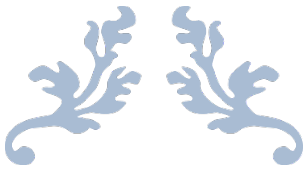

GENERAL DIGITAL™

The Innovators of Flat Panel Technology

Quality Management System Manual

JANUARY 11, 2019

GENERAL DIGITAL
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South Windsor, Ct 06074

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Table of Contents

1.0 Welcome to GENERAL DIGITAL CORP (GDC) 4
2.0 Reference Documents 4
3.0 Terms and Definitions 4
4.0 Scope 4
5.0 Scope for Certificate 5
6.0 Context of the Organization and Interested Parties 5
Understanding the Organization and Its Context 5
Understanding the Needs and Expectations of Interested Parties 5
Quality Management System and its Processes 5
Process Identification 5
Process Controls and Objectives 6
Outsourced Processes 6
7.0 Process Map 7
8.0 Leadership 8
Policy 8
Strategic Direction 8
Organizational Roles Responsibilities and Authorities 9

Revision History

	Nature of changes	Approval	Date
-	Original release.	A. DeCarlo	7/11/2018
A	Added Strategic statement and a new Quality Policy	A. DeCarlo	5/29/2019

1.0 Welcome to GENERAL DIGITAL CORP (GDC)

From its inception in 1973, General Digital has engineered and delivered to the market scores of standard and custom flat panel display products, optical display enhancements, and software testing and development solutions.

General digital created the VuePoint™, the world's first gas plasma, flat panel, serial terminal with an integral touch screen, which then evolved into the VuePoint II™. We also produced the first large format sunlight readable display, GenStar™.

With cutting edge display enhancement and optical bonding, our engineering group has the knowledge and expertise to vastly improve your display performance.

General Digital Corporation's mission is to provide top quality, robust, and long-lasting products and services that meet both the demanding and specialized of the high-end commercial, industrial, aerospace, medical and military markets. By listening closely to our customers, we provide unrivaled customer service and satisfaction in the most expeditious manner possible.

2.0 Reference Documents

The following external documents are referenced within the QMS

Document #	**Title**
ISO 9001:2015	Requirements of a Quality Management System

3.0 Terms and Definitions

Abbreviations and Definitions for the terminology used within this document can be found in Document Fundamentals and vocabulary.

4.0 Scope

The Quality Manual documents the management system of General Digital Corporation, ISO 9001:2015 and demonstrates the capability of General Digital to continuously provide products and services that maximize customer satisfaction and address customer requirements.

The 999-2000-001 Quality Management System (QMS) applies to the products and services provided by the three divisions of General Digital Corporation:

- Display Systems Division: LCD Monitors and Related Accessories built in the U.S.A. for a varied array of environmental conditions
- Optical Bonding Division: LCD Modification and Ruggedization, film laminations, brightness enhancements and optical boding.

- Software Services Division: Testing of Embedded Software providing development and verification /validation services

The quality system applies to all processes, activities and employees within the company. The facility is located at:

8 Nutmeg Road South
South Windsor, CT 06074
Phone: 860.282.2900
Fax: 860.812.2465

5.0 Scope for Certificate

Design and development of display systems, optical bonding, and testing of embedded software in the Aerospace, Medical, Government and Commercial industries.

6.0 Context of the Organization and Interested Parties

Understanding the Organization and Its Context

GDC has reviewed and analyzed key aspects of itself and its stakeholders to determine the strategic direction of the company. This requires understanding internal and external issues that are of concern to GDC and its interested parties; the interested parties are identified per the spread sheet "Context of the Organization"**.**

Understanding the Needs and Expectations of Interested Parties

The issues determined per 4.1 of the standard are identified through an analysis of risks facing GDC and its interested parties. "Interested parties" are those stakeholders who receive our Products or Services, or who may be impacted by them, or those parties who may otherwise have a significant interest in our company. These parties are identified per the spread sheet "Context of the Organization"**.**

This information is then used by senior management to determine the company's strategic direction. This is defined in records of management review, and periodically updated as conditions and situations change.

Quality Management System and its Processes

Process Identification

GDC has adopted a process approach for its management system. By identifying the top-level processes within the company, and then managing each of these discretely, this reduces the potential for non-conforming Products or Services discovered during final processes or after delivery. Instead, non-conformities and risks are identified in real time, by actions taken within each of the top-level processes.

Note: not all activities are considered "processes" – the term "process" in this context indicates the activity has been elevated to a higher level of control and management oversight. The controls indicated herein are applicable only to the top-level processes identified.

The following top-level processes have been identified for GDC

- Display Systems
- Optical Bonding
- Software Services

Each process may be supported by other activities, such as tasks or sub-processes. Monitoring and control of top-level processes ensures effective implementation and control of all subordinate tasks or sub-processes.

Each top-level process has a ***Turtle Diagram*** document which defines:

- applicable inputs and outputs
- process owner(s)
- critical and supporting resources
- criteria and methods employed to ensure the effectiveness of the process
- quality objectives related to that process

The sequence of interaction of these processes is illustrated in the process map.

Process Controls and Objectives

Each process has at least one objective established for it; this is a statement of the intent of the process. Each objective is then supported by at least one "metric" or Key Performance Indicator (KPI) which is then measured to determine the process' ability to meet the Quality Objective.

Throughout the year, metrics data is measured and gathered by process owners or other assigned managers, in order to present the data to GDC Senior Management. The data is then analyzed by GDC Senior Management in order that GDC Senior Management may set goals and make adjustments for the purposes of long-term continual improvement.

The specific Quality Objectives for each process are defined and reviewed during Management Review.

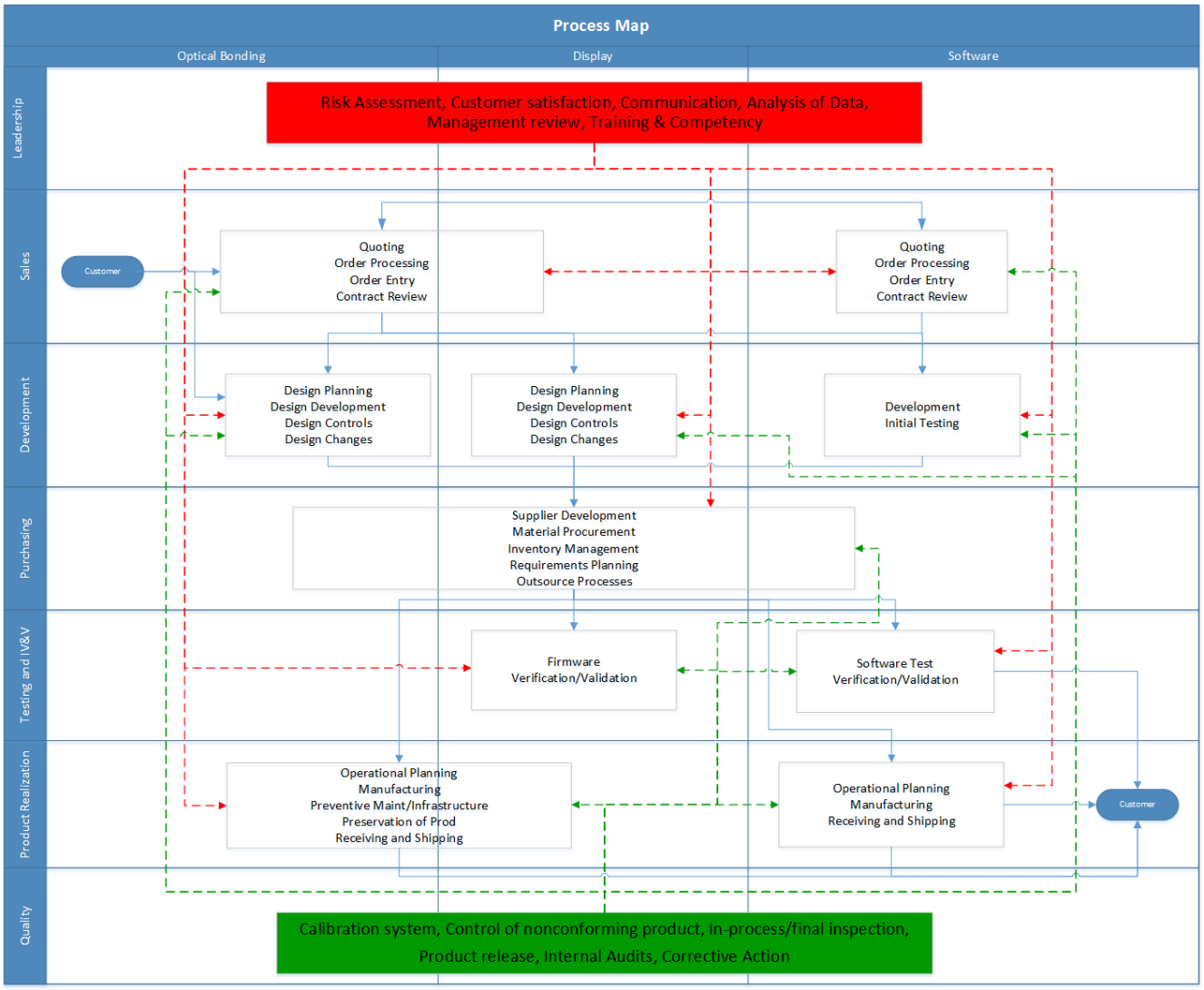
Metrics, along with current standings and goals for each objective, are recorded in records of Management Review.

When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective and preventive action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

Outsourced Processes

Any process performed by a third party is considered an "outsourced process" and must be controlled, as well.

7.0 Process Map



8.0 Leadership

Policy

The Quality Policy is released as a standalone document as well and is communicated and implemented throughout the organization.

The Quality Policy of GDC is as follows:

We, the employees of General Digital, are committed to providing high quality products and services to our Customers – on time, every time.

Our policy is to maintain a practical, comprehensive and adaptive Quality System rooted in the shared goals of Customer satisfaction, meeting customer and regulatory requirements, and striving for continual improvement.

Our objectives will be reached by:

Listening closely to the special needs of our customers;
Maintaining ethical standards;
Ongoing training;
Accepting employee input;
And a willingness to change and move forward.

Strategic Direction

General Digital Corporation was founded to serve its customers' uniquely diverse and challenging engineering needs.

Our best-in-class engineering services cover electrical, mechanical, optical and software/firmware needs, as well as consulting, in-house manufacturing and contract manufacturing. We offer an incomparable spectrum of engineering, integration, and software development and testing, all under one roof. General Digital draws upon the unique skill sets of each of our three business units—Display Systems, Optical Bonding Laboratories and Software Services—to produce truly innovative and unrivaled products, services and engineered solutions.

Innovation and constant improvement are deeply entrenched within the culture of General Digital. We share a commitment to endlessly drive toward the future and to embrace entrepreneurism. Our dedicated employees are encouraged to discover new methods of performing their tasks in a faster, better and more cost-effective manner. Since 1973, General Digital has served a multitude of markets through innovative design and implementation. Today, we continue to serve the marketplace as an elite, "one-stop shop" engineering services company.

Organizational Roles Responsibilities and Authorities

GDC senior management team has assigned responsibilities and authorities for all relevant roles in the company. These are communicated through the combination of the "Organizational Chart" and "Position Descriptions".

In addition, the following overall QMS responsibilities and authorities are assigned as follows:

Responsibility	Assigned To
Ensuring that the management system conforms to applicable standards	GDC Senior Management Team
Ensuring that the processes are delivering their intended outputs	Applicable process owner
Reporting on the performance of the management system and providing opportunities for improvement for the management system	Quality Manager
Ensuring the promotion of customer focus throughout the organization	GDC Senior Management Team
Ensuring that the integrity of the management system is maintained when changes are planned and implemented	GDC Senior Management Team