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Quality Control Manual		
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Revision History

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0	Initial Release		

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1. Scope

1.1. General

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
- Optical Bonding Division: LCD Modification and Ruggedization
- Software Quality Division: Testing of Embedded Software

The QMS follows the process and quality management principals defined in the ISO 9001:2008 international standard.

2. Reference Documents

The following external documents are referenced within the QMS

Document #	Title
ISO 9001:2008	Requirements of a Quality Management System
ISO 9000:2005	Fundamentals and Vocabulary of ISO 9001
ISO 9004:2000	Guidelines for Performance Improvements

Table 1 External Document References

A compilation of internal documentation referenced by the QMS can be found in Appendix B.

3. Terms and Definitions

Definitions for the terminology used within this document can be found in Document # [999-2000-002](#).

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4. Quality Management System

4.1. General Requirements

General Digital Corporation has developed, documented and implemented a Quality Management System (QMS) in accordance with ISO 9001:2008. The system is maintained and improved on a continuous basis following the policies defined by this quality manual.

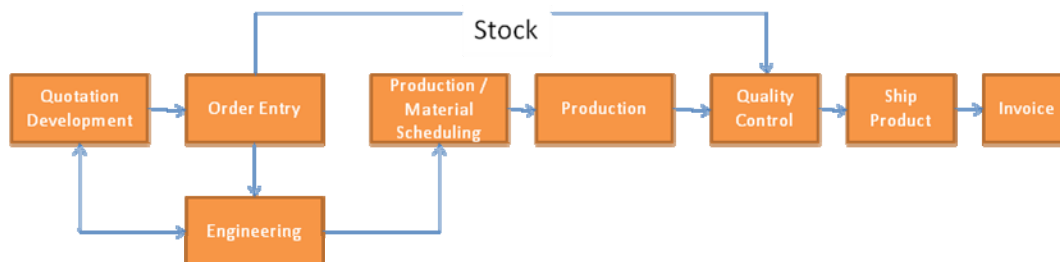
To conform with the requirements of ISO 9001:2008, General Digital Corporation has:

- Identified internal processes required for the QMS, determining the inputs, controls, and outputs for each process
- Documented each internal process
- Established systems to monitor, measure and analyze each process

Strategic Processes



Core Processes



Support Processes



Figure 1 Organizational Processes

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4.2. Documentation Requirements

4.2.1. General Requirements

General Digital has defined and documented quality procedures consistent with the ISO 9001:2008 standard. The procedures include:

- Quality Policy (999-2000-009)
- Quality Manual (999-2000-001)
- Documented Procedures
- Quality Records

The documents comprising General Digital's QMS are continually reviewed to ensure the level of documentation remains appropriate for the scope of General Digital's business models.

4.2.2. Quality Manual

This manual has been developed to describe the QMS developed by General Digital Corporation to control internal processes

It contains:

- The scope of QMS
- References to documented procedures meeting the requirements of each section

The Quality manual is a controlled document subject to the requirements of Section 4.2.3

4.2.3. Control of Documents

Creating, modifying, and obsolescing of all internal documentation is controlled by the Document Control Procedure ([999-2000-003](#)). This procedure defines the process for:

- Approving documents for adequacy prior to issue
- Reviewing, updating, and re-approving documents as necessary
- Ensuring that changes and current revision status of documents are identified
- Ensuring that relevant versions of applicable documents are available at points of use
- Ensuring that documents remain legible and readily identifiable
- Ensuring that documents of external origin are identified and their distribution controlled
- Preventing the unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose

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4.2.4. Control of Quality Records

Quality records are maintained to provide evidence of conformity to requirements and effective operation of the QMS.

The Record Control Procedure (999-2000-006) defines the processes and procedures by which Quality records are controlled and maintained.

5. Management Responsibility

5.1. Management Commitment

The Senior Management of General Digital Corporation is committed to the development and improvement of an effective Quality Management System. This commitment is evidenced by:

- Communicating to the organization the importance of meeting customer, statutory, and regulatory requirements
- Establishment of Quality Policy and objectives
- Conducting quarterly management reviews
- Ensuring the availability of resource to implement the QMS

5.2. Customer Focus

General Digital Corporation Senior Management ensures that customer requirements are determined and are met with the aim of enhancing customer satisfaction. For additional information, see Section 0, Customer Related Process.

5.3. Quality Policy

Senior Management ensures that the quality policy is communicated and available to all employees. All new employees are required to undergo training in the QMS as part of their orientation.

The Quality Policy shall be posted in prominent places throughout the facility as a reminder of the high standards set by the company.

The Quality Policy shall be reviewed at each management review meeting to determine the policy's continued suitability for the organization.

The Quality Policy is documented in 999-2000-009.

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5.4. Planning

5.4.1. Quality Objectives

To assist in compliance with the Quality Policy, Senior Management establishes quality objectives for all relevant functions and levels within the organization. The quality objectives are measurable and design to be compliant with the Quality Policy.

Quality objectives shall be clearly documented and reviewed at the Quarterly Management Review meetings.

999-2000-024 has been created to keep track of current and potential future quality objectives.

5.4.2. Quality Management System Planning

The QMS has been planned and implemented to meet General Digital Corporation's quality objectives.

Senior Management ensures that adequate resources have been allocated to support the QMS. Quality planning addresses continual improvement and ensures that changes to the QMS are controlled through the mechanisms described in Section 4.2.3.

5.5. Responsibility, Authority, and Communication

5.5.1. Responsibility and Authority

General Digital Corporation has developed an organizational chart, 999-2000-010, to show the interrelation of personnel in the organization.

Job descriptions are created as needed by the individual department heads.

5.5.2. Management Representative

Senior Management has appointed the Quality Manager for the three distinct divisions (Display Systems, OptiLabs, and Software Services) as the management representatives. As the management representatives, the Quality Managers are responsible for:

- Ensuring that the process needed for the QMS are established and documented
- Report to Senior Management on the performance of the QMS and provide advice on necessary improvements
- Promote awareness of ISO-9001 QMS requirements to all levels of General Digital Corp
- Promote awareness of customer requirements throughout General Digital Corporation

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- Act as a liaison with external parties such as customers or auditors on matters relating to the QMS.

5.5.3. Internal Communication

Senior Management of General Digital Corporation ensures that communication is maintained between its various levels and functions in regards to the QMS system. Methods include the internal e-mail system, quality meetings, the company bill-board and public postings.

The quality manager is responsible for ensuring that all changes to the QMS are communicated to all affected employees.

5.6. Management Review

5.6.1. General

The Senior Management of General Digital Corporation is responsible for performing quarterly reviews of the QMS system. The review will cover the continuing suitability, adequacy, and effectiveness of the QMS. Areas of improvement and necessary changes to the QMS shall be discussed.

The Quality Manager shall be responsible for calling and scheduling the quarterly management reviews.

5.6.2. Review Input

Assessment of the QMS is based on a review of information inputs to management review. These inputs include the following:

- Results of audits
- Customer feedback
- Process performance and product conformity
- Status of corrective and preventive actions
- Follow-up actions from previous management reviews
- Planned changes that could affect the QMS and
- Recommendations for improvement

5.6.3. Review Output

During these review meetings, management will identify appropriate actions to be taken regarding the following issues:

- Improvement of the QMS and its processes;
- Improvement of product related to customer requirements, and;
- Resource needs

Responsibilities for required actions are assigned to members of the management review group. Any decisions made during the meeting, assigned actions and their due dates are recorded in the minutes of management review.

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6. Resource Management

6.1. Provision of Resources

Senior Management determines and provides necessary resources to effectively maintain and continually improve the effectiveness of the quality management system and to enhance customer satisfaction by meeting customer requirements.

6.2. Human Resources

6.2.1. General

To ensure the competence of personnel, job descriptions have been prepared identifying the qualifications required for each position that affects conformity to product requirements. Qualifications include requirements for education, skills and experience. Appropriate qualifications, along with required training, provide the competencies required for each position.

Reference the Job Description Policy (999-2000-018.)

6.2.2. Competence, Awareness and Training

Qualifications are reviewed upon hire, when an employee changes positions or the requirements for a position change. Human Resources maintain records of employee qualifications. If any differences between the employee's qualification and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence for the job. The results are then evaluated to determine if they were effective.

All employees are trained on the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.

A full description of the training policy can be found in 999-2000-019.

6.3. Infrastructure

To meet quality objectives and product requirements, General Digital Corporation has determined the infrastructure needed. The infrastructure has been provided, and includes buildings, workspace, utilities, process equipment and supporting services. As new infrastructure requirements arise, they will be documented in quality plans. Existing infrastructure is maintained to ensure product conformity. Maintenance requirements are documented in preventive maintenance logs.

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Senior management will determine the equipment / infrastructure for which maintenance logs are required.

6.4. Work Environment

Senior Management ensures that the appropriate human and physical factors of the work environment are considered and provided, including such factors as noise, temperature, lighting, etc. General Digital Corporation is committed to maintain its facilities in a safe and healthy manner establish and provide an infrastructure that is needed to comply with product requirements.

General Digital employs an ESD program, 999-0330-001, to ensure the integrity of components while they are in General Digital's possession. The policy ensures that ESD parts are handled and stored properly.

7. Product Realization

7.1. Planning of Product Realization

Quality planning is a required and integral component in the development of new products and processes. The planning includes the determination of:

- Quality requirements for all products and processes;
- Development of production processes and documents
- Determination of required training for employees involved in the new product or processes
- Establishment of a test plan including product verification, validation, monitoring, measurement, inspection and test activities, and the criteria for product acceptance
- Records needed to provide evidence that the realization process and resulting product and processes meet requirements.

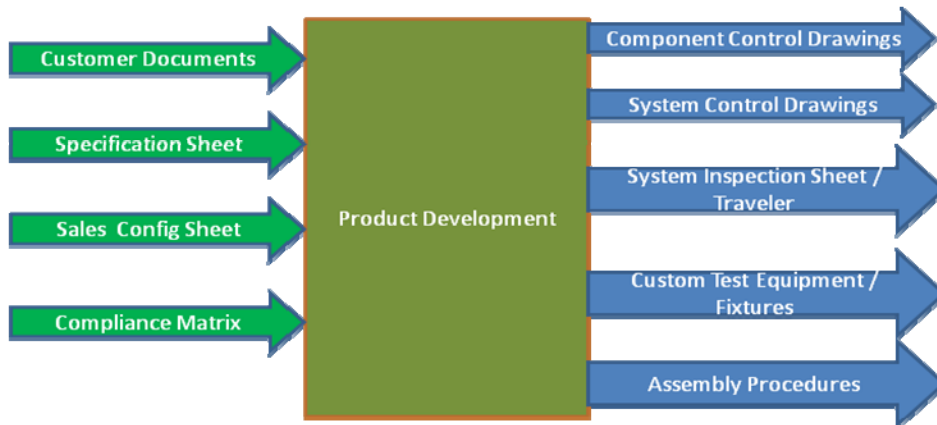


Figure 2 Product Development Input/Output Chart

7.2. Customer-Related Processes

7.2.1. Determination of Requirements Related to the Product

General Digital evaluates each order on an individual basis to determine the requirements necessary to implement the product. Requirements are determined based on each division within General Digital:

Division	Procedure
Display Systems	999-2000-016

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Optical Bonding Labs	
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Order requirements include those:

- Specifically requested by the customer
- Delivery and post-delivery requirements
- Not stated by the customer, but necessary for the specified system use
- Statutory and regulatory requirements related to the product
- Additional requirements considered necessary by General Digital Corp.

7.2.2. Review of Requirements Related to the Product

General Digital ensures that all orders are reviewed prior to order acceptance to confirm:

- Product requirements are defined
- Contract requirements are agreed upon. If there are any differences in terms and conditions, they must be resolved prior to acceptance of the order.
- General Digital has the ability to meet the requirements of the contract.

All orders are reviewed by Sales, the Business Office and upper management to verify that the terms and conditions of each contract are acceptable to General Digital.

Technical concerns are addressed prior to a quote being issued.

Engineering and Production have the ability to review each order and provide an initial schedule date for the order. If there are open design or component availability issues, no initial schedule date should be provided until all issues are resolved.

Sales shall view the assignment of the initial schedule date as acceptance of the order by Production and Engineering and provide acceptance of the order to the customer.

Per 999-2000-016 (Product Realization), all changes made to an established product and its accompanying documentation require an Engineering Change Notice (ECN.) Sales must be included in the approvals for any ECNs affecting fit, form, and function. The control drawings and specifications must be updated as needed.

Customer order changes are communicated by Sales to the Business Office, Engineering, and Production email. The updating of the sales order within Universal Tracker shall be reflected within the database reports.

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7.2.3. Customer Communication

General Digital strives to maintain simple and precise communications channels with existing and potential customers.

- General Digital maintains a comprehensive website, providing quick access to all product literature, as well technical literature such as guides and white papers.
- General Digital can be reached via phone, fax, email, and mail. General Digital also maintains a presence on social media via Facebook, Twitter, Flickr, and YouTube.
- Customer complaints are handled via the Service Department or the Sales Department.
- The Sales and Service departments shall provide feedback regarding customer satisfaction to Engineering and Production, as well as to the ISO committee.

7.3. Design and Development

7.3.1. Design and Development Planning

General Digital product development is generated from two sources:

- Custom Requirements from specific customers
- Standard products designed based on input from Marketing and Engineering

New products are developed in accordance with a plan dictating the control and development of the product.

The development plan is tailored to each specific design and the complexities associated with it. The development plan includes:

- Required stages for design and development
- Required outputs from each stage to confirm compliance with design requirements
- Assignment of a design team with clear delineation of responsibilities

7.3.2. Design and Development Inputs

General Digital identifies and documents all inputs at the start of the design process. The inputs may include:

- Customer Documentation
- Sales Quotations and Config Sheets
- Applicable statutory and regulatory requirements

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- Existing reference designs
- Marketing Research

Inputs are fully identified and described in 999-2000-018.

7.3.3. Design and Development Outputs

General Digital determines the design and development outputs to ensure:

- Confirmation that the input requirements have been satisfied
- System specification sheets and/or control drawings have been completed and approved
- The product documentation is complete, including the BOM and associated assembly procedures
- A system inspection sheet / traveler has been developed, including the product acceptance criteria

Reference 999-2000-018 for a more detailed explanation of design and development outputs.

7.3.4. Design and Development Review

General Digital shall conduct design reviews as required to meet product requirements. Attendees shall include all departments involved in the design and development. Minutes of the design reviews shall be taken, listing issues discussed, actions to be taken, responsibilities, and future review requirements. The minutes shall be distributed to all attendees of the review, as well as any other employees assigned responsibilities.

Dependent on the contract and design requirements, reviews may be held with the customer.

All control drawings and specification sheets shall be approved by Sales, Quality, and all Engineers involved in development as a indication of final acceptance of the design.

7.3.5. Design and Development Verification

The design plan shall specify necessary verification for each design change. The verification requirements are chosen to ensure that the development is proceeding in accordance with the design inputs. Records of the design verification and necessary design modifications shall be recorded.

7.3.6. Design and Development Validation

As defined in 999-2000-018, General Digital shall perform a design validation based on the design and development plan. The validation shall ensure that the product is capable

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of meeting or exceeding all requirements specified by the input parameters, including all customer requirements.

In situations where General Digital does not have access or the ability to validate features of the system, arrangements shall be made with the customer or a 3rd party source to validate those features.

7.3.7. Control of Design and Development Changes

Changes to existing designs are implemented through the Engineering Change Notice (ECN) system (999-2000-004.) Any modification to a Bill of Materials (BOM) or control documents such as assembly procedures, System Inspection Sheets, System Specification sheets or Control Drawings require the creation and approval of an ECN before the change can be implemented. The ECN system is maintained through Universal Tracker.

Any changes affecting the fit, form, or function of a system must be approved by Sales and be reflected on the System Inspection Sheet or Control drawing if applicable. Engineering is responsible for ensuring that any monitoring or measurements required to ensure continued compliance must be recorded and submitted with the ECN.

7.4. Purchasing

7.4.1. Purchasing Process

General Digital has developed a purchasing process, defined in 999-2000-022, to ensure that purchased materials are ordered properly and meet the requirements of Engineering and Production.

A Supplier Approval process, 999-2000-013, has been implemented to oversee supplier selection and determine the criteria by which suppliers are evaluated and re-evaluated.

7.4.2. Purchasing Information

The requirements for Purchasing Information are defined within 999-2000-022. This includes:

- Requirements for approval of product, procedures, processes, and equipment
- Requirements for qualification of personnel
- Quality management system requirements

7.4.3. Verification of Purchased Product

All purchased components and services must go through a receiving and inspection process as defined by 999-2000-011 to ensure that all materials and services meet the requirements specified by the corresponding Purchase Order and associated control drawings.

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7.5. Production

7.5.1. Control of Production

All production at General Digital is carried out under controlled conditions. The process and constraints for production are described in 999-2000-021.

7.5.2. Validation of Processes for Production

General Digital strives to eliminate processes where the results cannot be validated internally. Where possible, test rig/fixtures/cables/etc shall be developed to allow measurement or monitoring of all system features.

In cases where final products cannot be tested fully internally, General Digital will work with the pertinent customer to complete system testing at their facility. Once a working solution has been obtained, all configuration parameters necessary to achieve the solution (i.e., firmware P/N) shall be incorporated into the system inspection sheet.

Situations such as these shall be incorporated in the system specification sheet and control drawings to clearly denote the situation for future builds.

7.5.3. Identification and Traceability

General Digital assigns a serial number as a unique ID for finished assemblies utilizing active electronics or as deemed necessary. The unique ID is assigned and tracked via the Universal Tracker database. The database will tie each serial number to sales orders, RMAs, MRDRs, Work Orders, etc., providing history for the unique ID.

Each product must have a corresponding inspection sheet that follows the product from the start of the production process to final QC approval. The sheet will include the system configuration, including all subcomponent serial numbers, lot numbers, revisions, firmware, etc. that Engineering has deemed necessary.

The inspection shall also include all inspection checks and results performed by Production. All failure reports will also be included with the inspection sheet. The package including inspection sheets and failure reports will be provided to the Quality department with the system. The Quality department shall perform a secondary inspection of the system and verify that the inspection sheet and failure reports have been filled out completely and all measurements are within tolerance.

7.5.4. Customer Property

Customer property is assigned official GDC P/Ns per 999-2000-008. Parts are tracked within Universal Tracker following the normal protocols used to track and transfer inventory.

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Receiving inspection requirements shall be determined by Engineering as with normal parts. The customer can negotiate specific inspection requirements with Sales. These special requirements must be relayed to Engineering and incorporated into a specific inspection procedure for that consigned part.

Defective customer-furnished property is tracked through the MRDR system per 999-2000-011.

Customer product must be labeled with the corresponding part number to allow the product to be identified and traced back to the supplying customer.

7.5.5. Preservation of Product

General Digital has developed controls to ensure that raw materials, subassemblies, and finished goods are properly packaged, stored, and tracked to ensure that the materials conform to their requirements.

Non-conforming materials are removed from circulation and are processed per 999-2000-012.

The process and criteria for preserving products are defined by 999-2000-023.

7.6. Control of Monitoring and Measuring Devices

Devices for monitoring and measuring of system parameters are determined by Engineering during the development of each product. The devices are identified in the pertinent procedures and training. Results of measurements are recorded on inspection sheets.

Training or user manuals have been developed for test equipment as deemed necessary.

Calibration of measuring devices are tracked via the Universal Tracker database system per 999-1301-002. Universal Tracker shall provide email notifications to device owners as calibration becomes due.

All calibrated devices are labeled with the device serial number, calibration company, and calibration due date.

8. Measurement, Analysis, and Improvement

8.1. General

8.2. Monitor and Measurement

8.2.1. Customer Satisfaction

General Digital monitors customer satisfaction on a regular basis to identify areas where performance can be improved to generate more sales and ensure customer's expectations are met.

999-2000-025 defines the metrics used for measuring customer satisfaction. These include:

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- Review of customer repair history
- Sample phone surveys by Sales
- Repeat Orders
- Feedback from Sales and Service

8.2.2. Internal Audit

General Digital performs internal audits on a regular basis to ensure that the Quality Management System is adhering to requirements specified by ISO-9001:2008 and is effectively maintained. The internal audit policy is defined by 999-2000-015.

The internal audit policy is developed annually based on previous audit results, status and importance of the processes being audited. The results of the audit are reviewed upon completion and revisions to the audit plan are made as necessary.

Deficiencies uncovered by the internal audit shall be immediately addressed via a Corrective Action. The Corrective Action shall be reviewed to ensure that it effectively resolves the deficiency.

Auditors are not permitted to audit their own work.

8.2.3. Monitoring and Measurement of Processes

8.2.4. Monitoring and Measurement of Product

General Digital performs monitoring and measurement of products and corresponding raw materials throughout the manufacturing process. The testing requirements are defined by Engineering and Quality through the development of Incoming Inspection procedures, subassembly inspection forms, and system inspection forms.

The monitoring and measurement requirements must be clearly defined on the corresponding documents. Acceptable ranges for quantitative measurements must be defined and a place for results to be recorded must be provided.

The inspection requirements for systems are based off of the assembly procedures developed by Engineering, as well as the System Specification sheet/Control Drawings.

If outsourced testing or certification is required, this should be clearly identified on both the Inspection sheet and System Specification sheet/Control Drawing. A sign-off for any outsourced testing must be included on the System Inspection sheet.

All system inspection paperwork shall be provided to Quality for the final inspection. If any section of the system inspection sheet has not been completed, Quality shall reject the product and return to Production for the completion of the inspection paperwork.

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8.3. Control of Nonconforming Product

999-2000-012 defines the MRDR process by which General Digital controls non-conforming products. The process ensures that non-conforming materials are identified and controlled in a manner that prevents accidental usage.

General Digital will address non-conforming materials via the following methods:

- Taking action to correct or eliminate the non-conformity

Materials being transferred from a MRDR back into Inventory must be passed through inspection by the Quality Department for verification.

Universal Tracker is used to record and track the nonconformity, analysis, and final disposition of defective materials, as well as the results of Quality inspections.

Unidentified material or material whose quality status is unknown shall be treated as nonconforming, entered on a MRDR, and forwarded to Quality for evaluation and inspection.

If nonconforming material must be utilized, the inclusion of such material and the impact on performance shall be discussed with the customer.

8.4. Analysis of Data

8.5. Improvement

8.5.1. Continual Improvement

8.5.2. Corrective Action

8.5.3. Preventative Action

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999-0330-001	ESD Policy & Procedures
999-1301-002	Device Calibration
999-2000-002	Abbreviations and Definitions
999-2000-003	Document Control
999-2000-004	Engineering Change Notices
999-2000-006	Control of Records
999-2000-007	Active Quality Committee Members
999-2000-008	Part Numbering System
999-2000-009	Quality Policy
999-2000-010	Organizational Chart
999-2000-011	Receiving
999-2000-012	Non-Conforming Materials
999-2000-013	Supplier Approval
999-2000-016	Product Realization
999-2000-018	Design and Development
999-2000-019	Training Policy
999-2000-020	Job Description Policy
999-2000-021	Control of Production
999-2000-022	Purchasing Process
999-2000-023	Preservation of Product
999-2000-024	Future Quality Objectives Vault