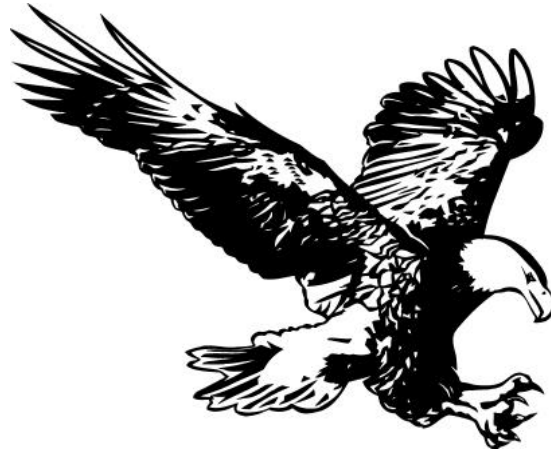


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UStx Contract Services, Inc.

*Business System
Manual*

Distribution:	X	Quality Files (Original)		
X	Manufacturing	X	Customer Service	X
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Uncontrolled Web Copy**Change History**

Rev.	Section	Change/Reason	Date
D	ALL	Release of complete rewrite	04/17/2007
E	Attach a, b, c	Modify attachments to match actual company operation	07/02/2007
F	Attach d	Add matrix listing Operating Procedures	02/28/2008
G	ALL	Add OP's and links at appropriate sections. Changed title to OP 4.2.2. Changes to Attach B.	12/1/08

Uncontrolled Web Copy**INTRODUCTION****Company History**

UStx Contract Services was incorporated on August 15th. 1992.

We started in a thousand square feet of a storefront strip center on RR 12 in Dripping Springs. In September of 1997 we moved in to our current facility. The building was designed by Jack and built from the ground up specifically for our company.

The services provided were labor only, with customers providing all components. PTH (plated through hole) technology was our initial specialty. The only capital equipment at the start was a used Technical Devices tabletop wave solder machine and a couple hand solder irons, set up on folding tables.

On August 15th 1992 we had only two employees (the founders, Jack and Vickie Carter). The Carter children worked with their parents after school to assemble customer orders.

Based upon years within the industry, Jack founded the company with the simple premise of doing what we commit to. Jack's experience was that companies (contract manufacturers) did not honor this ideology. They would promise anything to secure the business then deliver at their convenience and this was an unacceptable practice for Jack. He felt we could create a business that would last if we would adhere to this philosophy.

We started knocking on doors. Within weeks we had our first customers. Interestingly they are still customers today.

Fifteen years later we have 25 employees in 16,000 square feet, with many customers that provide steady business on an ongoing basis. Today our equipment list includes various models of high-speed robotic equipment that can handle all the current state of the art components. We specialize in low to mid volume, high mix production.

Our management team has over a century of experience in the electronic industry

Our core competences are circuit board assembly, final assembly, and test. This is done at both the turnkey level and with consigned inventory.

UStx Contract Services has implemented this business management system that complies with ISO 9001:2000 to better satisfy the needs of its customers.

The business manual is divided into 5 sections corresponding to each of the elements of ISO 9001:2000. Each applicable section refers to the Operating Procedures (OP) that describes in more detail how the activities are carried out. All levels of business system documentation are issued and authorized through a systemized Document Control Process.

SCOPE

USTX CONTRACT SERVICES is involved in the manufacture of electronic circuit boards, electromechanical assemblies, and related devices. The scope of this Business Manual

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covers the company functions of: Sales, Manufacturing, Materials, Management and Human Resources.

Exclusions

Clause 7.3 (and all sub clauses) for Design and Development, does not apply to UStx Contract Services operations. As a contract manufacturer, UStx Contract Services does not perform product design.

4.1 GENERAL REQUIREMENTS

USTX CONTRACT SERVICES' policy is that executive management is responsible for establishing implementing, maintaining and continually improving the business system to support the Quality Policy and Objectives (see section 5.3). To implement the Business Management System (BMS), the company:

- a) Identifies and manages the processes needed for the BMS;
- b) Determines the sequence and interaction of these processes (**see Attachment B**),
- c) Defines the interaction of the processes to the ISO 9001:2000 Standard (**see Attachment C**)
- d) Determines criteria and methods required to ensure the effective operation and control of these processes;
- e) Ensures the availability of information necessary to support the operation and monitoring of these processes, (**see Attachment D**)
- f) Measures, monitors and analyzes these processes, and implements actions necessary to achieve the planned results and continual improvement.

4.2 GENERAL DOCUMENTATION REQUIREMENTS**4.2.1 General**

The Business Management System (BMS) documentation includes:

- a) Documented statements of a quality policy and business objectives
- b) A business manual
- c) Documented procedures required by the ISO 9001:2000 Standard.
- d) Documents required by each organization for:
 - Describing the sequences and interaction of the processes included in the BMS
 - Ensuring the effective operation and control of each process
- e) Records required by the ISO 9001:2000 Standard and the company.

4.2.2 Business System Manual

The purpose of this manual is:

- To document UStx Contract Services' business system
- To inform UStx Contract Services' customers of process controls that ensure conformance with requirements
- To provide guidance and instruction to UStx Contract Services' personnel whose work affects service to our customers

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USTx Contract Services' business system is documented in the Business System Manual and the associated Operating Procedures, Department Procedures and Work Instructions. The documents collectively define a business system that complies with the ISO 9001:2000 standard. The Business System Manual is approved by the President or CEO and issued by the ISO Manager.

4.2.2.1 Business system documentation comprises the following types of documents:

Business System Manual - The first level document provides a general overview of the business system and specifies the Quality Policy and Objectives.

Operating Procedures (OP) - The second level documents provide a more detailed explanation of the business system elements. The documents explain how the policies described in the Business System Manual are to be implemented - the "Who, What, Where and When". The OP's are referenced in the Business System Manual.

Work Instructions - Documents provide the "How To" follow the process, procedures or tasks, and do the work at the key company functional centers. These can be Desk Procedures, Department Procedures, Training Manuals, Checklists, and Forms etc.

External Documents: Standards and other technical documents, drawings, test plans, specifications, etc. that come from outside the company and are required to complete the work tasks

4.2.3 Control of documents (OP 4.2.3 Document Control)

USTX CONTRACT SERVICES has established and maintains "OP 4.2.3 Document Control", to control internal and external documents and data that support the effective operation of the company. Responsibilities for coordination of document control related activities are as follows:

- ISO Manager controls the Operating Procedures and Business System Manual
- Department Managers control the Work Instructions, forms and external documents for their departments

These activities include:

1. Review and approval of all issues (including updates) of documents for adequacy prior to use
2. Identification of changes and revision levels, where practicable
3. Availability and legibility of documents at their point of use
4. Distribution of documents of external origin
5. Control of "obsolete" documents against unintended use
6. Control of the Master List

Documents are distributed to personnel on line or in hard copy in locations where they are used. Obsolete documents are erased from the system, removed from use or marked as obsolete if they are kept for historical or informational use. Master Lists control the revisions of documents.

Uncontrolled Web Copy**4.2.4 Control of records (OP 4.2.4 Records)**

USTX CONTRACT SERVICES has established and maintains "OP 4.2.4 Records" for the identification, protection, retrieval, retention time, storage, and disposition of records. Records are listed on a central Records Matrix and maintained to demonstrate conformance to specified requirements and the effective operation of the business system. When required by regulation, or agreed by contract, quality records are made available for evaluation to the regulatory body or specified customer.

All records are legible, identifiable and retrievable. Records are stored electronically and in hard copy. The records are stored and/or protected to minimize deterioration or damage and to prevent loss.

5. MANAGEMENT RESPONSIBILITY**5.1 Management Commitment**

Senior Management provides evidence of its commitment to the development, implementation and continual improvement of the BMS by:

- a) Communicating to the organization the importance of meeting customer as well as regulatory and legal requirements
- b) Establishing the Quality Policy and business objectives
- c) Conducting Management Reviews
- d) Ensuring the availability of necessary resources to achieve goals

5.2 Customer Focus

Senior management ensures that customer requirements are determined, converted into requirements throughout the organization and fulfilled with the aim of enhancing customer satisfaction. Customer Focus happens at all levels of the organization through:

- Dedicated Account Managers for specific customers.
- Analysis of Customer Complaints by the appropriate department when there are adverse issues.
- Email notification to Sales and Accounting when there is a non-conforming issue on parts or outside services.

5.3 Quality Policy

Our management team provides a work environment that develops and rewards excellence. Employees are trained and empowered with skills and knowledge that enables them to deliver a service that is in accordance with our customers' expectations.

This philosophy is reflected in our Quality Policy Statement, and is tracked through performance measurements.

UStx Contract Services QUALITY POLICY

UStx Contract Services, Inc. will supply our customers with products and services of the highest quality and value on time. We will accomplish this with our commitment to continuous improvement.

Signed: _____ Date: _____

President - UStx Contract Services

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5.4 Planning

5.4.1 Business objectives (OP 4.2.1 Quality Objectives)

Senior management ensures that business objectives are established, documented and communicated to all functions and levels within the organization. The business objectives are measurable and consistent with the quality policy including the commitment to continually improve. Business objectives include those needed to meet requirements for service. The objectives of Complete Customer Satisfaction means; 100 percent on time delivery at the price quoted, backed up by professional and accurate communication to our customers.

Objectives and goals are set and reviewed during regular management meetings.

5.4.2 Business planning

Senior management ensures that the planning of the BMS and the resources needed to achieve the requirements of sections 4.1 are carried out, that changes are conducted in a controlled manner and that the integrity of the BMS is maintained during the changes. The President is integrally involved in the structure of all elements of the BMS, though the management meetings and the semiannual Management Review of the Business System.

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and authority

The President insures that responsibilities, authorities and their interrelation are defined and known throughout the organization.

5.5.2 Management representative

The ISO Manager is appointed, by the President, as the management representative and is responsible for:

- The establishment, implementation and maintenance of the Business Management System (BMS) and production and issue of the Business Manual and Operating Procedures
- Reviews with management the performance of the BMS, including needs for improvement
- Promotes awareness of customer requirements throughout the organization
- Coordinates training company personnel on ISO 9001:2000 and the BMS
- Coordinates Internal Audits

5.5.3 Internal communication

The company ensures communication between the various levels and functions using training, meetings, the phone system, voice mail, e-mail, company performance measurements, nonconformance reports, and corrective/preventive actions. These communications also include the processes of the BMS and their effectiveness. Performance measurements are posted as prudent. Emails are stored online and department managers retain meeting records.

Uncontrolled Web Copy**5.6 Management Review****5.6.1 General**

On at least a semiannual basis, management with executive responsibility conducts a formal review and assessment of the Business Management System to determine its effectiveness and continuing suitability.

5.6.2 Review Input

The review is based on the results of internal and external audits, customer feedback, process performance, follow up actions from prior management reviews, and corrective and preventative actions taken. The reviews also include recommendations for improvement to the BMS and changes in the business that could affect the BMS.

5.6.3 Review Output

The objectives of the review are to identify whether the BMS is being implemented effectively, to identify and take action on inefficiencies or nonconformities in the system, confirm resource needs, including infrastructure noted in 6.3 and to suggest improvements in the services to our customers.

The President is responsible for scheduling and conducting the reviews. Conclusions of the reviews are recorded.

6. Resource Management**6.1 Provision of resources**

The President with the input of the Management Team during regular meetings, determines and provides, in a timely manner, the resources to:

- a) Implement, monitor and improve the processes of the BMS
- b) Address customer satisfaction

6.2 Human Resources**6.2.1 Assignment of personnel**

Competent personnel are assigned responsibilities based on applicable education, training, skills and experience. Job Descriptions detail the requirements per Job Title. Human Resources maintains a competency record for each employee.

6.2.2 Training, awareness and competency**(OP 6.2.2 Competence Level Assessment, Training, and Certification Requirements)**

The company ensures, through communication and training, that all employees are aware of the relevance and importance of their activities and how they contribute to the achievement of the business objectives and customer satisfaction. Training requirements and effectiveness of training are defined in the training records.

Records of personnel, training and the effectiveness of training are maintained by the HR Department. Their managers to determine competency and to verify that their qualifications are adequate and if additional or supplemental training is required assess all personnel annually. This assessment is recorded in the evaluation and training records are updated as the training is completed.

Uncontrolled Web Copy**6.3 Infrastructure and Work Environment
(OP 6.4 Safety Policy)**

The company determines (through monitoring and measuring the processes), provides, and maintains the human and physical factors of the work environment and the facilities needed to achieve the conformity of product and services, including:

- a) Workspace and associated facilities
- b) Equipment, hardware, and software
- c) Supporting services

7. Product and Service realization**7.1 Planning of product and service realization**

Planning of realization processes is consistent with the other requirements of the BMS and is documented in a form suitable for the method of operation. In planning the processes for product and service the company determines, as appropriate:

- a) Business objectives for the product, service or contract
- b) The need to establish processes, resources, facilities and documentation specific to the required product and/or service
- c) The records that are necessary to provide confidence of conformity of the processes and resulting product and/or services

7.2 Customer-related processes**(OP 7.2.1 Determination of Customer Requirements)****7.2.1 Determine requirements of product and/or service**

Determining customer requirements and the coordination of activities are the responsibility of the Sales Department. UStx Contract Services ensures that customer requirements are adequately defined; differences are resolved and they have the capability to meet requirements including:

- a) Product and/or Service requirements specified by the customer, including the requirements for availability and delivery
- b) Product and/or Service requirements not specified by the customer, but necessary for intended or specified use, where known
- c) Additional obligations related to product and/or service, including regulatory and legal requirements

7.2.2 Review of Product and/or Service requirements

The company's policy is that each accepted request, contract, amendment or order (statement of requirements) is reviewed and approved by the Sales Manager, to ensure that:

- a) The requirements are adequately defined and documented. Where no written statement of requirement is available for an order received by verbal means, the company ensures that the order requirements are agreed before their acceptance
- b) Any contract or accepted order requirements differing from those in their tender (quotation) are resolved
- c) The company ensures that they have the capability to meet contract or accepted order requirements before accepting the order.

Uncontrolled Web Copy**7.2.3 Customer communication**

Through the Sales department, the company has defined and implemented methods for communication with customers related to:

- a) Product and/or Services information
- b) Inquiries, contracts or order handling, including amendments
- c) Customer feedback, including complaints

Customer communications are recorded in text format

7.3 Design and Development

As a contract manufacturer, UStx Contract Services does not perform product design or development.

7.4 Purchasing (OP 7.4.1 Purchasing Process)**7.4.1 Purchasing Process**

UStx Contract Services Vendors are approved and regularly monitored. Those showing inadequate performance are asked to implement corrective actions.

See OP 7.4.1 Purchasing Process for further Information.

7.4.2 Purchasing information

The Sales Manager approves Purchase Orders that include all requirement data and specific information of the part or services, where applicable.

7.4.3 Verification of Purchased Product (OP 7.4.3 Incoming Inspection Process)

UStx Contract Services verifies purchased product at receiving Inspection. When the verification occurs at a subcontractor/supplier's facilities, the verification arrangements and the method of product release are specified in the purchasing documents.

When specified in the contract, customers have the right to verify, at the subcontractor/supplier facilities, that the product conforms to specified requirements.

7.5 Product and Service provision**7.5.1 Control of product and/or service (OP 7.5.1 ESD Control Measures)**

UStx Contract Services has identified and plans production and service processes and ensures that these processes are carried out under controlled conditions. These controlled conditions include:

- Work instructions, flow charts, work orders and other related documentation and
- Use of competent personnel

7.5.2 Validation of Processes for Production and Service Provision: (OP 7.5.2 Equipment Validation for CCT PF1 Leak Detector)

The company validates any processes for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement. This includes any processes where deficiencies become apparent only after the product is in use or the service has been delivered.

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Validation demonstrates the ability of these processes to achieve planned results. The company has established arrangements for these processes including, as applicable:

- a. Defined criteria for review and approval of the processes
- b. Approval of equipment and qualification of personnel
- c. Use of specific methods and procedures
- d. Requirements for records (see 4.2.4)
- e. Revalidation

7.5.3 Identification and Traceability (OP 7.5.3 Product Identification and Traceability Procedure)

UStx Contract Services identifies sales orders from receipt and during all stages of service, and delivery. Sales Orders are identified by associated numbers correlated to: Sales Order #, Vendor Part #, Invoice #, Customer, Work Order #, etc.

7.5.4 Customer Supplied Property

UStx Contract Services does handle property belonging to the Customer. All customer property is processed through the normal company defined processes. The Sales department communicates with the customer, as needed, in relation to issues related to customer property.

7.5.5 Preservation of Product

Product is maintained and personnel are trained in use of production equipment and product handling equipment. Product are identified and protected during inspection, handling, packaging, storage and delivery. Designated storage areas are used to prevent damage or deterioration of product pending delivery. Only products that are properly identified and that have passed the mandatory inspections are authorized to enter and leave the storage areas.

7.6 Control of Monitoring and Measuring Devices (OP 7.6 Control of Test and Measuring Equipment)

UStx Contract Services has established and maintains "OP 7.6 Control of Test and Measuring Equipment" to control, calibrate and maintain monitoring and measuring devices used to demonstrate the conformance of parts to the specified requirements. Monitoring and measuring devices are used in a manner that ensures that measurement uncertainty is known and is consistent with the required measurement capability. UStx Contract Services routinely uses "Test Software/Hardware" supplied and controlled by our customers. Any "Test Software/Hardware" developed in-house is placed in the Calibration Program.

8. Measurement, Analysis and Improvement

8.1 General

UStx Contract Services has defined, planned, and implemented the monitoring, measurement and analysis activities needed to assure conformity of the service to customers, the BMS and continual improvements of the BMS. This includes the determination of the need for, and use of, applicable methodologies including statistical techniques.

Uncontrolled Web Copy**8.2 Monitoring and Measurement of Processes****8.2.1 Customer Satisfaction**

Management monitors information on customer satisfaction as one measure of system performance. See 8.4 for further definition of measurements. Sales may utilize personal visits and regular phone calls to stay attuned to the customers' needs.

8.2.2 Internal Audit (OP 8.2.2 Internal Audits)

The company has established and maintains "OP 8.2.2 Internal Audits" for planning and implementing internal audits to verify whether business activities and related results comply with planned arrangements and to determine the effectiveness of the BMS. Personnel independent of those having direct responsibility for the activity being audited perform the audits.

Audit results are recorded and brought to the attention of personnel having responsibility in the area audited. The management personnel responsible for the area responds with a corrective action on any deficiencies found. Follow-up activities record the implementation and effectiveness of the corrective action taken.

The ISO Manager is responsible for establishing an internal audit plan. Every activity and area is audited at least once a year, but more frequent audits may be scheduled if required based on the importance and/or performance of an area. The ISO Manager at the Management Review meetings presents the results of internal audits.

8.2.3 Monitoring and Measurement of Processes and Services

UStx Contract Services uses suitable methods such as internal audits and monitoring of monthly department measurements to monitor and measure the characteristics of their service to customers and of those realization processes necessary to meet customer requirements. These methods confirm the continuing ability of each BMS process to satisfy its intended purpose. Management ensures timely corrective action on deficiencies found.

8.2.4 Monitoring and Measurement of Product

UStx Contract Services has established and maintains documented procedures for inspection/ testing activities in order to verify that the specified requirements are met. Inspection/Testing is conducted:

- When purchased materials and components are received
- At significant stages of production
- Prior to movement of finished product to storage

The objective of inspection/testing is to verify conformance to specified requirements. Materials, components, and finished products are prevented from use, assembly, and dispatch until the required inspections/tests are completed. Records of inspections/ tests results and authorities are maintained as evidence that products comply with specified requirements.

**8.3 Control of Nonconforming Parts and Service
(OP 8.3 Non-conforming Parts and Services)**

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UStx Contract Services has established and maintains “OP 8.3 Nonconforming Products and Services” to cover nonconforming parts and services, including Customer complaints.

8.4 Analysis of Data

UStx Contract Services collects and analyzes appropriate data to determine the suitability and effectiveness of the BMS and to identify improvements that need to be made. This includes data generated by measuring and monitoring activities and other relevant sources. The data is reviewed during management review and is part of the continuous improvement plan.

The company analyzes this data to provide information on:

- a) Customer satisfaction
- b) Conformance to customer requirements
- c) Characteristics of processes and their trends
- d) Opportunities for preventive actions from trends
- e) Suppliers

8.5 Improvement

8.5.1 Continual Improvement

UStx Contract Services plans for continual improvement through the use, as a minimum, of the Quality Policy (5.3) and Objectives (5.4.1), Audit results (8.2.2), Monitoring and Measurement of Processes and Services (product) (8.2.3), Analysis of Data (8.4), Corrective Actions (8.5.2), Preventive Actions (8.5.3) and Management Reviews (5.6). Customer feedback is also a critical component of defining the priorities for improvements.

8.5.2 Corrective Action (OP 8.5.2 Corrective Action)

UStx Contract Services has established and maintains “OP 8.5.2 Corrective Action” for implementing corrective action. Any corrective action taken to eliminate the causes of nonconformities shall be to a degree appropriate to the magnitude of problems and the risks encountered. Any changes resulting from corrective actions are implemented and recorded in the appropriate affected procedures. “OP 8.5.2 Corrective Action” includes:

- The effective handling of customer complaints, and other internal or external reports of part, service or process nonconformities
- Investigating the cause of the nonconformities and recording the results of the investigation
- Determining and implementing the corrective action needed to eliminate the cause of nonconformities and their recurrences
- Applying controls to ensure that corrective action is taken, it is effective, recorded and reviewed

8.5.3 Preventive Action (OP 8.5.3 Preventative Action)

UStx Contract Services has established and maintains “OP 8.5.3 Preventive Action” for implementing preventive action. Any preventive actions taken to eliminate the cause of

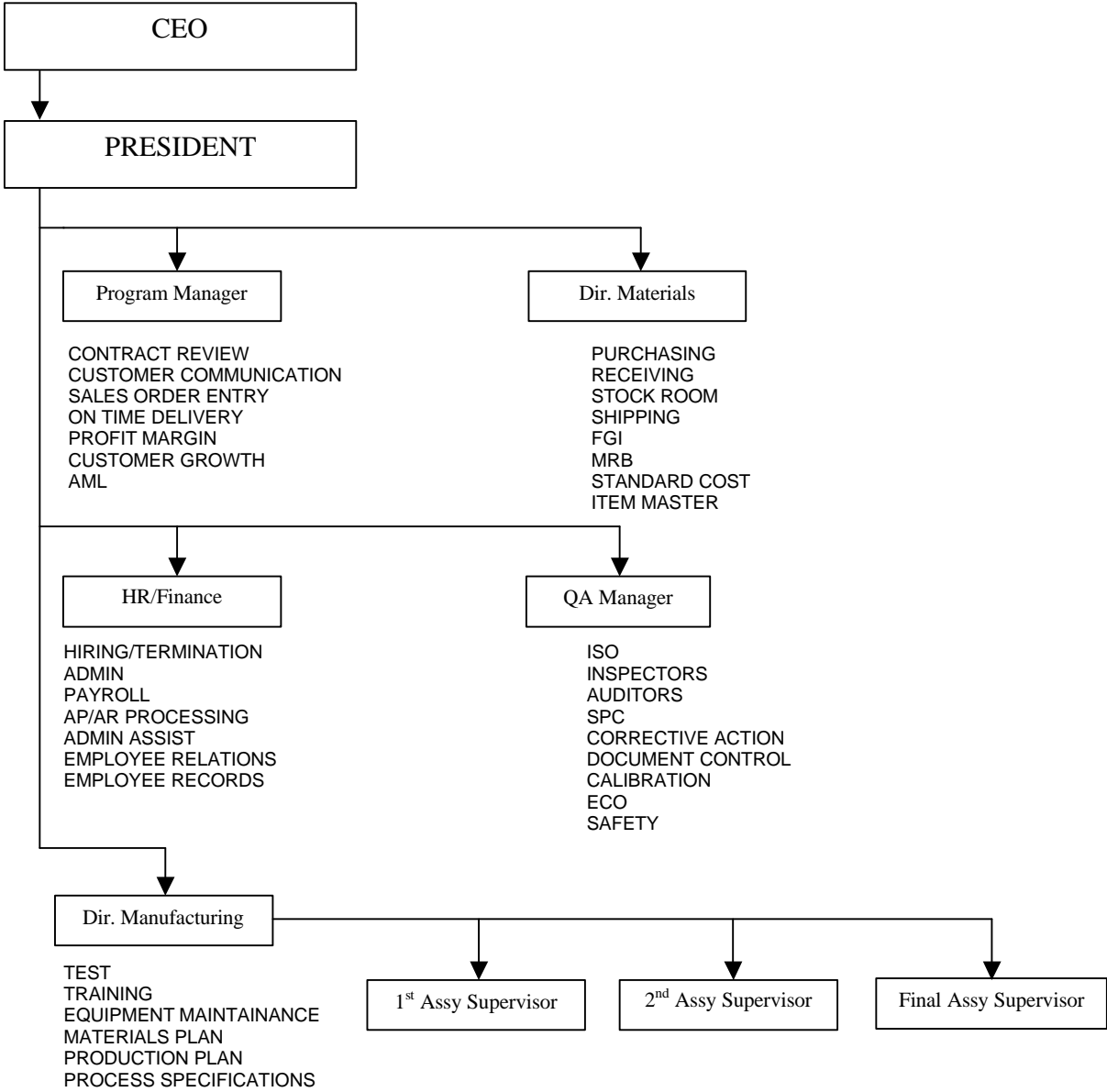
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potential nonconformities shall be to a degree appropriate to the magnitude of problems and the risks encountered. "OP 8.5.3 Preventive Action" includes:

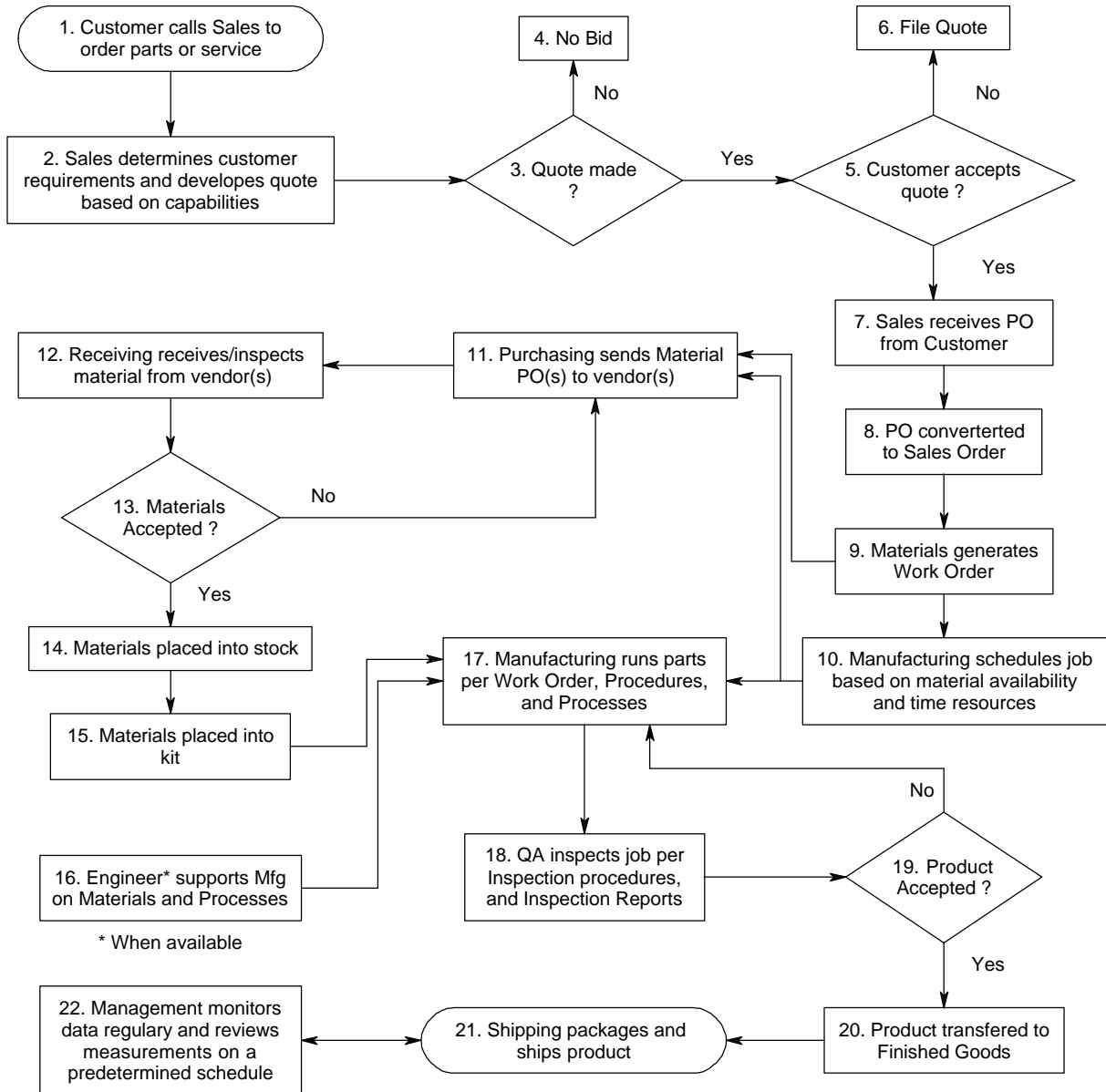
- The use of appropriate sources of information such as processes and work operations, nonconformance reports, audit results, records, service reports, employee feedback and customer complaints to detect, analyze and eliminate potential causes of nonconformities
- Evaluating and implementing the steps needed to deal with any problems requiring preventive action
- Applying controls to ensure that preventive action is taken, it is effective, recorded and reviewed

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Attachment A - USTX CONTRACT SERVICES Organizational Chart



Attachment B - Sequence and Interaction of Processes



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Attachment C - Interaction of Processes to ISO 9001:2000
Standard

Clause #	Clause Description	Management	Production	Sales	Purchasing	Quality
4.1	Management System	•				
4.2	Documentation Requirements	•	•	•	•	•
5.1	Management Commitment	•				
5.2	Customer Focus	•				
5.3	Quality Policy	•				
5.4	Planning	•				•
5.5	Responsibility, Authority and Communication	•				
5.6	Management Review	•				
6.1	Provision of Resources	•				
6.2	Human Resources	•				
6.3	Infrastructure	•				
6.4	Work Environment	•				
7.1	Planning Product Realization	•		•		•
7.2	Customer Related Processes			•		
7.3	Design					
7.4	Purchasing				•	
7.5	Production-Services Provision		•			•
7.6	Calibration					•
8.1	Measurement, Analysis and Improvement	•				•
8.2	Monitoring and Measurement	•	•	•	•	•
8.3	Nonconforming Product and Services		•	•	•	•
8.4	Analysis of Data	•				•
8.5	Improvement	•				•

Shaded areas are N/A

Uncontrolled Web Copy**Attachment D Operating Procedures**

Document Number	Document Name
OP 4.2.1	Quality Objectives
OP 4.2.3	Document Control
OP 4.2.4	Records
OP 6.2.2	Competence Level Assessment Form Control Document
OP 6.2.2	Competence Level Assessment, Training, and Certification Requirements
OP 6.4	Emergency Action Plan
OP 6.4	Hazard Communication
OP 6.4	MSDS Identification Procedure
OP 6.4	Fire Prevention Plan
OP 6.4	Safety Policy
OP 7.2.1	Engineering Change Order Process
OP 7.2.1	Determination of Customer Requirements
OP 7.4.1	Purchasing Process
OP 7.4.3	Incoming Inspection Process
OP 7.5.1	ESD Control Measures
OP 7.5.2	Equipment Validation for CCT PF1 Leak Detector
OP 7.5.3	Product Identification and Traceability Procedure
OP 7.6	Control of Test and Measuring Equipment
OP 8.2.2	Internal Audits
OP 8.3	Non-conforming Parts and Services
OP 8.5.2	Corrective Action
OP 8.5.3	Preventative Action