEMENT REVIEW FACILITATE CONTINUAL IMPROVEMENT OF THE QUALITY MANAGEMENT SYSTEM.

8.5.2 CORRECTIVE ACTION

MANAGEMENT TAKES CORRECTIVE ACTION TO ELIMINATE THE CAUSES OF NONCONFORMITIES AND PREVENT RECURRENCE. CORRECTIVE ACTIONS ARE APPROPRIATE TO THE EFFECTS OF THE NONCONFORMITIES ENCOUNTERED. DOCUMENTED PROCEDURES DEFINE REQUIREMENTS FOR REVIEWING NONCONFORMITIES, INCLUDING CUSTOMER COMPLAINTS, DETERMINING CAUSES OF NONCONFORMITIES, EVALUATING THE NEED FOR ACTION TO ENSURE NONCONFORMITIES DO NOT RECUR, DETERMINING AND IMPLEMENTING ACTIONS NEEDED, RECORDS OF RESULTS AND REVIEW OF ACTIONS TAKEN.

A NONCONFORMANCE IS NORMALLY IDENTIFIED THROUGH CUSTOMER COMPLAINTS, TREND ANALYSES, PERFORMANCE STANDARDS REVIEW, AND OTHER QUALITY MANAGEMENT SYSTEM EVALUATION PROCESSES. THE CORRECTIVE ACTION PROCESS ENSURES THAT THE NONCONFORMITY IS IDENTIFIED; ROOT CAUSE(S) IS DETERMINED; AND CORRECTIVE ACTION IS IMPLEMENTED, RECORDED, AND REVIEWED FOR EFFECTIVENESS.

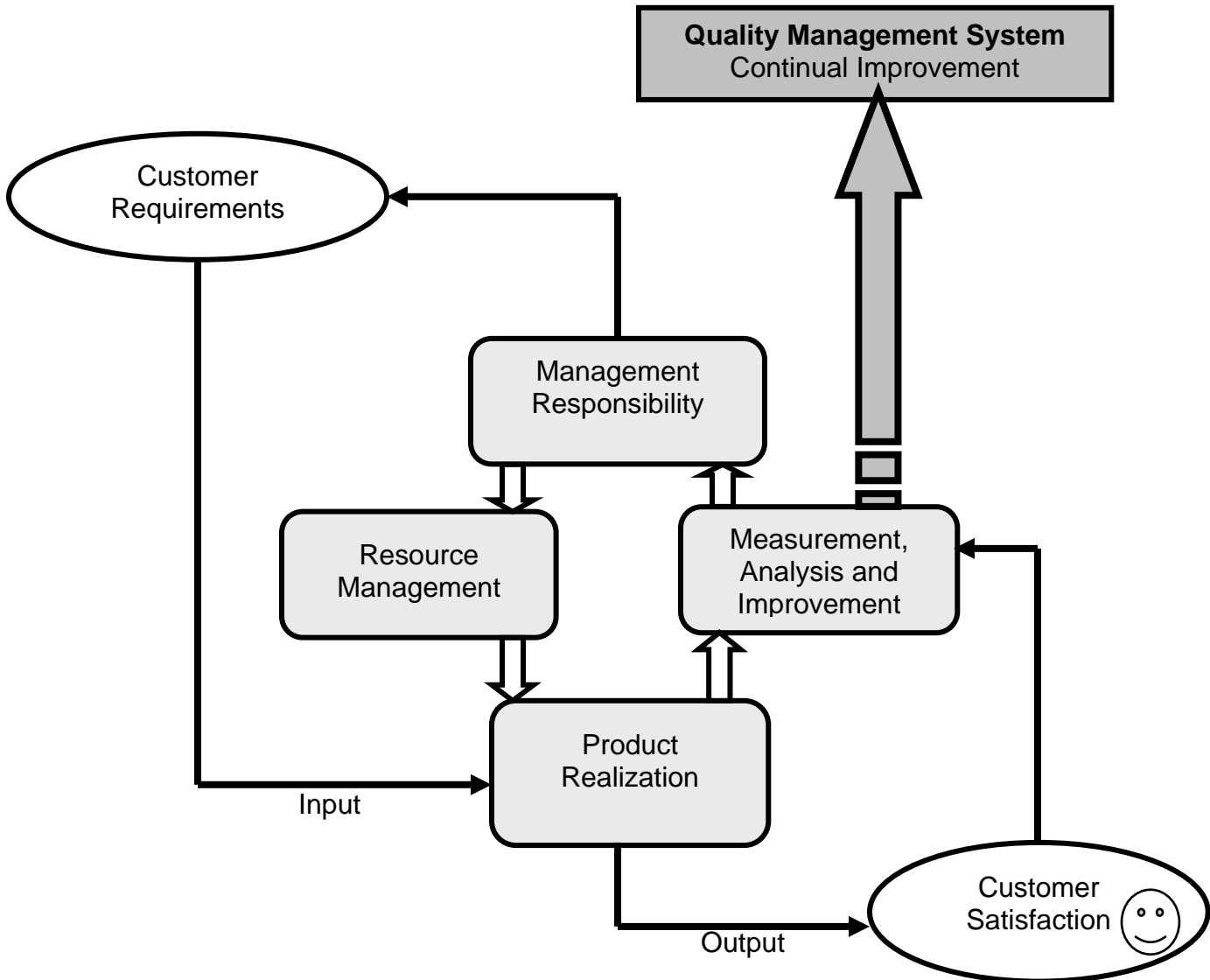
8.5.3 PREVENTIVE ACTION

MANAGEMENT IDENTIFIES PREVENTIVE ACTION TO ELIMINATE THE CAUSES OF POTENTIAL NONCONFORMITIES IN ORDER TO PREVENT OCCURRENCE. PREVENTIVE ACTIONS ARE APPROPRIATE TO THE EFFECTS OF THE POTENTIAL PROBLEM. DOCUMENTED PROCEDURES DEFINE REQUIREMENTS FOR DETERMINING POTENTIAL NONCONFORMITIES; EVALUATING THE NEED FOR ACTION TAKEN TO PREVENT OCCURRENCE OF NONCONFORMITIES; DETERMINING AND IMPLEMENTING ACTION NEEDED; RECORDS OF RESULTS OF ACTION TAKEN AND REVIEWING PREVENTIVE ACTIONS TAKEN.

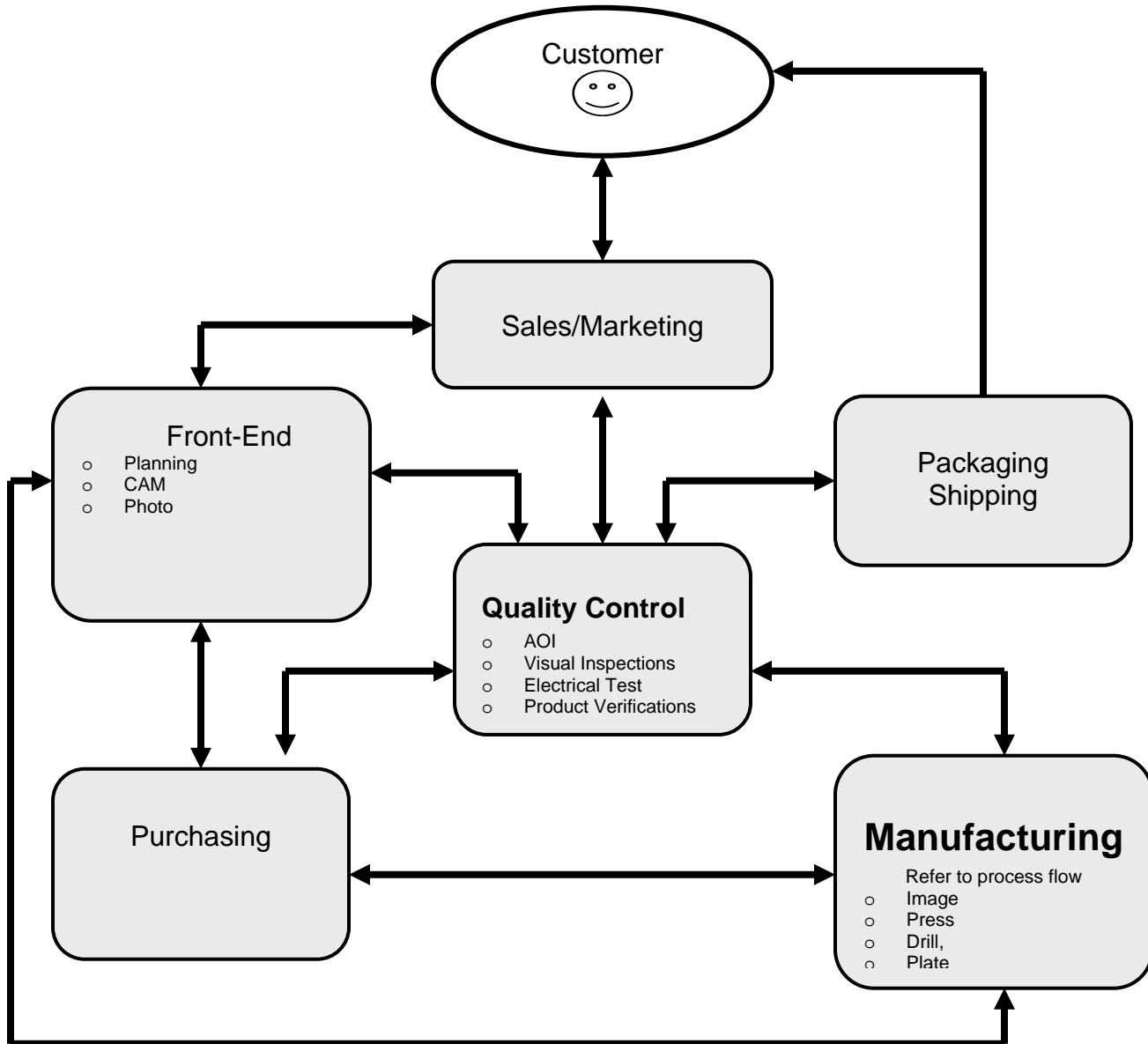
PREVENTIVE ACTION MAY BE DERIVED FROM THE ANALYSIS OF DATA, QUALITY MANAGEMENT SYSTEM REVIEWS, INTERNAL AUDIT FINDINGS, CUSTOMER INPUTS, AND SURVEILLANCE PROCESSES.

REFERENCE: PROCEDURE OP-810 "CORRECTIVE ACTION AND PREVENTIVE ACTION" IS AVAILABLE IN ELECTRONIC AND HARD COPY MEDIA MAINTAINED BY DOCUMENT CONTROL.

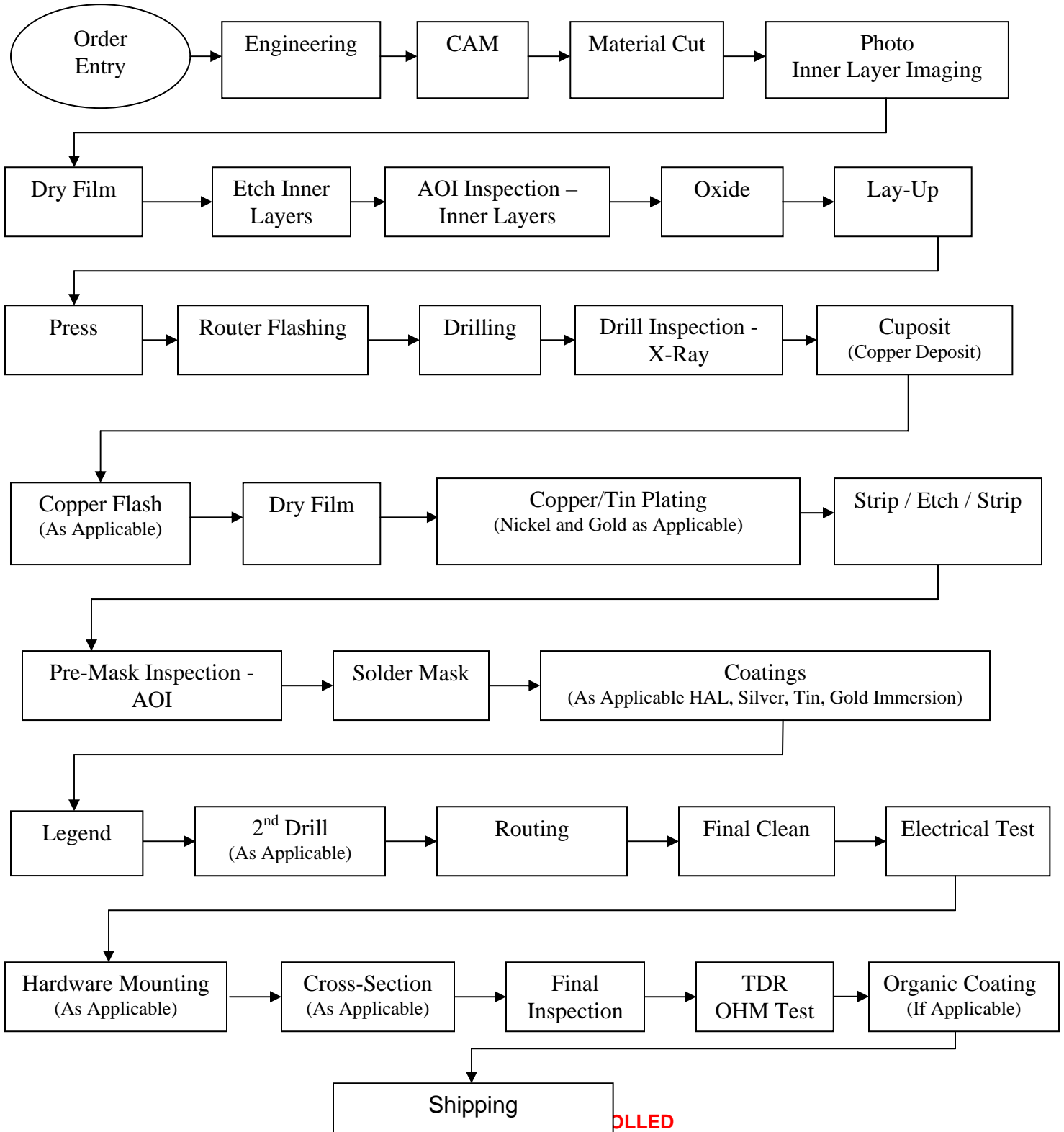
APPENDIX A
SYSTEM DESIGN AND INTERACTION OF THE ELEMENTS



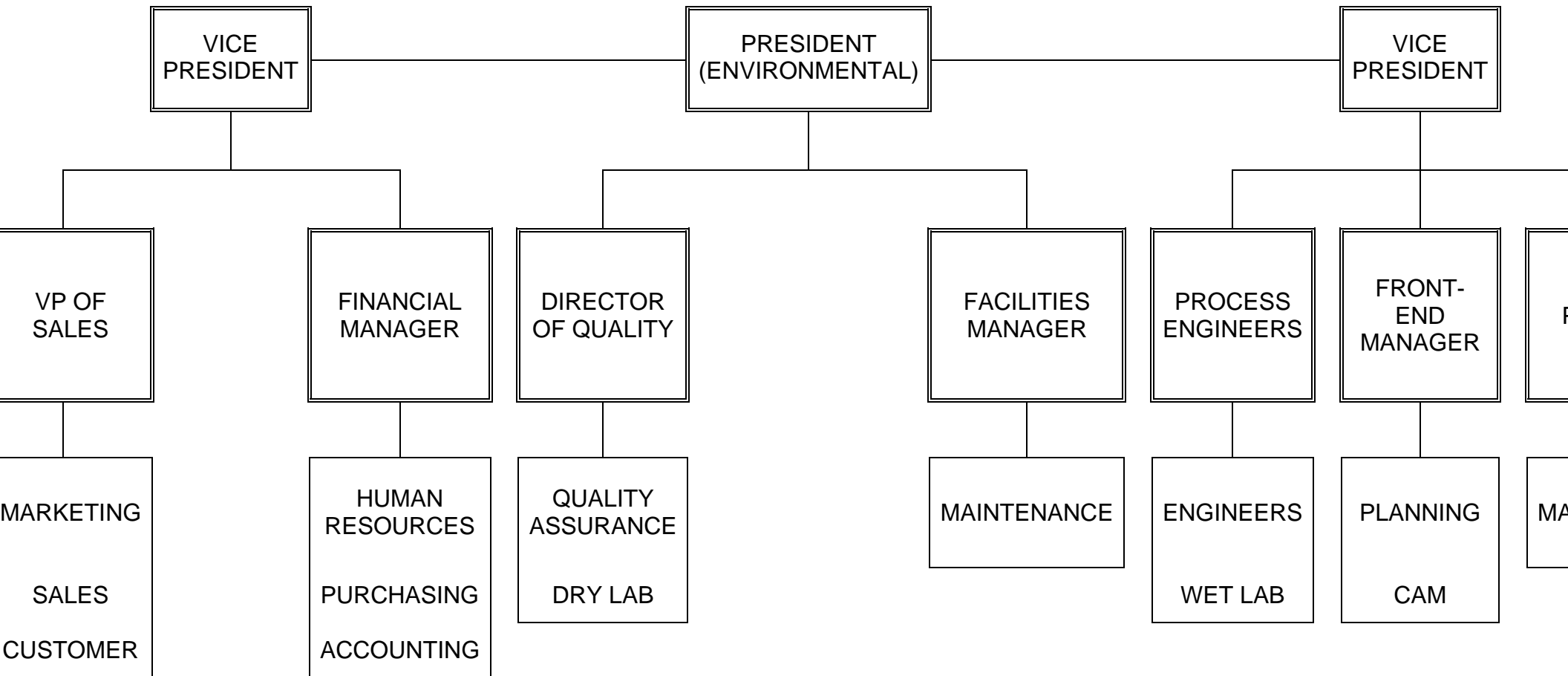
APPENDIX B PROCESS INTERACTION



**APPENDIX C -
TYPICAL PROCESS FLOW CHART**



Reference the Quality Database for the current revision prior to using Printed Copies.



Printed Copies are UNCONTROLLED
Reference the Quality Database for the current revision prior to using Printed Copies.