On a Global Scale

QUALITY MANUAL

of

olympia electronics

According to ISO 9001:2008

CONTROLLED DOCUMENT
This manual is a controlled document in electronic version only.
Printed copies are considered uncontrolled and will not be updated.
Revision can be verified through the OLYMPIA ELECTRONICS/ iqms team / M.Lolidis

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ATTACHMENTS

GENERAL

OLYMPIA ELECTRONICS was founded in 1979.
The company is active in developing innovative electronic safety and security systems by using state of the art technology.
The Human resource of Olympia Electronics is 140 employees, with 10% in R & D dept.
The company is the dominant Greek enterprise in the electronics safety and security industry. Olympia Electronics products are exported in 72 countries worldwide.
OLYMPIA ELECTRONICS one of the oldest and largest Electrical & Electronic manufacturers in Greece and in 1981 entered in emergency lighting manufacturing process.

- In 1985 entered in fire alarm manufacturing process.
- In 1986 became the dominant firm in Greece as concerns Electronic Safetyand Security industry.
- In 1989 we are starting our export activities During 1990 and 1999 the company expands its products (9 families)while is remaining the dominant firm in the market.
- During 1999 and 2004 the company is awarded by many institutions forits successful & innovative business activities.
- On February 2005 we gained the EFQM (European Foundation Quality forManagement) recognition.

OLYMPIA ELECTRONICS philosophy
We produce high quality, state of the art and innovative products in acompetitive price level.
We are ''Easy To Do Business With'' company.
Our orientation is a customer-centric one.

OLYMPIA ELECTRONICS mission
To be the best Greek company and to belong among the most developing Europeans companies in Safety & Security Electronic Systems industry

OLYMPIA ELECTRONICS Sales Policy
Our trading policy is a coordinated one.
Our strategy is oriented to have a full efficiency to our distribution services.
We promote our products through Electrical wholesalers, Consulting engineers, Security and fire equipment companies.
We view the electrical installer as our customer and the wholesaler as our partner.

OLYMPIA ELECTRONICS product manufacturing

- Emergency Lighting
- Emergency Lighting with LEDs
- Special categories of lighting (self-testing emergency luminaires, luminaires for CBS, anti-explosive type luminaires e.t.c.)
- Conventional Fire Detection Systems
- Analogue Addressable Fire Detection Systems
- Gas Detection Systems
- Burglar Alarm Systems
- Addressable Nurse Call System
- Control - Warning Units
- Hotel Access Control Systems - Card Switches (RFID)
- Electronic Room Thermostats
- Electric Insect Traps (HACCP)

OLYMPIA ELECTRONICS developed and implemented an **Integrated Quality Management System IQMS** in order to:

1. Document the company's best business practices
2. Better satisfy the requirements and expectations of its customers
3. Improve the overall management of the company and also
4. Take care for the environment & health and safety for involved parts

The basic concept of IQMS is presented below:

The Integrated Quality Management System IQMS of OLYMPIA ELECTRONICS meets the requirements of the international standards:

- **ISO 9001:2008** for the quality management system for products and services
- **ISO 14001:2005** for the environment
- **OHSAS 18001:2007** for the health and safety

and mainly addresses the stages for the:

Research, development and production of electronic state of the art technology systems of peak of safety lightings, Fire Detection and Alarm Systems, alarm, access switches, thermostats, Insecticides

This manual "Quality Manual" **code QASM-01** part of **IQMS/ISO 9001:2008 CERTIFIED BY TUV SAARLAND and** is divided into seven sections.

Each section describes OLYMPIA ELECTRONICS's commitment to implement the basic requirements of the referenced Quality Management System section, followed by specific information pertaining to the procedures that describe the methods used to implement the necessary requirements.

This manual describes the authorities, inter-relationships and responsibilities of the personnel responsible for performing within the system. Provides procedures, instructions and documentation or references for all activities comprising the Quality Management System.

This manual has been prepared and established to fully comply with contract requirements demonstrated by the performance of a series of inspections performed throughout the production cycle thus introducing an **Inspection and Test Program (ITP)** here named **Factory Production Control (FPC)**

This manual is used

internally:

- to guide the employees through the various requirements of the "ISO" standards that must be met and maintained in order to ensure customer satisfaction, continuous improvement
- to provide the necessary instructions that create an empowered work force.

externally:

- to introduce IQMS to OLYMPIA ELECTRONICS's customers and other external organizations or individuals.
- to familiarize them with the controls that have been implemented and
- to assure them that the integrity of the IQMS is maintained

1. GENERAL REQUIREMENTS

1.1 General Requirements

OLYMPIA ELECTRONICS has established, documented and implemented an IQMS which serves also as Quality Management System (QMS) in accordance with the requirements of **ISO 9001:2008.**

The scope of the ISO 9001:2008. is

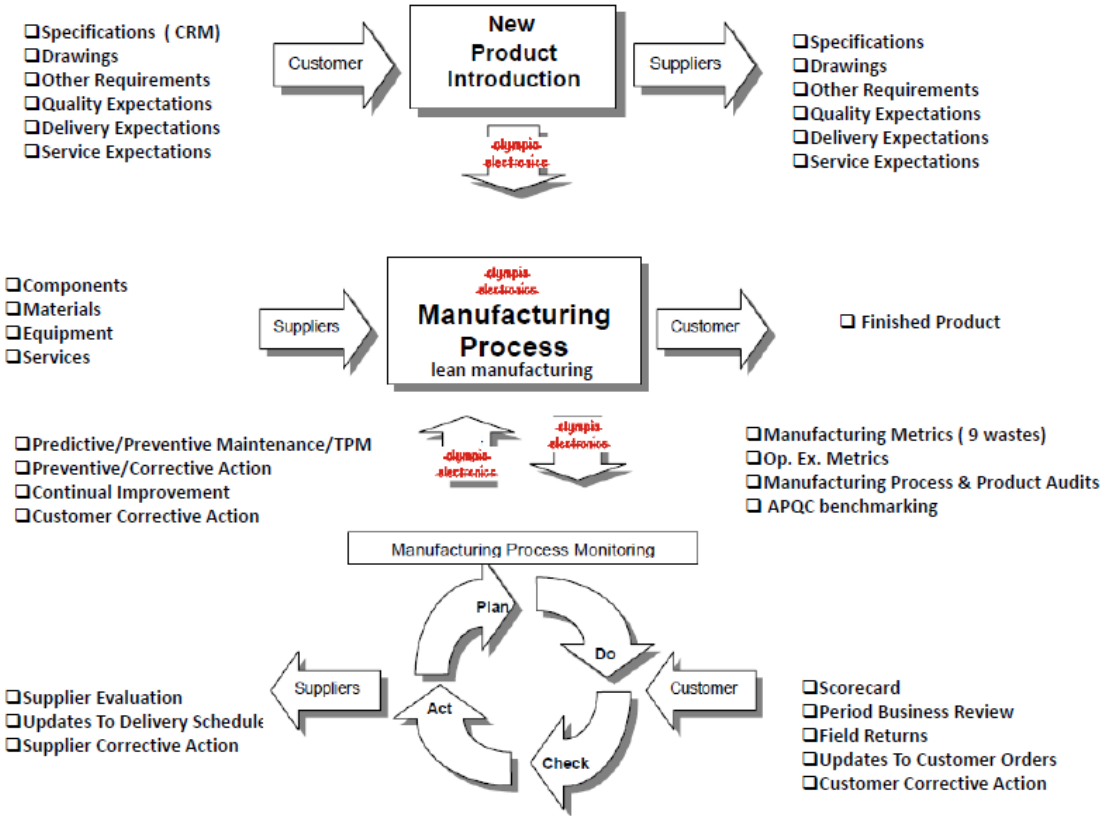
Research, development and production of electronic state of the art technology systems of peak of safety lightings, Fire Detection and Alarm Systems, alarm, access switches, thermostats, Insecticides

The system is maintained and continually improved through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive action and management review.

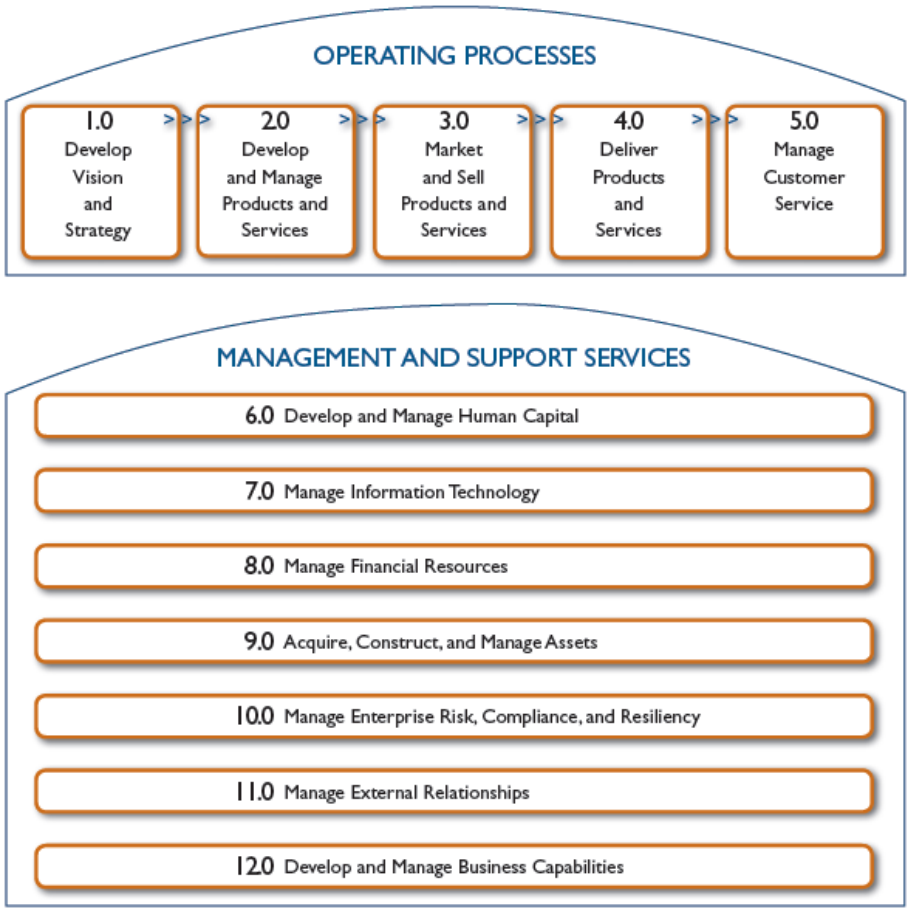
To design and implement the IQMS, OLYMPIA ELECTRONICS has:

- Identified the processes needed for the IQMS and their application throughout the organization and documented them on the Process Flow covering all the supply chain
- Determined the sequence and interaction of these processes, and illustrated them on the Process Flow Diagram covering all the supply chain
- Determined criteria and methods needed to ensure that the operation and control of the processes are effective
- Ensured the continuing availability of resources and information necessary to achieve planned results and continual improvement of these processes
- Established systems to monitor, measure and analyze these processes
- Established processes to identify and implement actions necessary to achieve planned results and continual improvement of these processes

The process are presented below:



For benchmarking purposes OLYMPIA ELECTRONICS uses the with APQC TAXONOMY the framework presents below



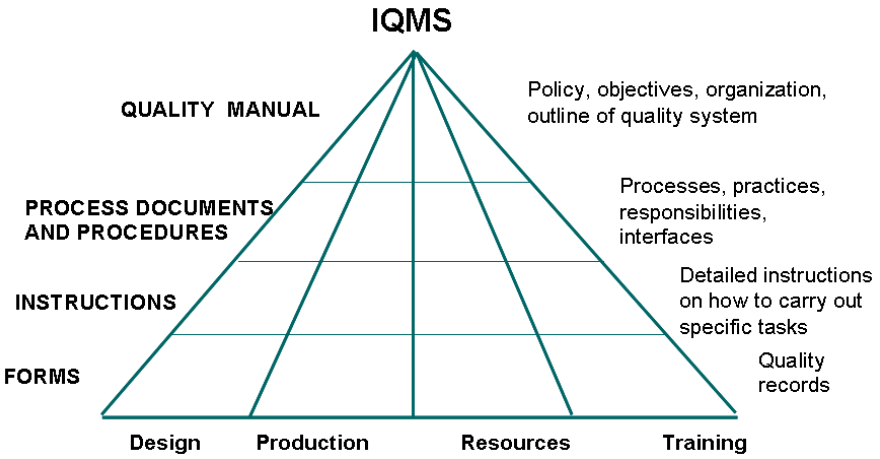
1.2 Documentation Requirements

1.2.1 General

The IQMS documentation includes:

- The Quality Policy
- This Quality Manual
- Documented Procedures
- Documents identified as needed for the effective planning, operation and control of our processes

Quality Records, and the documentation structure is presented below



1.2.2 Quality Manual

This Quality Manual includes policies, objectives and outlines organization of quality system.

1.2.3 Control of Documents

All of the QMS documents are controlled according to the **Document Control Procedure (QAS02).**

This procedure defines the process for:

- Approving documents for adequacy prior to issue
- Reviewing and updating as necessary and re-approving documents
- 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

1.2.4 Control of Quality Records

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

The records are maintained according to the **Control of Quality Records** procedure **QAS01.**

This procedure requires that quality records remain legible, readily identifiable and retrievable.

The procedure defines the controls needed for identification, storage, protection, retrieval, retention time and disposition of quality records.

Related Documents, Procedures and Instructions:

Control of Quality Records **QAS01**,
Document Control **QAS02**,
Document for Doc's Retrieve **QAS02-01.**

2. MANAGEMENT RESPONSIBILITY

2.1 Management Commitment

Mr. Dimitrios Lakasas CEO of OLYMPIA ELECTRONICS is actively involved in implementing the quality management system (QMS).

He has provided the vision and strategic direction for the growth of the QMS in all over the supply chain and established quality objectives and the quality policy for the OLYMPIA ELECTRONICS.

To show commitment to the improvement of the QMS, management of the OLYMPIA ELECTRONICS does the following:

- Communicate the importance of meeting customer, statutory, and regulatory requirements
- Establish quality objectives
- Establish the quality policy
- Conduct management reviews
- Ensure the availability of resources

2.2 Customer Focus

OLYMPIA ELECTRONICS's organization,

- Strives to identify current and future customer needs to meet customer requirements and exceed customer expectations
- Ensures that customer requirements are understood and met, by requiring compliance with documented customer communication procedures

Customer requirements are determined, converted into internal requirements, and communicated to the appropriate people in our organization (**SLSM-01**)

Related Documents, Procedures and Instructions:

Customer requirements **SLSM-01.**

2.3 Quality Policy

Top management of OLYMPIA ELECTRONICS ensures that the quality is communicated to all employees.

It is posted in prominent places throughout the offices of the company to maintain high standards within our organization.

Appointed management reviews the quality policy at management review meeting to determine the policy's continuing suitability for.

The Quality Policy is documented on **QAS POL, (Integrated Quality Policy).**

It is the policy of OLYMPIA ELECTRONICS to provide a range of products and services which meet the requirements of its customers, regulatory requirements using best practicable methods and quality standard parameters within a safe and healthy environment as a minimum.

All processes are carried out in a cost effective and timely manner, and in accordance with the highest professional standards aiming for continual improvement and customer satisfaction through the involvement and participation of all levels of Personnel and other interested parties.

To meet this commitment OLYMPIA ELECTRONICS has documented, implemented and will maintain an Integrated Management System which sets out to satisfy or exceed the requirements of **ISO 9001:2008, ISO 14001:2004 & OHSAS 18001:2007** ensuring that it has the resources needed and the contribution of suppliers and partners.

The prime objective is providing a quality product and service through an adequately controlled management system and the adoption of a process approach.

In order to achieve this OLYMPIA ELECTRONICS will:

- Ensure that all employees adhere to our Integrated Management System
- Maintain a good relationship with all interested parties through effective communication
- Minimize the risk of causing pollution
- Minimize accidents, incidents and non-conformance
- Train, develop and communicate with its employees in order to meet business needs
- Make use of best practice when planning and developing new and existing operations
- Review the Integrated Management System to determine its effectiveness and ensure continual improvement

The Managers of OLYMPIA ELECTRONICS have agreed the objectives in line with this policy which are communicated, understood and implemented at appropriate levels in the organization.

2.4 Planning

2.4.1 Quality Objectives

Quality objectives are established to support organization's efforts in achieving quality policy and reviewed annually for suitability.
Quality objectives are measurable, and reviewed against performance goals at each management review meeting.

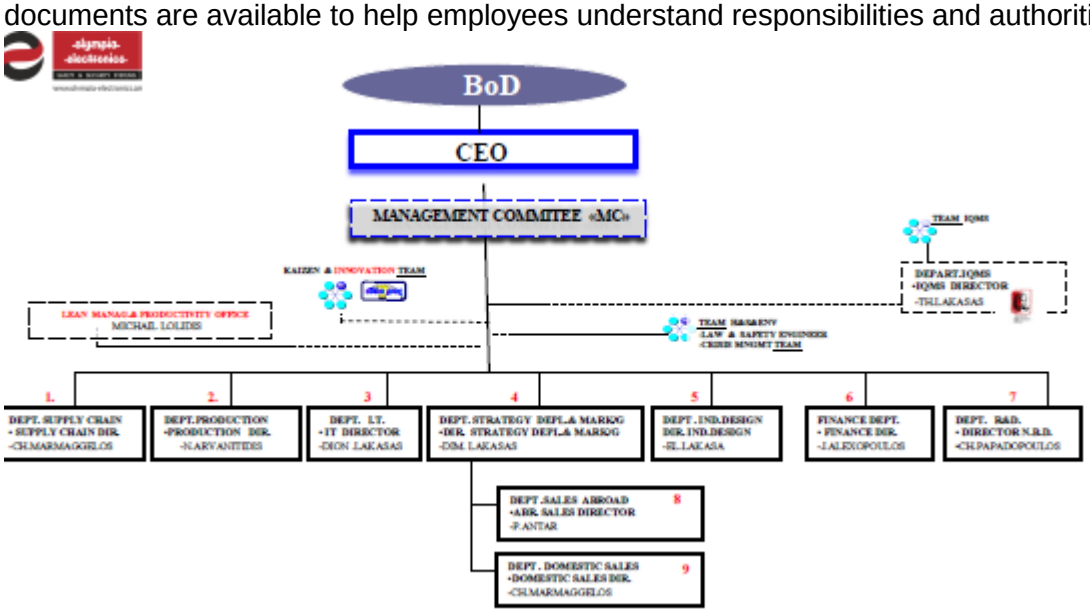
2.4.2 Quality Management System Planning

The quality system has been planned and implemented to meet OLYMPIA ELECTRONICS's quality objectives.
Quality planning takes place as changes that affect the quality system are planned and implemented.

2.5 Responsibility, Authority and Communication

2.5.1 Responsibility and Authority

On the company's organizational chart manual **(ORGi01),** job descriptions define responsibilities and authorities of each of the positions on the organizational chart. Job descriptions and the organizational chart are reviewed and approved by top management for adequacy. These documents are available to help employees understand responsibilities and authorities.



Especially the crucial ones affected the **Quality Control (QC) personnel responsibilities:**

- **QC manager**
- **PVT manager**

are well documented.

Related Documents, Procedures and Instructions:
Organization manual requirements **ORGi01.**

2.5.2 Management Representative

OLYMPIA ELECTRONICS appointed **Mr. Michail Lolidis** the management representative.
As management representative, he has the following responsibility and authority:

- Ensure that processes needed for the quality management system are established and implemented

- Report to top management on the performance of the quality management system, and needed improvements
- Promote awareness of customer requirements throughout the organization
- Act as a liaison with external parties such as customers or auditors on matters relating to the QMS

2.5.3 Internal Communication

Processes are established for communication within the company the management meetings, management review, circulation of minutes of management review meetings, Internal Audit, Closing meetings, and other routine business communication.

All the documentation and archives are well preserved and communicated with company intranet Also a short data files are communicated via extranet www.imsandquality.gr

Related Documents, Procedures and Instructions:

Internal communication **COMi01**

2.6 Management Review

2.6.1 General

Top management of OLYMPIA ELECTRONICS reviews the QMS yearly at management review meetings.

This review assesses the continuing QMS suitability, adequacy and effectiveness, identifying opportunities for improvement and needed changes.

Records are maintained for each management review meeting for:

- Customer feedback
- Process performance and product conformity

2.6.2 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
- Status of preventive and corrective actions
- Follow-up actions from previous management reviews
- Planned changes that could affect the quality management system
- Recommendations for improvement

2.6.3 Review Output

During these review meetings, management OLYMPIA ELECTRONICS identifies appropriate actions to be taken regarding the following issues:

- Improvement of the effectiveness of the quality management system and its processes
- Improvement of product related to customer requirements
- Resource needs

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

Related Documents, Procedures and Instructions:

Management Review **QAS03,**
Control of Quality Records **QAS01,**
Processes Map, **PRCi01,**
Product Realization **OPR01.**

3. RESOURCE MANAGEMENT

3.1 Provision of Resources

OLYMPIA ELECTRONICS has implemented a Quality Management System that complies with the ISO 9001:2008 standard.
This implementation was achieved with management commitment and with sufficient resources for the implementation.
To effectively maintain and continually improve the system, management determines and provides necessary resources.

3.2 Human Resources

3.2.1 General

To ensure competence of Its personnel, OLYMPIA ELECTRONICS has prepared job descriptions identifying the qualifications required for each position that affects product quality. Qualifications include requirements for education, skills and experience.
Appropriate qualifications, along with required training, provide the competence required for each position.

3.2.2 Skill matrix (Competence, Awareness and Training)

Human Resources dept. maintains records of employee qualifications.
If any differences between the employee's qualifications and the requirements for the job are found, training is taken to provide the employee with the necessary competence for the job.
The result is that all employees are trained on the relevance and importance of their activities and that they contribute to the achievement of the quality objectives.
Training and evaluation are conducted according to the Training procedure.

Related Documents, Procedures and Instructions:
Skill matrix (Competence, Awareness and Training) **ORG01-01 ORG01-02 ORG01-03 ORG01-04**
Training **HRM01-01 HRM01-02 HRM01-03 HRM01-04**

3.3 Infrastructure

OLYMPIA ELECTRONICS has determined the infrastructure needed and includes buildings, workspace, utilities, and supporting services.
Existing infrastructure is maintained and maintenance requirements for all the manufacturing plans are documented in preventive maintenance plans

Related Documents, Procedures and Instructions:
Infrastructure & Maintenance instruction**TPM01-01 TPM01-02 TPM01-03 TPM01-04**

3.4 Work Environment

A work environment suitable for achieving product conformance is maintained.
Requirements are determined during quality planning and documented in the quality plan. The work environment is managed for continuing suitability.
Data from the quality system is evaluated to determine if the work environment is sufficient for achieving product conformance, or if preventive or corrective action related to the work environment is required.

Related Documents, Procedures and Instructions:
Policies, manual, procedures, and instruction and documentation of **OHSAS 18001:2007.**

3.5 Purchasing

3.5.1 Purchasing Process

A documented instruction **LGS-MAN** is followed to ensure that purchased product is suitable to the specified purchase requirements. The procedure outlines the extent of control required for suppliers. Suppliers are evaluated and selected based on their ability to supply product in accordance with requirements as outlined in the procedure. Criteria for selection, evaluation and re-evaluation are documented in the procedure. Records of the evaluation and any necessary actions are maintained as quality records.

3.5.2 Purchasing Information

Purchasing information describes the product to be purchased, including where appropriate:

- Requirements for approval of product, processes and equipment
- Requirements for qualification of personnel for inspecting incoming materials

The purchasing documents are reviewed to ensure the adequacy.

3.5.3 Verification of Purchased Product

The Purchasing procedure describes the process used to verify that purchased product meets specified purchase requirements
The verification arrangements and methods are documented in the purchasing information.

Related Documents, Procedures and Instructions:
Supply chain manual **LGS-MAN**

4. PRELIMINARY PROCESS

4.1 Customer-related Processes

4.1.1 Determination of Requirements Related to the Product

OLYMPIA ELECTRONICS determines customer requirements before acceptance of an order.
Customer requirements include those:

- Requested by the customer
- Required for delivery and post-delivery activities
- Statutory and regulatory requirements related to the product
- Additional requirements determined by OLYMPIA ELECTRONICS's suppliers

4.1.2 Review of Requirements Related to the Product

OLYMPIA ELECTRONICS has a process in place for the review of requirements related to the Product Process flow charts **PRCi01.**
The review is conducted before the order is accepted. The process ensures that:

- Product requirements are defined & OLYMPIA ELECTRONICS has the ability to meet the defined requirements
- Contract or order requirements differing from those previously expressed are resolved
- Records are maintained showing the results of the review and any actions arising from the review
- Where a customer does not provide a documented statement of requirement, the customer requirements are confirmed before acceptance
- When product requirements are changed, OLYMPIA ELECTRONICS communicates changes to relevant personnel and amends relevant documents

4.1.3 Customer Communication

OLYMPIA ELECTRONICS has implemented an effective way for communicating with customers in relation to:

- Product Information
- Inquiries, contracts and order handling, including amendments

- Customer feedback, including customer complaints

OLYMPIA ELECTRONICS, with the help of ERP software, communicates with customers

Related Documents, Procedures and Instructions:
Customer feedback Procedures **CRM 01, CRM 02, CRM 03, CRM 04,**

4.2 Quality Planning

Quality planning is required before a project that OLYMPIA ELECTRONICS undertakes is implemented.
During this planning, management or assigned personnel identify:

- The quality objectives and requirements for the product
- Processes, documentation and resources required
- Verification, validation, monitoring, inspection and test requirements
- Criteria for product acceptance. The norms and prototypes are review and presented on production process for implementation.

The output of quality planning includes documented quality plans, processes, procedures design outputs based on norms as OLYMPIA ELECTRONICS s following **FPC** prototype.

Related Documents, Procedures and Instructions:
Product Realization Procedure **OPR01**

5. PRODUCT DESIGN & DEVELOPMENT

5.1 Software & Codes

The design and development instruction **R&Di01** outlines the design process.
The design plan includes:

- Design and development stages
- Updating of the design plan as the project progresses
- Required design reviews

5.2 Design Stages

OLYMPIA ELECTRONICS has established a series of distinctive stages through the design procedure in order to ensure the top quality of final result.
A Flow chart of R &D design stages is presented below

Related Documents, Procedures and Instructions:
Design & Development instruction **R&Di01**

5.3 Updating & Required Design Reviews

Particular providence has been taken in order to track revisions through the progress of the project. All software used are customized to manipulate and record all revisions handed by the client.
Through frequent reviews OLYMPIA ELECTRONICS ensures that design methods and practices are always update.

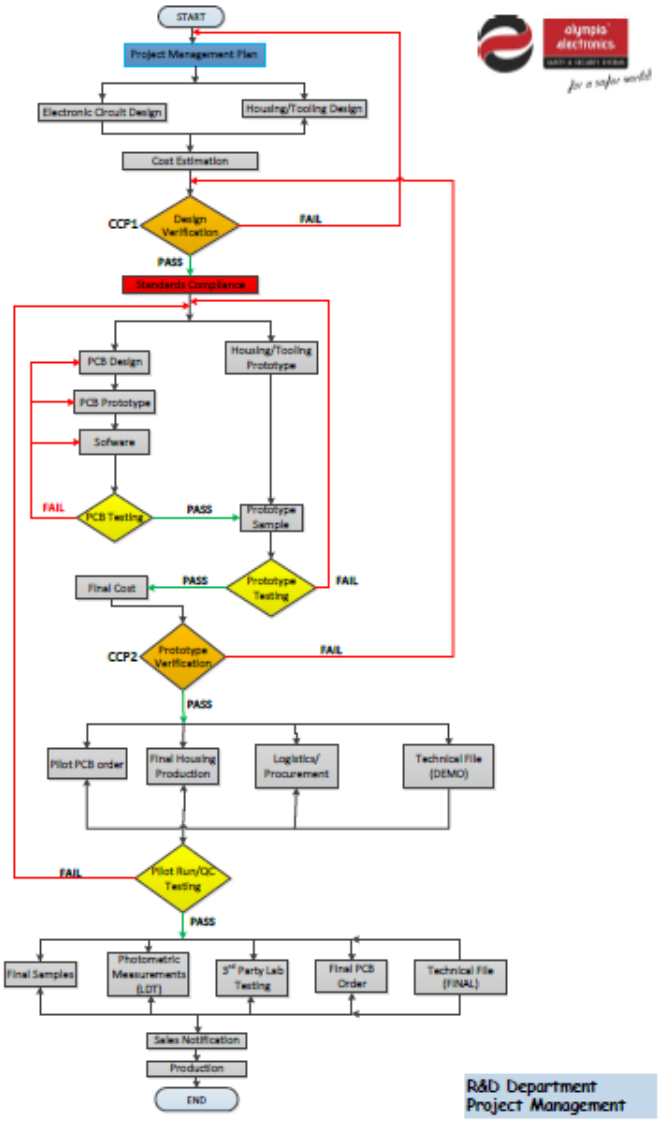
Related Documents, Procedures and Instructions:
Design & Development instruction **R&Di01**

5.4 Product Validation Activities

Particular providence has been taken that checks that the development, quality control and verification procedure of a product result in product that meets the requirements of the European harmonized standards and regulations.

This provides information to the management and the R&D department of every standardization change.
The Product Validation Department doing the validation cooperates with accredited laboratories and recognized certification authorities for issuing test reports and certificates of conformity, considering the needs of the customer.
This department provides:
1.internal information and directives to all the departments that get involved to the production, on how the product will meet the requirements of the harmonized standards.
2.our customers with all the documentation needed to place our products on their market.

Mrs A. Tyropoli is Product Validation Department manager



6. PRODUCTION PLANNING & REALIZATION

6.1 Production & QC activities

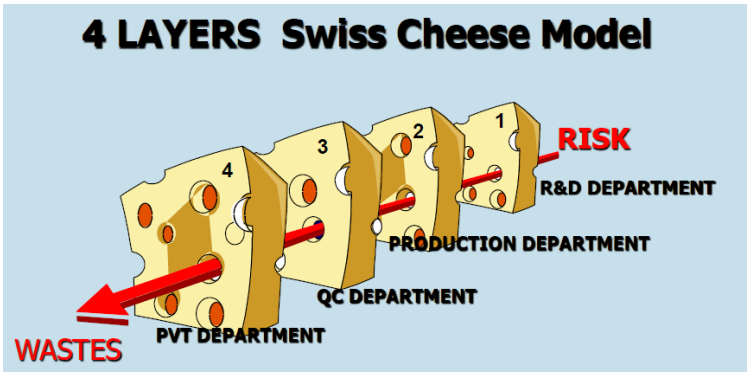
The production process on OLYMPIA ELECTRONICS's factory is presented on **OPR01**.

OLYMPIA ELECTRONICS is following **FPC** prototype that covers all the production activities and every production process stage is described analytically with the involved machines, authorities, controls and relevance norms and prototypes.

Related Documents, Procedures and Instructions:

Factory Production Control Manual **PRDM-01**
Product Realization Procedure **OPR01.**.

It is the policy of OLYMPIA ELECTRONICS to provide products and services of best quality that meets the initial and continuous needs of our customers.
OLYMPIA ELECTRONICS utilizes standard specification and/or interpretation and recommendations of professionally recognized international agencies and groups, as the basis of establishing its own design, fabrication quality criteria, standard practices, methods and tolerances.
OLYMPIA ELECTRONICS's design, fabrication and quality criteria, standard practices, methods and tolerances will govern the work.
In doing so OLYMPIA ELECTRONICS intends to be the leader in product quality to maintain its reputation and market leadership.
The QC model is based on 4 LAYERS SWISS CHEES MODEL **QLCM01** described on and presented visually below



Components shall be inspected on a random basis at all stages of production by PVT
All measurement and testing shall be carried out to the extent stated in the Standard **FPC**.

Any special inspection and testing requirement agreed and approved by both the customer and OLYMPIA ELECTRONICS prior to actual production shall be followed.
OLYMPIA ELECTRONICS's FPC code have identified the stages of production within the whole manufacturing process and put each stage under inspection cover.
At each production stage the Inspector records the actual plans and carries out production and service provision under controlled conditions according to documented manual **QLCM01**

Controlled conditions include, as applicable:

- The availability of information that describes the characteristics of the product
- The availability of work instructions
- The use of suitable equipment
- The availability and use of monitoring and measuring devices
- The implementation of monitoring and measurement
- The implementation of release, delivery and post-delivery activities

The QC Manager will maintain an effective and economic program for planned quality and develop in conjunction with production functions necessary to satisfy the contract requirements.

The program will ensure that Quality requirements are satisfied throughout the phases of production, including as applicable, fabrication, processing, inspection, packaging and shipping.

The QC Department conducts two types of in-process inspections:

1. Parts of products being inspected and QC responsible, notes the quality of the items as part of FPC code. These records are later analyzed by QC to give a clear picture of how well the inspection procedures are operating plus it measures the performance of the production cycle with regards to quality requirements.

2. Inspection of special processes shall be performed when such inspections are a part of the specification of the contract. These inspections at various production stages cover the fabrication of build-up members, members fabricated from rolled structural shapes, secondary members, sheets and trims, welding, surface preparation, painting, final and shipping.

6.1.1 Validation of Processes for Production and Service Provision

OLYMPIA ELECTRONICS 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.
Validation demonstrates the ability of these processes to achieve planned results.
OLYMPIA ELECTRONICS has documented the process for validation including:

- Defined criteria for review and approval of the processes
- Approval of equipment and qualification of personnel
- Use of specific methods and procedures
- Requirements for records

6.2 Warehousing

6.2.1 Preservation of Product

OLYMPIA ELECTRONICS preserves the conformity of product during delivery to the intended destination.
This preservation includes identification, handling, packaging, storage and protection. Preservation also applies to the constituent parts of a product.

Related Documents, Procedures and Instructions:
Quality control Activities **LGSMAN**

6.3 Control of Monitoring and Measuring Devices

OLYMPIA ELECTRONICS determined the monitoring and measurement to be undertaken and the monitoring and measuring devices needed to provide evidence of conformity of product to determined requirements.
A documented procedure outlines the process used to ensure that monitoring and measurements to be carried out are carried out in a manner that is consistent with the monitoring and measurement requirements.
Where necessary to ensure valid results, measuring equipment is:

- Calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards
- Adjusted or re-adjusted as necessary
- Identified to enable the calibration status to be determined
- Safeguarded from adjustments that would invalidate the measurement result
- Protected from damage and deterioration during handling, maintenance and storage

In addition, when the equipment is found not to conform to requirements OLYMPIA ELECTRONICS takes appropriate action on the equipment and any product affected. Records of the results of calibration and verification are maintained.
When used in the monitoring and measurement of specified requirements, the ability of computer software to satisfy the intended application is confirmed.

This shall be undertaken prior to initial use and reconfirmed as necessary.

Related Documents, Procedures and Instructions:
Purchasing **PUR01, PUR02A, PUR02B, PUR02C,**
Quality Plan **QLCM01,**
Product Realization Procedure **OPR01**,
Process flow charts **PRCi01**,
Design and development procedure **R&Di01**.

7. MEASUREMENT, ANALYSIS AND IMPROVEMENT

7.1 General

OLYMPIA ELECTRONICS has plans and implements the monitoring, measurement, analysis and improvement processes as needed:

- To demonstrate conformity of the product
- To ensure conformity of the quality management system
- To continually improve the effectiveness of the quality management system.

These processes are identified in documented procedures and include determination of applicable methods, including statistical techniques, and the extent of their use.

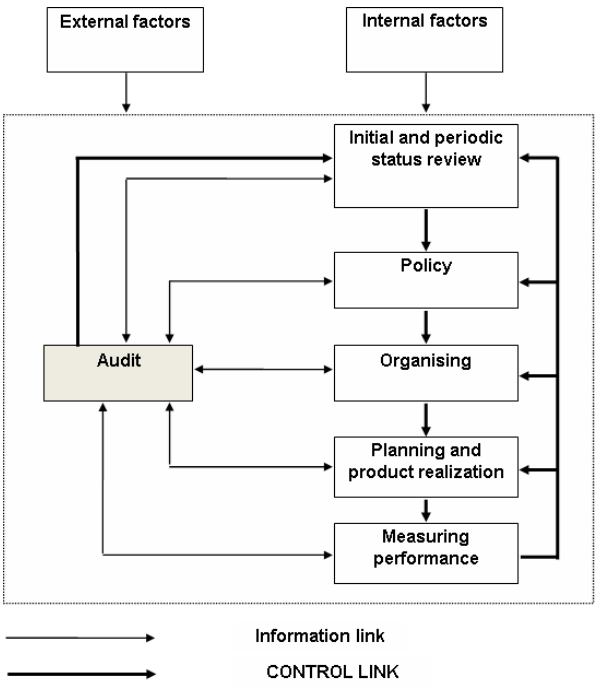
7.2 Monitoring and Measurement

7.2.1 Customer Satisfaction

As one of the measurements of the performance of the quality management system, OLYMPIA ELECTRONICS monitors information relating to customer perception as to whether the organization has fulfilled customer requirements.(**using appropriate questionnaire SLS09-01**)
The method for obtaining and using this information is identified in the Customer Related Processes and the Management Responsibility procedures

7.2.2 Internal Audit

OLYMPIA ELECTRONICS conducts internal audits at planned intervals to determine whether the quality management system:



- Conforms to the planned arrangements to the requirements of this International Standard and to the quality management system requirements established by the organization
- Is effectively implemented and maintained

An audit program has been designed and implemented and identifies an audit schedule based on the importance of the areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency, methods, responsibilities and requirements for planning and conducting audits, and for reporting and maintaining results, are defined and documented in the Internal Audit procedure (**QAS05**), and manual **QASM-05**
The management responsible for the area being audited is responsible for ensuring that actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities include the verification of the actions taken and the reporting of verification results.
The audit process as part of IQMS system is presented below.

Monitoring and Measurement of Processes

OLYMPIA ELECTRONICS applies suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These methods demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action is taken, as appropriate, to ensure conformity of the product.
The process for identifying and carrying out the required monitoring and measuring of processes is documented in (**OPR01**) and Management Responsibility procedures **(QAS00).**

7.2.3 Monitoring and Measurement of Product

OLYMPIA ELECTRONICS monitors and measures the characteristics of the product to verify that product requirements are fulfilled. This is carried out at appropriate stages of the product realization. Measuring and Analysis of Product Realization Processes refer to **(OPR01), (QLCM01).**
Evidence of conformity with the acceptance criteria is maintained. Records indicate the person authorizing release of product. Product release and service delivery does not proceed until all the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority, and where applicable by the customer.

7.3 Control of Nonconforming Product

OLYMPIA ELECTRONICS ensures that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product are defined in the Control of Nonconforming Product procedure (**QAS04**).

7.4 Analysis of Data

OLYMPIA ELECTRONICS determines, collects and analyses appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the quality management system can be made.
Appropriate data includes data generated as a result of monitoring and measurement and from other relevant sources. The analysis of data provides information relating to:

- Customer satisfaction
- Conformance to product requirements
- Characteristics-trends of processes & products including opportunities for preventive action
- Suppliers

7.5 Improvement

7.5.1 Continual Improvement

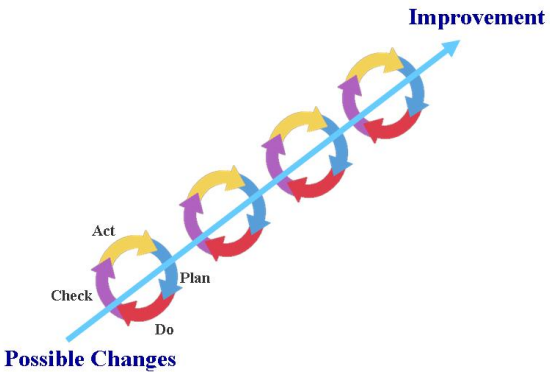
OLYMPIA ELECTRONICS continually improves the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.
The PDCA cycle, a continuous improvement concept followed by OLYMPIA ELECTRONICS is a trial and learning event that emphasizes learning by sequentially testing changes on a small scale. This is the essence of ISO 9001:2008, and IQMS.

7.5.2 Corrective Action

OLYMPIA ELECTRONICS takes action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered.
A documented procedure **(QAS04)** defines requirements for

- Reviewing nonconformities (including customer complaints
- Determining the causes of nonconformities

- Evaluating the need for action to ensure that nonconformities do not recur



- Determining and implementing action needed
- Records of the results of action taken
- Reviewing corrective action taken

A system for processing ths NCR's totally namely "**CAPApi management**" has been installed.

7.5.3 Disposition of Rejected Materials

Provisions are made for the identification of material or items that do not conform to technical data or specifications, to prevent unauthorized use, shipment or mixing with conforming material.

When an Inspector rejects a part, he shall raise an NCR (Non Conformance Report) **QAS04-01** form to record any mistake in shop drawings or finished/semi-finished products in the workshop

The Inspector specifies all details of his observation e.g. task, inspection stage, and source of a non-conformance by encircling. The Inspector may draw a sketch or provide a reference of the drawing in order to demonstrate the exact location of the non-conformance on a component.

The QC personnel shall review the findings of the Inspector and sign for his observation and hand them over to concerned foreman taking his signature of conformity.

The Inspector shall paste a copy or write, "NCR" on the rejected component so that it should be visible to the Production staff for an early action.

OLYMPIA ELECTRONICS will keep the original copy of the NCR to the QC office for record and analysis.

The QC Inspector must verify and sign "On" the NCR form after the agreed disposition has been completed and is acceptable as per applicable code of practice. The rectification of the defect covered with NCR shall be done by week.

7.5.4 Preventive Action

OLYMPIA ELECTRONICS determines action to eliminate the causes of potential non conformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential problems.

A documented procedure **(QAS04)** defines requirements for:

- Determining potential nonconformities and their causes
- Evaluating the need for action to prevent occurrence of nonconformities
- Determining and implementing action needed
- Records of results of action taken
- Reviewing preventive action taken

Related Documents, Procedures and Instructions:

Continuous Improvement **QAS00,**
Corrective Action Preventive Action **QAS04,**
Internal Audits **QAS05,**
Internal Audits Manual **QASM-05**
CAPApi management