



Quality Manual

Matric
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Statement of Authority

Matric recognizes its responsibilities to fully comply with all contractual, statutory and regulatory requirements. Toward this end, Matric has developed a comprehensive quality management system (QMS). This system establishes company-wide controls that minimize the possibility of compromises, which could affect product quality and reliability. The quality management system is complete and responsive to all requirements of the ISO 9001 “Quality Management System – Requirements”, EN 13980 “Potentially Explosive Atmospheres – Application of Quality Systems”, AS9100 “Requirements for Aviation, Space and Defense Organizations”, ISO 13485 “Medical devices Quality management systems Requirements for regulatory purposes” and any applicable customer, statutory and regulatory requirements that apply.

This Matric Quality Manual provides the foundation for the quality management system and references the associated procedures and work instructions. These procedures and work instructions are directive documents which define specific actions and assign responsibility for these actions as to who, where, when and how each procedure is to be performed. Compliance with the Quality Manual and the associated quality procedures and work instructions is mandatory for all associates. All associates have access to any QMS documents that apply to their function.

The Matric Director of Quality Services has been appointed as the Quality Representative and had been delegated the responsibility and authority for assuring full implementation of the complete quality management system, including control of the Quality Manual and the issuance of procedures and work instructions. The Quality Representative has the freedom and unrestricted access to top management to resolve quality issues.

[Matric has appointed a representative \(an “authorized person”\) to: effectively coordinate activities with respect to products intended for use in potentially explosive atmospheres, effectively interface with the notified body responsible for the issue of the EC type-examination certificate with respect to any proposed change to the design defined in the EC type examination certificate and the technical documentation, authorize initial approval and changes to related drawings, where appropriate, review and approve of concessions related to products with an EC type examination certificate inform our customers of any applicable special conditions for safe use and any schedules of limitations](#)



Richard E. Turner, Jr.
President and Chief Executive Officer
Matric

Quality Statement:

“To do right for our customers, our community, our owners...”

We at Matric are committed to continual quality improvement in everything we do, dedicating ourselves to meeting the needs of those relying on us.”

Quality Policy:

*“Matric is committed to **providing safe, effective products and services** to the electronic control and computer industries that **meet all known customer performance and reliability requirements**. The Matric quality management system is dedicated to using defined techniques and behaviors to **continually reduce variation in process and products** – satisfying requirements of both internal and external customers. Matric is committed to complying with all applicable statutory and regulatory requirements and maintaining the effectiveness of the quality management system.*

*We strive to **prevent defects by focusing on processes** ultimately resulting in better product quality at reduced cost. These results are realized through the effective use of our greatest resource, **our people, who are responsible and accountable for the quality of their work**.*

*Matric Associates are committed to **rapid organization response**, providing our customers with the fastest concept-to-commercialization time in the electronics industry.*

*Matric will maintain an environment that **fosters continual quality improvement** in all areas of its operations.”*

Quality Management System Scope:

Design, Manufacture and Aftermarket Service of electronic, electro-mechanical and cable assemblies; serving a wide range of industries, including commercial, industrial, medical and harsh environment (IS rated)

No Exclusions are taken from the ISO 9001 or AS9100 requirements. Exclusions taken from ISO 13485 include sections 7.5.1.2.2, 7.5.1.3, 7.5.2.2, and 7.5.3.2.2, as Matric does not perform sterilization, installation, and does not manufacture active implantable or implantable medical devices.

1.0 Management Commitment

Matric top management demonstrates its commitment to the development and implementation of the quality management system by:

- 1.1 communicating to the organization the importance of meeting customer as well as statutory and regulatory requirements, This communication is accomplished through documented procedures and work instructions, training (e.g. Continual Quality Improvement Training), informational meetings (“Town Talks”) held monthly with all associates, the company internal newsletter (“Tradewinds”), as well as other means
- 1.2 establishing the quality policy,
- 1.3 ensuring that quality objectives are established,
- 1.4 conducting management reviews, and
- 1.5 ensuring the availability of resources

Records of the above activities shall be maintained to provide evidence of this commitment.

2.0 Customer Focus

Top management ensures that customer requirements are determined and are met with the aim of enhancing customer satisfaction by ensuring customer requirements are met during the product planning phase. Top management also ensures that product conformity and on-time delivery performance are measured and appropriate actions are taken if planned results are not met. (Refer to QOM 04-01, Interaction of Processes, and QOM 08-01, Customer Satisfaction)

3.0 Quality Management System Planning

Top management ensures that

- a) the planning of the quality management system is carried out in order to meet the requirements given in QOM 04-01
- b) the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented
- c) The responsible department director / manager and the Management Representative review and approve all new issues of any revisions to procedures and work instructions

Matric’s quality management system guarantees that equipment, protective system or component conforms to the types described in the EC Type Examination Certificate. All data, requirements and provisions adopted by Matric are systematically brought together and documented in a systematic and orderly manner in the form of written policies, procedure and work instructions. The quality system documentation permits a consistent interpretation of quality programs, plans, manuals and records.

Matric shall facilitate an arrangement whereby the notified body may audit aspects of the suppliers’ operations affecting the protection concept of products conforming to ATEX 94/9/EC.

The Matric organization chart defines the internal organization and reporting relationships.

Top management has ensured that responsibilities and authorities are defined through organization chart (reference Data 05-03), job descriptions, procedures and work instructions and are communicated within the organization.

4.0 Management Representative

By approval of this Quality Policy Manual, top management appoints the Director of Quality Services as Management Representative who, irrespective of other responsibilities, has responsibility and authority that include:

- a) ensuring that processes needed for the quality management system are established, implemented and maintained
- b) reporting to top management on the performance of the quality management system and any need for improvement
- c) ensuring promotion of awareness of regulatory and customer requirements throughout the organization, Promotion of customer awareness may include news releases, meetings, training, photographs, models and examples of products demonstrating required attributes
- d) [interface with the notified body responsible for assessment of the quality system to EN 13980 “Potentially Explosive Atmospheres – Application of Quality Systems with respect to intended updating of the quality system.](#)

5.0 Internal Communication

Top management ensures that appropriate communication methods are established throughout the organization and that the communication takes place regarding effectiveness of the quality management system. These communication methods include, but are not limited to: metrics board, annual associate appraisal, monthly town talks meetings with the president (includes quarterly review of quality objectives), daily publication of “Matric Minute”, monthly internal newsletter (*Tradewinds*), the Lotus Notes computerized communication system, Operations Group meetings (normally held weekly), information board and quality system documentation (Quality Policy Manual, Quality Operations Manual, Work Instructions).

6.0 Authorized Person

[Matric has appointed a representative \(an “authorized person”\) to:](#)

- a) [effectively coordinate activities with respect to products intended for use in potentially explosive atmospheres.](#)
- b) [effectively interface with the notified body responsible for the issue of the EC type-examination certificate with respect to any proposed change to the design defined in the EC type examination certificate and the technical documentation.](#)
- c) [authorize initial approval and changes to related drawings, where appropriate.](#)
- d) [review and approve of concessions related to products with an EC type examination certificate](#)
- e) [Inform our customers of any applicable special conditions for safe use and any schedules of limitations.](#)

7.0 Management Review Process

Top management reviews the process measures of the organization's quality management system at least bimonthly, to ensure continuing suitability of the many processes, adequacy and effectiveness of the overall quality management system. The entire quality system will be reviewed at least annually. This review includes assessing opportunities for improvement and the need for changes to the quality management system, including quality policy and quality objectives. The management review meeting is chaired by the Chief Executive Officer or, in his absence, by the General Operating Manager. The meeting must be attended by the "authorized person" or his deputy. In addition, a quorum of a simple majority of the Operations Group is required.

Records of the management reviews shall be maintained in the computer database

7.1 Review Input

The input to management review includes information on:

- a) Results of internal / external (e.g. by the notified body) audits,
- b) Customer feedback (report cards, complaints, etc),
- c) process performance and product conformity,
- d) status of preventive and corrective action,
- e) follow-up actions from previous management reviews,
- f) changes that could affect the quality management system,
- g) recommendations for improvement
- h) the status of products intended for use in potentially explosive atmospheres**
- i) new or revised regulatory requirements

7.2 Review Output

The output from the management review shall include any decisions and actions related to

- a) improvement of the effectiveness of the quality management system and its processes,
- b) improvement of product related to customer requirements,
- c) resource needs
- d) a statement of continuing system suitability (process perspective), adequacy (global perspective) and effectiveness (with respect to ISO 9001).
- e) a statement of overall effectiveness with respect to product intended for use in potentially explosive atmospheres.**

The interaction of processes is as follows:

Input	Process	Support Activity	Output
Customer Requirements	RFQ	Sales and Marketing Risk Management	Customer PO
Customer PO	Contract review/ Order entry	Design and Development Procurement Document Control Risk Management	Order in Syteline
Customer Requirements	D&D	Doc control New product review Risk Management	Routers BOM, Drawings Test procedures
Material Plans	Procurement	Supplier selection/ development Receiving inspection SDR Process Control of NC material Calibration Risk Management	Purchased Materials & Services
Order in Syteline	Planning/ Scheduling		Production plans Shop orders Material plans Capacity planning
Materials	Warehouse	ID/Traceability Kitting Control of Customer Property Pack/Shipping	Kits
Routers Production plans Kits BOM Drawings Shop orders	Manufacturing	Calibration In-process inspection Val. of special processes Facility & Equip. PM Control of NC product	Product
Product BOM Drawings Test procedures	Final Inspection & Test	Calibration Control of NC product	Accepted Product
Returned Product	AMS	Calibration	Repaired Product
Customer satisfaction Analysis of data CAPA Audit results Capacity Planning Customer complaints	Management Responsibility	Mgmt. review CAPA Internal Auditing Staffing Accounting IT	Changes to QMS HR requirements Equipment and facility requirements Computer systems Continual Improvement
Personnel requirements	Employee Training & Development		Trained/Qualified Employees

The procedures that make up the quality management system are listed in the following table, including a reference to the interaction of processes:

<i>Procedural Reference Matrix</i>			
Section	Section Title	Matric Procedure	Procedure title
4.1	General Requirements	QOM 04-01	Interaction of Processes
4.2	General Documentation Requirements	QOM 04-02	Quality System Documents
4.2.2	Quality Manual	QAM	Quality Policy Manual
4.2.3	Control of Documents	QOM 04-02	Quality System Documents
4.2.4	Control of Records	QOM 04-02	Quality System Documents
5.1	Management Commitment	QAM	Quality Policy Manual
5.2	Customer Focus	QAM	Quality Policy Manual
5.3	Quality Policy	QAM	Quality Policy Manual
5.4.1	Quality Objectives (Planning)	QOM 04-01	Interaction of Processes
5.4.2	Quality Management System Planning	QAM	Quality Policy Manual
5.5	Responsibility, Authority and Communication	QAM	Quality Policy Manual
5.6	Management Review	QAM	Quality Policy Manual
6.1	Provision of Resources	QOM 06-01	Human Resources
6.2	Human Resources	QOM 06-01	Human Resources
6.2.2	Competence, Awareness and Training	QOM 06-02	Training
6.3	Infrastructure	QOM 06-03	Planning of Equipment, Facilities& Processes
6.4	Work environment	QOM 06-03	Planning of Equipment, Facilities& Processes
7.1	Planning of Product Realization	QOM 07-01	Quality Planning
7.2	Customer-Related Processes	QOM 07-02	Customer Order Acknowledgment (cont. review)
7.3	Design and Development	QOM 07-03	Preparation of Quotations
7.3	Design and Development	QOM 07-04	Customer Communication
7.3	Design and Development	QOM 07-05	Engineering Design and Development
7.3	Design and Development	QOM 07-06	Engineering Document and Data Control
7.4	Purchasing	QOM 07-07	Evaluation & Selection of Suppliers
7.4	Purchasing	QOM 07-08	Purchasing Information
7.4	Purchasing	QOM 07-09	Verification of Purchased Product
7.5.1	Control of Production and Service	QOM 07-10	Control of Production Process
7.5.1	Control of Production and Service	QOM 07-11	Service Support if Customer Equipment
7.5.1	Control of Production and Service	QOM 07-12	Equipment Preventive Maintenance
7.5.2	Validation of Processes for Production and Service	QOM 07-10	Control of Production Process
7.5.3	Identification and Traceability	QOM 07-13	Identification and Traceability
7.5.4	Customer Property	QOM 07-14	Control of Customer Property
7.5.5	Preservation of Product	QOM 07-15	Handling, Storage and Preservation
7.5.5	Preservation of Product	QOM 07-16	Packaging & Delivery
7.6	Control of Monitoring and Measuring Devices	QOM 07-17	Control of Measuring & Monitoring Devices
8.1	General	QAM	Quality Policy Manual
8.2.1	Customer Satisfaction	QOM 08-01	Customer Satisfaction
8.2.2	Internal Audit	QOM 08-02	Internal Quality Audit
8.2.3	Monitoring and Measurement of Processes	QOM 08-03	Process Measuring & Monitoring
8.2.4	Monitoring and Measurement of Product	QOM 08-04	Monitoring & Measurement of Product
8.3	Control of Nonconforming Product	QOM 08-06	Nonconforming Product
8.4	Analysis of Data	QOM 08-10	Analysis of Data
8.5.1	Continual Improvement	QOM 08-11	Continual Improvement
8.5.2	Corrective Action	QOM 08-12	Corrective & Preventive Actions
8.5.3	Preventive Action	QOM 08-12	Corrective & Preventive Actions

Quality Manual Approval and Revision Record

Rev	Date	Description of Change	Approver
13	01/06/2012	Updated to include requirements for ISO13485, highlighted interactions of process inputs and outputs	RET