

# Quality Manual

In support of ISO 9001:2015  
ANSI/NCSL Z540.3-2006, ISO/IEC17025 ISO10012

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# 1 Quality Manual Presentation

## 1.1 Control

The quality manual is controlled according to Procedure [423 Control of Documents Procedure](#)

## 1.2 Distribution list

The Controlled Quality Manual of Testmetric is available on the company intranet and one hard copy of the manual is kept by the Technical Manager as a working copy.

## 1.3 List of modifications

PAGE	DATE	Modified section	PAGE	DATE	Modified section
5	7/7/2009	3.1			
6	7/7/2009	4.1			
7	7/7/2009	5.1			
9	7/7/2009	6.3			
9	7/7/2009	6.4			
12	7/7/2009	7.5.4			
12	7/7/2009	7.6			
13	7/7/2009	8.2.3			
3	8/9/2017	1.3			
5	8/9/2017	3.1, 3.2, 3.3			
6	8/9/2017	4.1, 4.2			
7	8/9/2017	5.1, 5.2, 5.3, 5.4			
8	8/9/2017	5.5			
9	8/9/2017	6			
10,11,12	8/9/2017	7			
13, 14	8/9/2017	8			
16,17	8/9/2017	Appendix A			

## 2 Organization

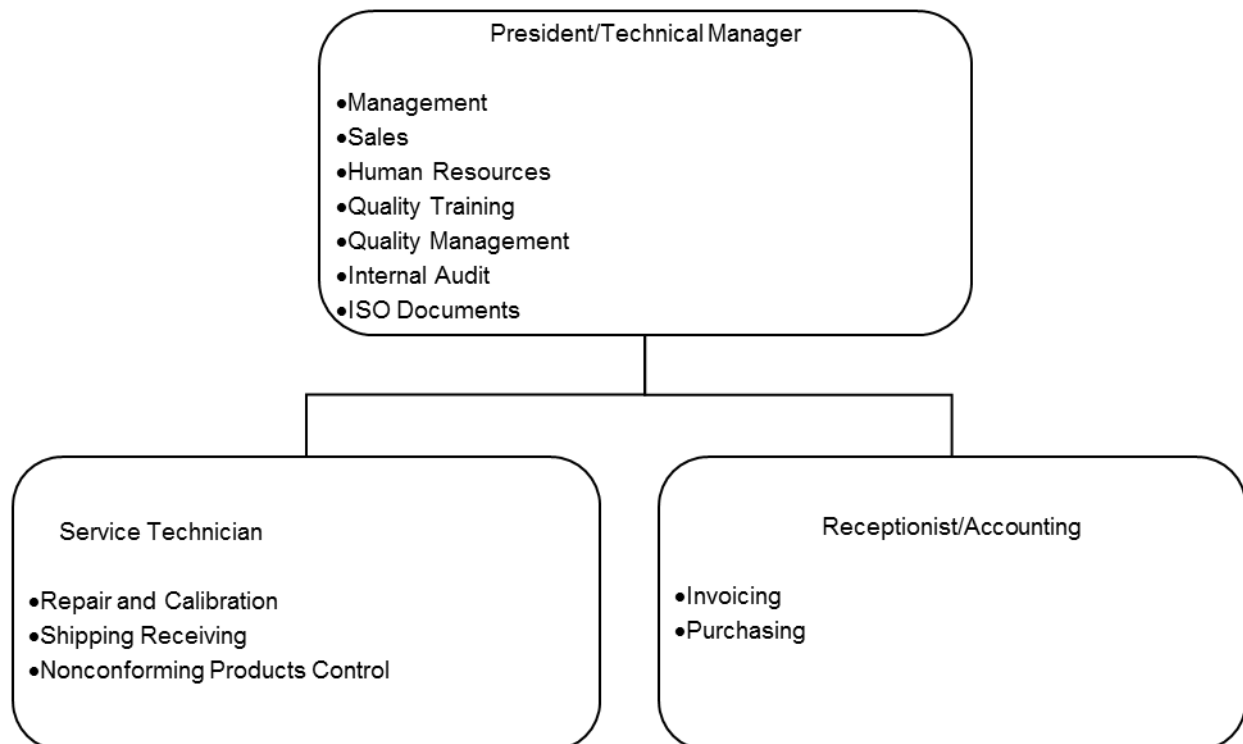
### 2.1 Business background

Testmetric provides Calibration & Repair Services of Test & Measurement Equipment since 2004. Industries served include Manufacturing, Pharmaceutical, Aerospace, Military, Educational and Utility Field.

The Facility is located as follow:

Testmetric  
 605C Cité des Jeunes,  
 St-Lazare, Qc, J7T 2A7  
 Tel: 1-877-424-7717  
 Fax: 450-424-7717  
 Email: sales@testmetric.com  
[www.Testmetric.com](http://www.Testmetric.com)

### 2.2 Organization chart



## 3 References

### 3.1 Normative references

The Quality Management System described in this manual conforms to ISO 9001:2015, ISO/IEC17025, ANSI/NCSL Z540.3-2006, and follows guidelines of ISO 10012.

There are no legal nor regulatory requirements applicable to Testmetric products or services.

### 3.2 Scope of application (ISO9001:2015 clause 4.3)

The quality management system applies to all Testmetric operations (see 2.1). It takes into account internal and external issues as well as needs and expectations of interested parties.

### 3.3 Exclusions

ISO 9001:2015 applies in its entirety except for:

#### 8.3 Design and Development

Justification: Testmetric does not design or develop products or services.

## 4 Quality Management System

### 4.1 Quality management system (ISO 9001:2015 clause 4.4)

Testmetric has implemented a quality management system which is maintained and continually improved to ensure its effectiveness.

Outsourced processes are controlled in order to ensure that customer requirements are met.

### 4.2 Documentation requirements (ISO 9001:2015: clause 7.5)

#### 4.2.1 General

The Quality Management System documentation includes:

- This quality manual;
- Quality procedures;
- Calibration Procedures;
- Forms

In addition, the following documents are available and in use:

- Process maps (see appendix A);
- Organization charts;

#### 4.2.2 Quality manual

The quality manual has been developed using the structure of ISO 9001:2008.

#### 4.2.3 Control of documents

Documents and data are controlled to ensure that the information used for production is precise, complete and up to date.

Obsolete documents are not retained.

Reference Procedure [423 Control of documents](#)

#### 4.2.4 Control of records

Records are legible, readily identifiable and retrievable, and protected.

Reference Procedure [424 Control of records](#)

## 5 MANAGEMENT RESPONSABILITY

### 5.1 Management commitment

Testmetric management is committed to the development and continual improvement of the effectiveness of the quality management system as demonstrated by their daily actions and by assuming all the responsibilities relating to the quality management system. (Reference 3.1, 5.3, 5.4.1, 5.5.3, 5.6 and 6.2).

### 5.2 Customer focus (ISO 9001:2015 clause 5.1.2)

Testmetric management ensures that customer requirements are defined and met to ensure improved customer satisfaction.

### 5.3 Quality policy (ISO 9001:2015 clause 5.2)

The quality policy is communicated and understood within the organisation, and is reviewed for continuing suitability.

Records [F560 Management Review Record](#)  
[F620 Employee Training Record](#)

### QUALITY POLICY

- Testmetric is committed to Provide Quality Products and Services to Meet or Exceed Customer Expectations
- Testmetric is committed to maintain and continually improve the effectiveness of the Quality Management System.
- Testmetric improves its quality management system on a continuous basis in order to ensure gains in the following areas:
  - On Time Delivery
  - Order Acceptance Rate
  - Product Conformity.

### 5.4 Planning

#### 5.4.0 Actions to address risks and opportunities ISO 9001:2015 clause 6.1)

Risks and opportunities were determined: a SWOT Analysis is revised at the management review meeting.

Records [SWOT](#) Analysis

#### 5.4.1 Quality objectives (ISO 9001:2015 clause 6.2)

Quality objectives are established at relevant levels and functions within the organisation. The Quality objectives are measurable and consistent with the quality policy. The objectives and targets are confirmed at the management review meeting.

Reference Procedure [F560 Management Review Record](#)

#### 5.4.2 Quality management system planning (ISO 9001:2015 chapter 6)

Testmetric quality management system is planned and improved to ensure its suitability, adequacy and effectiveness. It is modified as needed to ensure quality objectives are met; such modifications are carried out with respect to requirements of clause 6.3 of ISO 9001:2015.

## **5.5 Responsibility, authority and communications**

### **5.5.1 Responsibility and authority (ISO 9001:2015 clause 5.3)**

The responsibilities, authorities and their interaction are defined and communicated to the all personnel. In addition, the quality management procedures clearly identify the actions and responsibilities of the personnel involved.

### **5.5.2 Management representative**

The clause is no longer a requirement. However, Paul Brisson assumes the responsibilities and authority of Management Representative.

### **5.5.3 Internal - & external - communication (ISO 9001:2015 clause 7.4)**

Appropriate communication channels are established by the organisation to ensure communication takes place regarding the effectiveness of the quality management system.

## **5.6 Management review (ISO 9001:2015 clause 9.3)**

The Management reviews the quality management system at least once a year to ensure its continuing suitability, adequacy and effectiveness. The review is conducted by the President. The reviews input and outputs are covered in a procedure.

Records [F560 Management Review Record](#)



## 6 RESSOURCE MANAGEMENT (ISO 9001:2015 chapter 7)

### 6.1 Provision of resources (ISO 9001:2015 clause 7.1.1)

Testmetric determines and provides the resources needed to maintain and improve the quality management system and to improve customer satisfaction.

### 6.2 Human resources

#### 6.2.1 General (ISO 9001:2015 clause 7.1.2)

Personnel performing work affecting conformity to product requirements are competent on the basis of appropriate education, training, skills and experience.

#### 6.2.2 Competence, training and awareness

In addition, new or transferred employees are made aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives. (ISO 9001:2015 clause 7.3)

When training has been provided, its effectiveness is evaluated. (ISO 9001:2015 clause 7.2)

Records [F620 Employee Training Record](#)

### 6.3 Infrastructure (ISO 9001:2015 clause 7.1.3)

Testmetric identifies, provides and maintains the facilities it needs to achieve the conformity of product.

All monitoring and measuring equipments are maintained

Records [F633 A/C Maintenance Log](#)  
[F634 Humidifier Maintenance Log](#)  
[630 Disaster Recovery](#)

### 6.4 Work environment (ISO 9001:2015 clause 7.1.4)

Testmetric identifies and manages the human and physical factors of the work environment needed to achieve conformity of product. The work area is controlled for relative humidity and temperature.

### 6.5 Organizational knowledge (ISO 9001:2015 clause 7.1.6)

Testmetric maintains knowledge necessary to achieve the conformity of the services it provides to its clients.. When necessary, Testmetric takes actions in order to acquire additional knowledge.

## 7 Operation (ISO 9001:2015 chapter 8)

### 7.1 Operation planning and control (ISO 9001:2015 clause 8.1)

Testmetric services are repetitive in nature and this was reflected during the development of the quality management system.

Reference procedure 824

### 7.2 Customer related processes (ISO 9001:2015 clause 8.2)

#### 7.2.1 Determination of requirements (ISO 9001:2015 clause 8.2.2)

Testmetric determines all the requirements of the product which include:

- The requirements specified by the customer, including the requirements for delivery and post-delivery activities,
- The requirements not stated by the customer but necessary for specified use or known and intended use;
- Statutory and regulatory requirements applicable to the product, and any additional requirements considered necessary by Testmetric.

Reference Procedure [722 Sales](#)

#### 7.2.2 Review of requirements (ISO 9001:2015 clause 8.2.3)

Before it commits to supply a product, Testmetric reviews the requirements and assures that:

- Product requirements are defined;
- Contract or order requirements differing from those previously expressed are resolved, and
- The organisation has the ability to meet defined requirements.

Where the customer provides no documented statement of requirements, Testmetric confirms the customer requirements before acceptance.

Where product requirements are changed, Testmetric assures that relevant documents are amended and relevant personnel are made aware of the changed requirements. (ISO 9001:2015 clause 8.2.4)

Reference Procedure [722 Sales](#)

Records

#### 7.2.3 Customer communication (ISO 9001:2015 clause 8.2.1)

Arrangements for customer communication are established. These relate to:

- Product information;
- Inquiries, contract or order handling, including amendments;
- Customer feedback, including customer complaints.

### 7.3 Design and development (ISO 9001:2015 clause 8.3)

See exclusion under section 3.3

### 7.4 Purchasing (ISO 9001:2015 clause 8.4)

#### **7.4.1 Purchasing process**

Testmetric ensures that purchased products and services conform to specified purchase requirements. Suppliers are selected based on their ability to supply product in accordance with Testmetric requirements.

Criteria for the selection, evaluation and re-evaluation are established. Records of the results of evaluations and any necessary actions arising from the evaluation are kept.

Reference Procedure [740 Purchasing](#)

#### **7.4.2 Purchasing information**

Purchasing documents describe the product to be purchased, including the requirements for quality control and quality assurance, where appropriate.

The purchase requirements are reviewed for adequacy prior to their communication to the supplier.

Reference: Procedure [740 Purchasing](#)

#### **7.4.3 Control of purchased products and services**

Activities necessary to ensure that purchased products or services meet the specified purchase requirements are established and implemented.

If applicable, the verification arrangements and method of product release at the supplier premises are stated in the purchasing information.

Reference Procedure [740 Purchasing](#)

### **7.5 Production and service provision**

#### **7.5.1 Control of production and service provision (ISO 9001:2015 clause 8.5.1)**

Production and service provision are planned and carried out under controlled conditions.

Work instructions are used for all Repair and Calibration activities. Production is carried out in a controlled environment.

#### **7.5.2 Validation of processes for production and service provision (ISO 9001:2015 clause 8.5.1 f)**

All processes carried out by Testmetric can be verified by subsequent measurement; requirement does not apply.

#### **7.5.3 Identification and traceability (ISO 9001:2015 clause 8.5.2)**

Where appropriate, the product is identified by suitable means throughout product realization. The status of the product is identified with respect to conformity.

The unique identification of the product is controlled and records are maintain.

Records MET/CAL inventory records

#### **7.5.4 Customer & external providers property (ISO 9001:2015 clause 8.5.3)**

Care is exercised with customer property while it is under Testmetric's control or being used by Testmetric.

Any customer property that is lost, damaged or otherwise found to be unsuitable for use is reported to the customer and records are kept.

Reference Procedure [740.3 Receiving Inspection](#)  
Procedure [830 Control of nonconforming products](#)

#### **7.5.5 Preservation of product (ISO 9001:2015 clause 8.5.4)**

The conformity of product is preserved during internal processing and delivery to the intended destination in order to maintain conformity to requirements.

This includes identification, handling, packaging, storage and protection, as applicable.

#### **7.5.6 Post-delivery activities (ISO 9001:2015 clause 8.5.5)**

Testmetric supports its clients through an asset management program.

#### **7.5.7 Control of changes (ISO 9001:2015 clause 8.5.6)**

Changes to service provision are reviewed at the management review meeting.

Records change review.

#### **7.6 Control of monitoring and measuring equipment (ISO 9001:2015 clause 7.1.5)**

The measurements to be undertaken and the measuring and monitoring equipment needed to provide evidence of conformity of product are determined.

The measuring and monitoring equipments are controlled.

When an equipment is nonconforming, previous measuring results are assessed and appropriate action on the equipment and any product affected is taken and recorded.

When computer software is used in measuring and monitoring activities, its ability to perform the task is confirmed prior to use and reconfirmed as necessary.

Reference Procedure [830 Control of nonconforming products](#)

Records [F824.1 Calibration Certificate](#)  
[F824.2 Certificate of Compliance](#)  
Calibration certificates delivered by external sources

## 8. Measurement, Analysis and Improvement

### 8.1 General (ISO 9001:2015 clauses 9.1.1 and 9.1.3)

Testmetric has implemented monitoring, measurement, analysis and evaluation processes.

### 8.2 Monitoring and measurement

#### 8.2.1 Customer satisfaction (ISO 9001:2015 clause 9.1.2)

Information relating to customer perception as to whether Testmetric has fulfilled customer requirements is monitored as one of the measurements of performance of the quality management system. Customer survey is performed annually.

Record [F821 Customer Satisfaction Survey](#).

#### 8.2.2 Internal audit (ISO 9001:2015 clause 9.2)

Internal audits are conducted at planned intervals to determine whether the quality management system:

- Conforms to the planned arrangements, the requirements of ISO 9001 and the quality management system requirements established by Testmetric, and
- Is effectively implemented and maintained.

Records of the audit and there results are maintained.

Reference Procedure [822 Internal audit](#)  
Procedure [850 Corrective Action](#)

#### 8.2.3 Monitoring and measurement of processes (ISO 9001:2015 clauses 8.1 b) and 9.1.1)

Suitable methods are used for monitoring, and where applicable, measurement of the quality management system processes. Performance indicators are used on key processes. When planned results are not achieved, corrections and corrective actions are taken, as appropriate.

In addition, for the production processes, the rooms are controlled and monitored for temperature and relative humidity, and when applicable, antistatic protection is provided.

Records [F823-1 TEMP Inspection Log](#)  
[F823-2 ESD Inspection Log](#)

#### 8.2.4 Monitoring and measurement of product (ISO 9001:2015 clauses 8.1 b) and 9.1.1)

Characteristics of the product are monitored and measured to verify that product requirements are met. This is carried out at appropriate stages of the product realization process in accordance with the planned arrangements.

Evidence of conformity with the acceptance criteria is kept. Records indicate the person(s) authorising release of the product for delivery to the customer.

Product release and service delivery do not proceed until all the planned arrangements have been satisfactory completed, unless otherwise approved by a relevant authority, and where applicable by the customer.

Records [F824-1 Calibration Certificate](#)  
[F824-2 Certificate of Compliance](#)  
[F824-3 Packing Slip](#)  
MET/CAL Inventory Record  
MET/CAL Maintenance Record

### **8.3 Control of nonconforming outputs (ISO 9001:2015 clauses 8.7 and 10.2)**

Product or output which does not conform to requirements is identified and controlled to prevent unintended use or delivery.

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, are kept.

When nonconforming product is corrected it is subject to re-evaluation to demonstrate conformity to the requirements.

When nonconforming product is detected after delivery or use has started, action is taken which is appropriate to the effects, or potential effects, of the nonconformity.

Reference Procedure [830 Control of nonconforming products](#)

### **8.4 Analysis of data (ISO 9001:2015 clauses 9.1.3)**

Testmetric evaluates and analyses data it collects.

This allows Testmetric to evaluate the performance of the quality management system and evaluate where continual improvement can be made.

Records [F560 Management Review Record](#)

## **8.5 Improvement**

### **8.5.1 Continual improvement (ISO 9001:2015 clauses 10.3)**

Testmetric takes the necessary actions in order to improve the effectiveness of the quality management system.

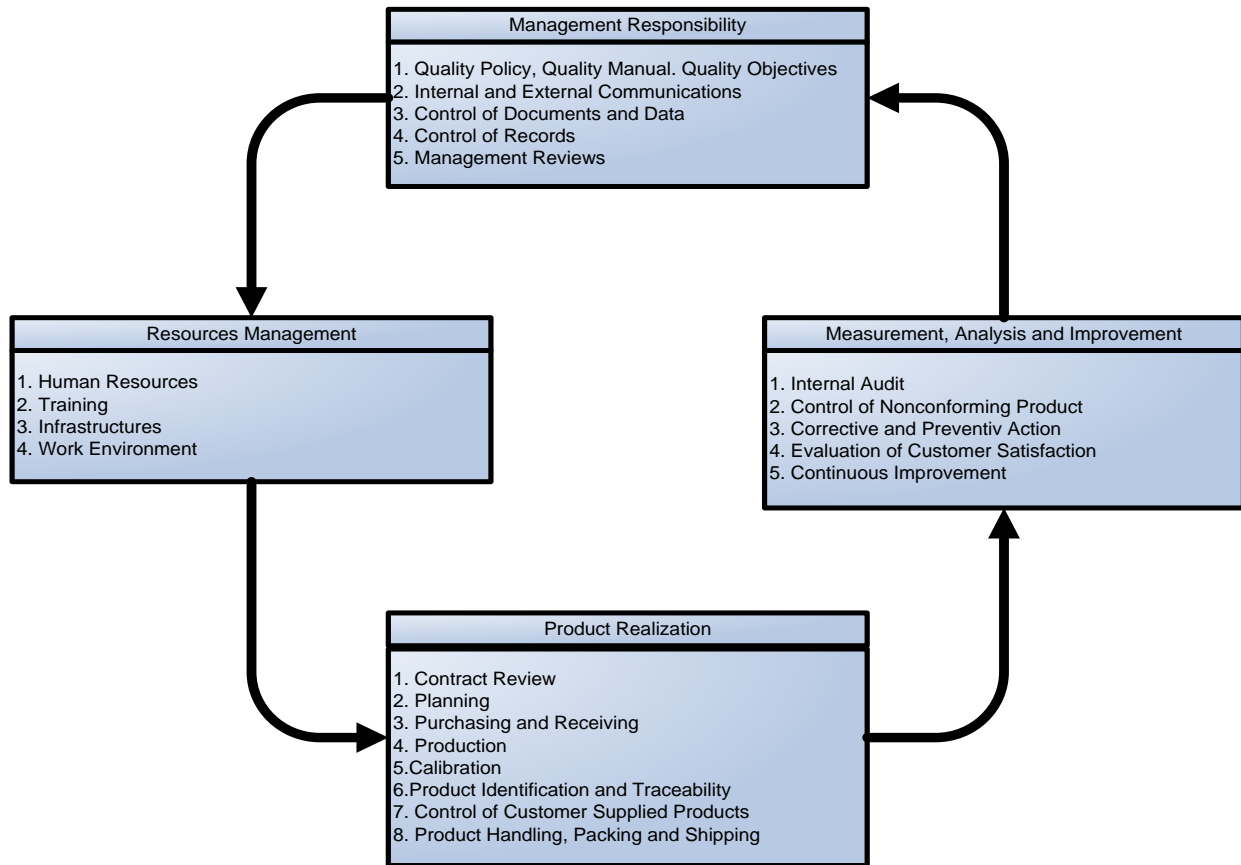
### **8.5.2 Corrective action (ISO 9001:2015 clauses 10.2)**

Action is taken to eliminate the cause of nonconformities in order to prevent recurrence. Corrective action is appropriate to the effects of the nonconformities encountered.

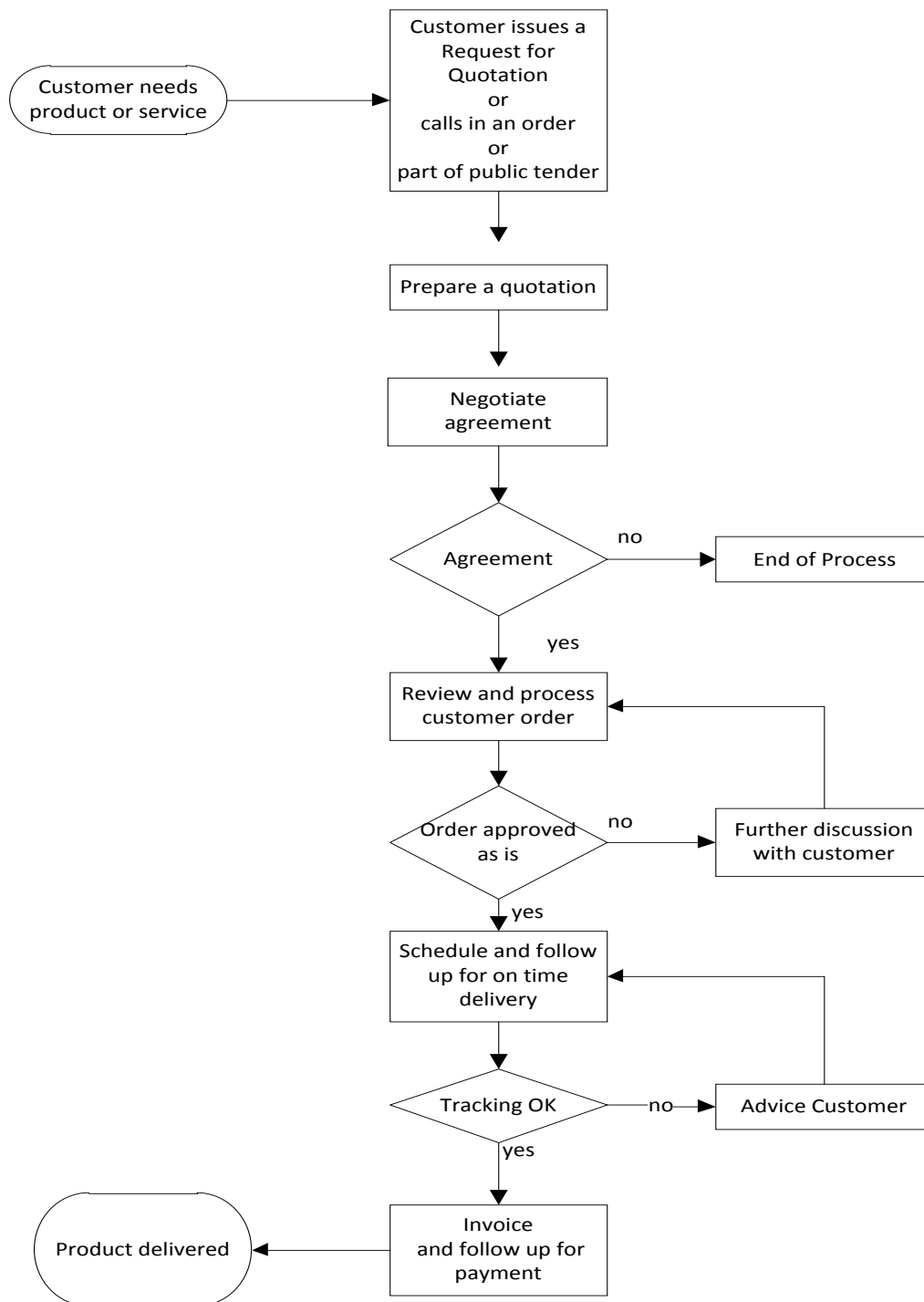
Reference Procedure [850 Corrective Action](#)

Appendix A

**INTERACTION OF PROCESSES**



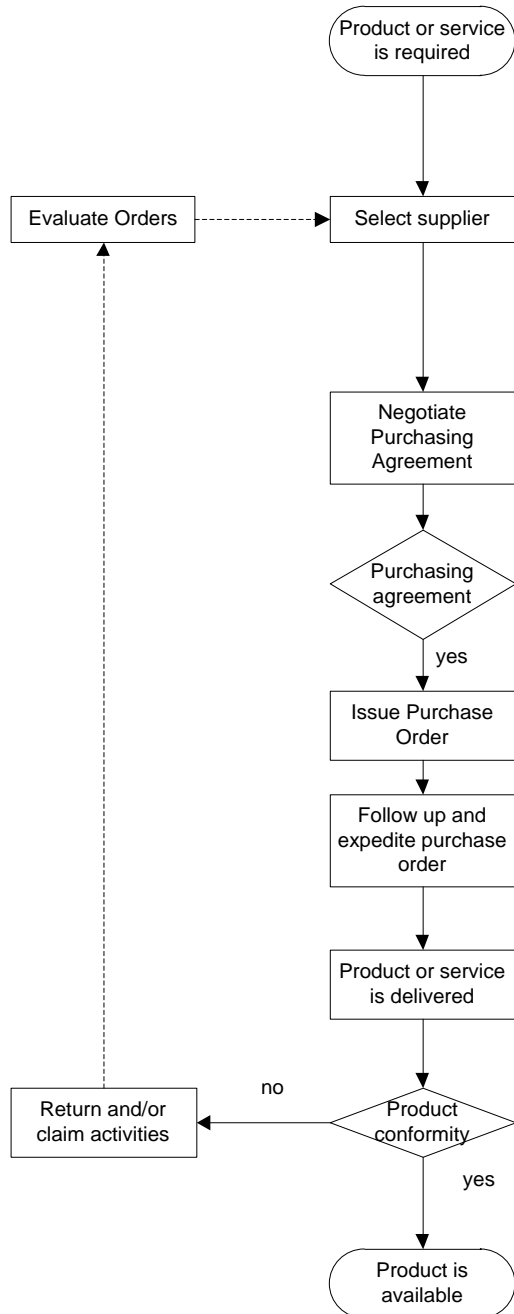
Appendix A  
**SALES PROCESS**





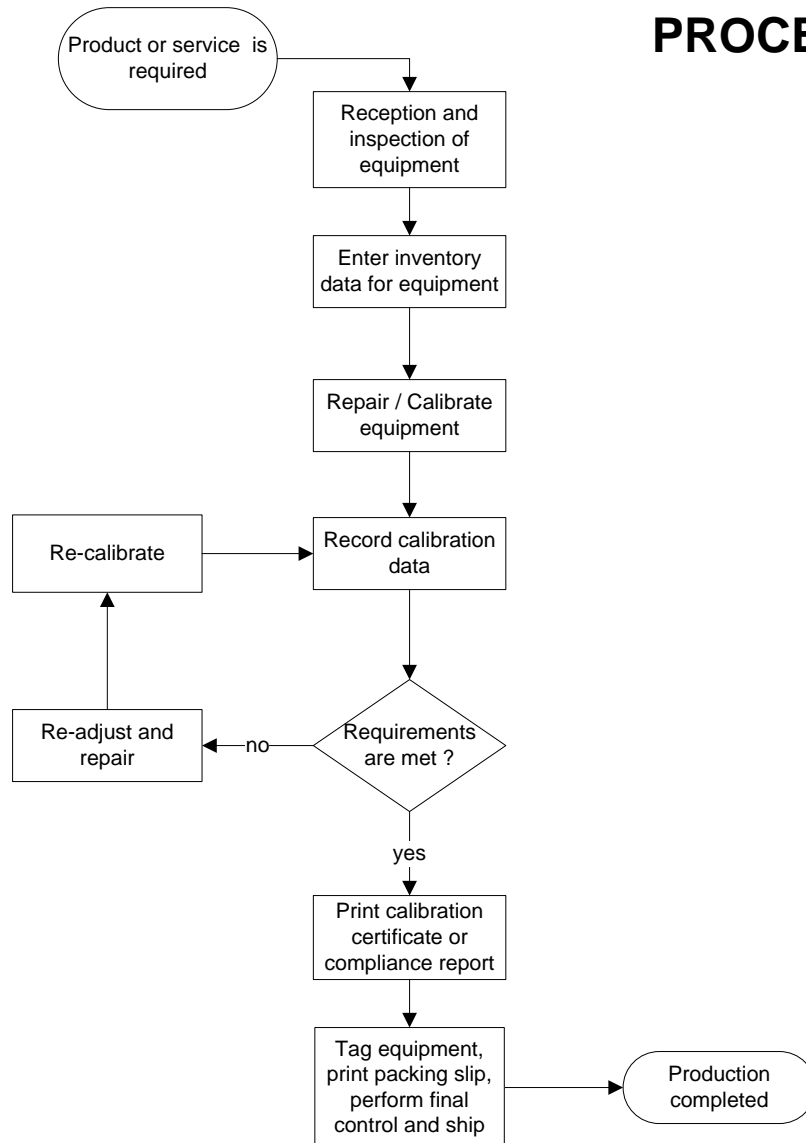
Appendix A

# PURCHASING PROCESS



Appendix A

# PRODUCTION and CONTROL PROCESS



Appendix A

# MANAGEMENT PROCESS

