



GLOBAL INNOVATION

ISO 9001:2000

Quality Management System Manual

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2.1 Approval

Name	Signature	Date
Brent Nolan President Chief Operating Officer		



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2.2 Revisions

Revision	Section	Change
A	All	Major Rewrite
B	5.0	Added "Value Added Division"
C	All	Changed company name, changed organization chart, referenced new QMS PRC 007 – Training document
D	5.0	Organizational change
E	3.0/5.0 5.52/8.22	Removed Rowlett Location, removed names from Org chart and left titles, Changed all reference from Director of Quality to the QA Mgr. Changed Outside Calibration to Outside and Internal Calibration performed.



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The Company

Global Innovation Corporation provides unmatched service in the industry exceeding our customer's expectations of quality, value, and responsiveness. Global Innovation Corporation provides a wide range of offerings from single sided boards to metal backed circuit and RF boards built with exotic materials such as Teflon and more. With over 100,000 square feet of state of the art manufacturing space, Global Innovation produces quantities ranging from a single part to thousands without sacrificing quality and delivering on time, every time.

Global Innovation's technology capabilities begin with single sided boards to include multilayer mother boards, daughter cards and backpanels along with a range of metal backed boards and RF board capabilities as well. Our staff is committed to staying ahead of the technology curve and as such they are continuously testing, proving and adding new capabilities all the time. Global Innovation will meet our customers' needs and desires to the best of our abilities without sacrificing quality for expediency.

As Global Innovation Corporation continues to grow and move forward, we will not lose sight of what made us the industry leader and the ideals upon which Global Innovation Corporation was founded:

- Strong relationships built upon ethics, excellent communication, unrivaled customer service and on-time delivery of quality printed circuit boards, backpanels, metal back and RF products.



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Scope

The content of this manual applies to Global Innovation Corporation at:

Manufacturing Location: 901 Hensley Lane
Wylie, Texas 75098

The Quality Management System incorporates processes associated with the manufacturing of printed circuit boards, metal-back boards and RF type boards for contract manufacturers of OEM customers or OEM customers directly. The manufacturing processes are suitable for prototype, small to medium production volumes for the manufacture of:

- Rigid circuit boards – single, double, multilayer
- Metal-back boards
- RF Antenna boards
- Teflon boards
- Backpanels

The Quality Management System complies with all elements of the ISO 9001:2000 International Standard with the following exclusion:

- Global Innovation Corporation is a manufacturing company. The company does not design product. However, Global Innovation does provide input to our customers for improving manufacturability of the products they contract to us to build. Therefore, section 7.3, Design and Development, of the ISO 9001:2000 International Standard is not applicable to Global Innovation Corporation and is excluded from this quality management system.

All personnel who manage, perform and verify work that affects quality are responsible for implementing the Quality Management System as documented. Implementation is assessed regularly by way of internal and external audits and management review.



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Vision Statement

Global Innovation Corporation will be the leading supplier of printed circuit boards to the commercial and military OEM customers in North America.

Mission Statement

As the leading supplier of printed circuit boards to North America's electronic equipment manufacturers, Global Innovation Corporation

- Will be a customer-focused organization utilizing our engineering expertise and production capabilities to customize printed circuit systems that meet or exceed our customers' requirements.
- Will be a highly responsive supplier and a cost effective, lean manufacturer with capacity and resources to meet our customers' requirements.
- Will continually improve processes, methods and materials to reduce costs, improve quality and shorten cycle time.
- Will leverage capabilities and resources of strategic alliance partners (resin, chemical suppliers and equipment manufacturers) to develop new business opportunities and market Global Innovation's capabilities.
- Will continually explore other market opportunities taking advantage of existing or modified processes to expand our offerings and service to our customers.
- Will utilize our resources and technical capabilities to the fullest extent possible in order to protect the health and safety of our employees, our customers, the general public, and the environment.
- Will be the preferred place of employment of highly trained and empowered employees.
- Will be a high performance organization that achieves consistent product quality, on-time delivery and strong financial performance.

Quality Policy

Global Innovation Corporation will team with our suppliers to continually strive to meet or exceed our customer expectations for product quality, service, delivery and cost. Global Innovation establishes quality objectives to accomplish this in a profitable, ethical and professional manner. Global Innovation commits to continual improvement of its quality management system through employee awareness and preventive actions.



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Controlled Copy Distribution List

The master electronic copy of this Manual shall be maintained on the Global Innovation network server as a password protected read-only document in accordance with the Quality Management System Procedure 001 – Control of Documents (QMS PRC 001). All other copies, electronic or printed, are uncontrolled copies and are to be used as reference only.

Copies sent to customers, electronic or printed, are uncontrolled copies and not subject to revision updates. A *.pdf version of the Quality Management System Manual shall be used to send to electronic copies to customers and such shall clearly indicate that it is not a controlled copy.



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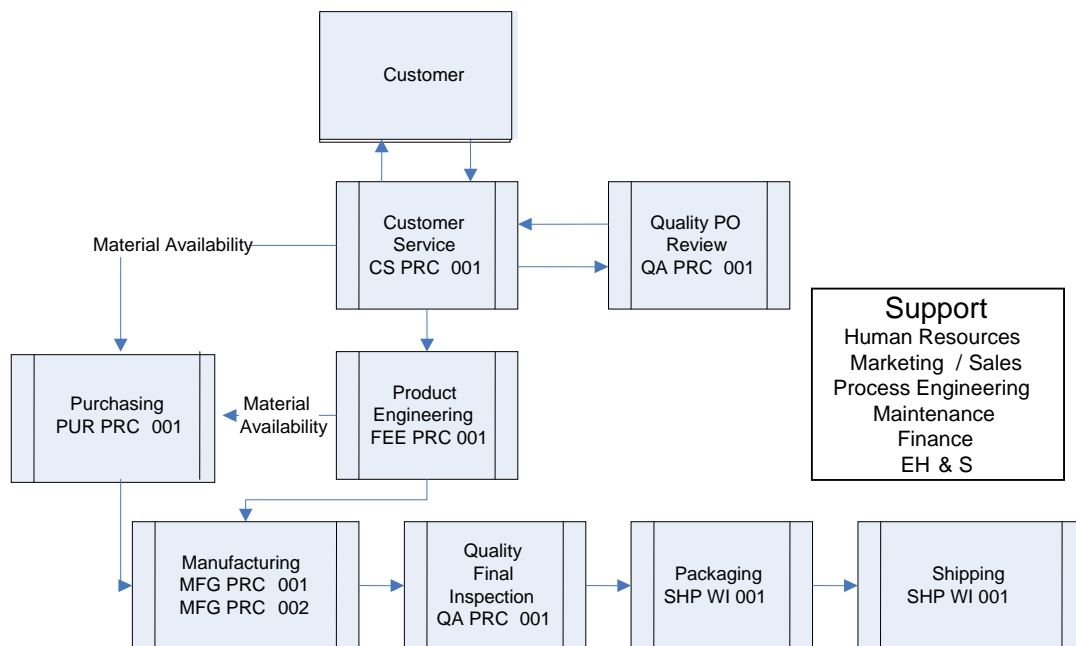
4.1 General Requirements

Global Innovation's quality management system is established, documented, and implemented with provisions made for its maintenance by means of this ISO 9001:2000 compliant Quality Management System Manual. The key processes, along with supporting processes, identified in the Quality Management System and their inter-relationships are:

The criteria and methods needed to ensure effective operation and control of these processes are depicted in this Manual and the Quality Management System Procedures (QMS PRC) as well as in the corresponding Department Procedures (as indicated for each department).

The QMS Manual, the QMS Procedures and Department Procedures make reference to applicable resources, monitoring, measurements and analysis and records of the respective processes.

Through the use of Internal Audits, Corrective Actions and Preventive Actions (QMS PRC 003, QMS PRC 005 and QMS PRC 006 respectively), actions are specified to achieve planned results and provide for continual improvement of the Quality Management System.





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4.2 Documentation Requirements

4.2.1 General

Global Innovation's Quality Policy is as stated in the INTRODUCTION of this document.

Global Innovation's Quality Objectives are listed in Policy Statement – Quality Objectives.

This document serves as the quality manual required by the ISO 9001:2000 International Standard.

All procedures utilized within the Quality Management System, to include those procedures required by ISO 9001:2000, are listed the Master List of documents.

All records utilized within the Quality Management System, to include those records required by ISO 9001:2000, are listed in the Master List of documents.

4.2.2 Quality Manual

Details of and justification for exclusions are as stated in the Introduction of this Document.

All procedures referenced in Global Innovation's Quality Management System Manual are listed in the Master List of documents

Interaction of the processes utilized within the Quality Management System is as depicted under Section 4.0 of this document and further expanded, as necessary, in Department Procedures.



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4.2.3 Control of Documents

QMS PRC 001 - Control of Documents, has been established to define the controls needed to:

- Approve documents for adequacy of use,
- Review and update as necessary re-approved documents,
- To ensure that changes and the current revision status of documents are identified,
- To ensure that relevant revisions of applicable documents are available at points of use,
- To ensure that documents remain legible and readily identifiable,
- To ensure that documents of external origin are identified and their distribution controlled, and
- To ensure the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

4.2.4 Control of Records

Records are established and maintained to provide objective evidence of the effectiveness of the Quality Management System.

QMS PRC 002 - Control of Records has been established to define control needed to:

- Identify the records,
- Provide for the storage and protection of records,
- Specify the retrieval method, and
- Stipulate the retention time and disposition of records, keeping in mind any specified customer requirements.

All records shall remain legible, readily identifiable and readily retrieval.



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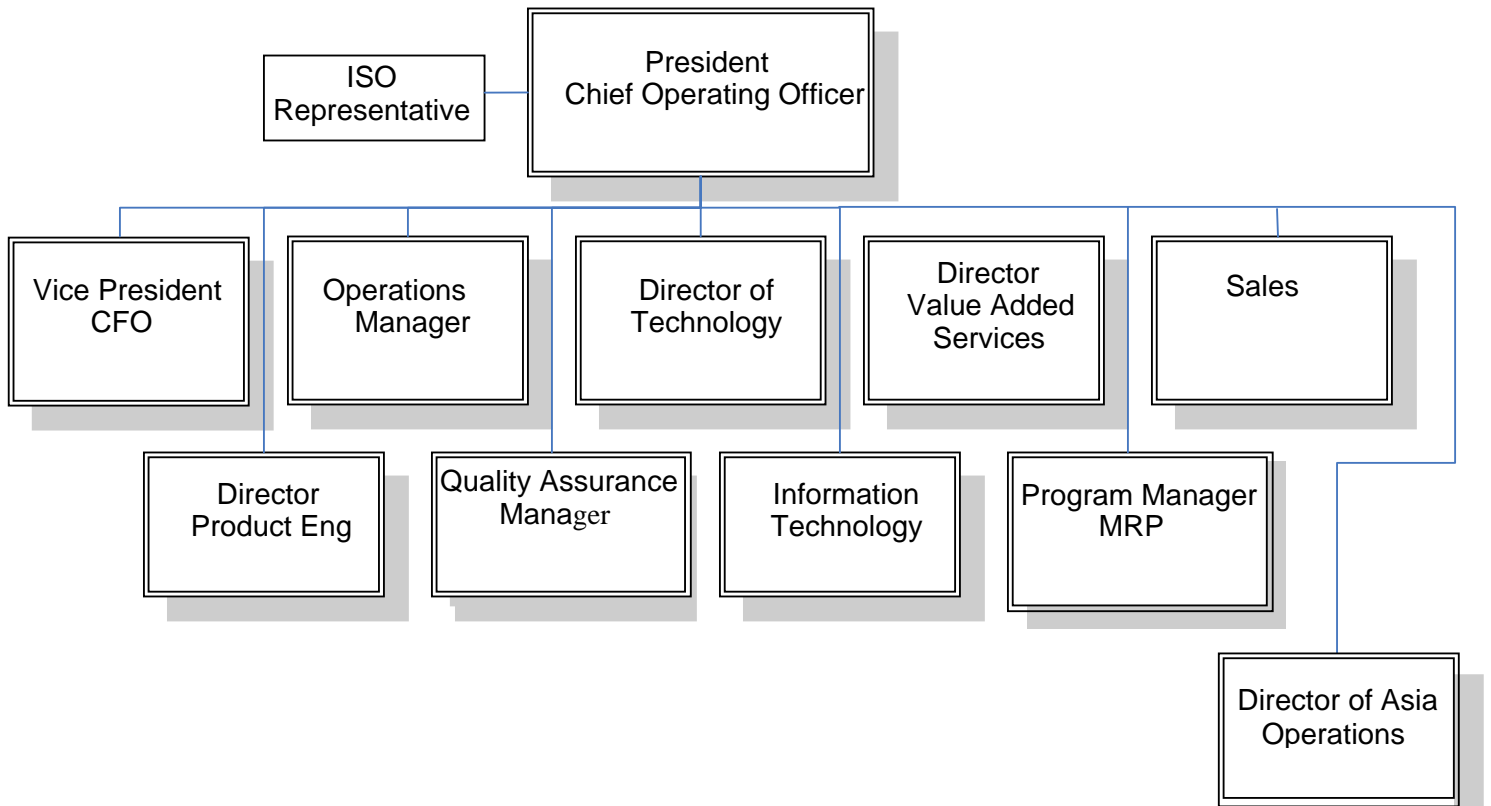
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Management Organization





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5.1 Management Commitment

Global Innovation Corporation demonstrates its commitment to the development and implementation of the quality management system and continually improving its effectiveness by:

- Communicating to the organization the importance of meeting customer as well as statutory and regulatory requirements
- Establishing the quality policy
- Ensuring that quality objectives are established
- Conducting management reviews, and ensuring the availability of resources

5.2 Customer Focus

Focus on customer requirements is as stated in the Quality Policy and demonstrated by:

- Management's review of the Quality Management System with intent on continuous improvement
- Determination of customer requirements related to the products contracted, and
- Measurement of customer satisfaction

5.3 Quality Policy

The Quality Policy, as stated in the Introduction of this Manual, is reviewed during each of the Quality Management System Reviews to determine its continual appropriateness to the organization and to assure that it is communicated and understood by all within the organization.

The Quality Policy is communicated to all employees at the time they are employed or contracted to work at Global Innovation. Record of the employee understanding of the Quality Policy is documented on training charts and/or during personal annual reviews.

The Quality Policy is implemented throughout the organization and is displayed in strategic locations throughout the facilities.



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5.4 Planning

5.4.1 Quality Objectives

Measurable quality objectives are as stated in Policy Statement – Quality Objectives. The goal of each objective, the persons responsible for the reporting of those objectives as well as the schedule for reporting these objectives are stated in that policy.

Review of the Quality Objectives shall be an element of the Quality Management System Review.

5.4.2 Quality Management System Planning

Quality Management System planning is conducted to assure the requirements of Section 4.1 of this manual and the Quality Objectives.

When planned changes are made, a review of the Quality Management System will be conducted to ensure its integrity. Action resulting from this review will be documented.

5.5 Responsibility, authority and communication

5.5.1 Responsibility and authority

Responsibilities and authority to implement the Quality Management System is as outlined in this Manual, the Quality Management System Procedures, and Department Procedures and work instructions.

The Chief Operating Officer is responsible for all aspects of manufacturing, including the quality of product manufactured at Global Innovation and all resources required. Responsibility and authority for the implementation of the Quality Management System is delegated to the Management Representative.

All employees, upon noticing defective or other nonconformance in the product or process, are not only empowered to correct or stop the product or process and/or seek a solution with their supervisor/manager but are required to do so.

Human Resource Administrator is the primary contact on employee regulations.

Environmental Health and Safety Manager is the primary contact for matters concerning statutory and regulatory requirements. A master list of required certificates is maintained.



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5.5.2 Management Representative

The Quality Assurance Manager or designated Representative Manager is management's representative who, irrespective of other duties, has been delegated the responsibility and authority to:

- Ensure that processes need for the quality management system are established, implemented and maintained
- Report to top management on the performance of the quality management system and any need for improvement
- Ensuring the promotion of awareness of customer requirements through the organization
- The Appointed Management Representative shall speak for the company on all matters regarding the Quality Management System and shall be responsible to assure the system is maintained to ISO 9001:2000 standards.

5.5.3 Internal Communication

Management has assured appropriate communication channels among the staff and employees within the organization by:

- Providing each staff member and other key employees intranet and internet access, including e-mail
- Providing read-only access to the Quality Management System folder on the network drive hyper-linking all Global Innovation generated documents utilized by the system and those electronic documents provided by customers, regulatory and industry agencies
- The communication of the Quality Objectives and other pertinent information throughout the company
- Management reviews of the Quality Management System and the distribution of those reviews
- The establishment of timely manufacturing planning meetings, and
- Company wide meetings with all employees.



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5.6 Management Review

5.6.1 General

To ensure the Quality Management System continues in its suitability, adequacy and effectiveness for the organization, Top Management shall conduct a review of the Quality Management System. Management's Representative shall administer the review which will include a review of the Quality Policy and Quality Objectives. The review shall be held at least twice in a fiscal year.

5.6.2 Review Input

Considerations for input to the review of the Quality Management System shall include but may not be limited to:

- Follow up on action from previous management reviews
- Customer feedback
- Quality Objectives
- Process performance and product conformity
- Results of audits
- Status of preventive and corrective actions
- Changes that could affect the Quality Management System, and
- Recommendations for improvement

5.6.3 Review Output

Output as a result of the Quality Management System review shall include but may not be limited to:

- Improvement of the effectiveness of the Quality Management System and its processes
- Improvement of product related to customer requirements, and
- Resource needs.



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Reference:

Global Innovation Corporation Quality Policy

Policy Statement – Quality Objectives

Management Review Minutes

Departmental Procedures



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RESOURCE MANAGEMENT

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6.1 Provision of Resources

Global Innovation's staff plans and provides, in a timely manner, the resources needed to:

- Implement, maintain and improve the processes of the Quality Management System, and
- To enhance customer satisfaction by meeting their requirements.

6.2 Human Resources

6.2.1 General

Personnel who are assigned responsibilities defined in the Quality Management System are competent on the basis of applicable education, training, skills and experience.

Internal audits are carried out by personnel who are independent of those having direct responsibility for the activity being audited.

6.2.2 Competence, awareness and training

Training needs and competency levels required for all personnel performing activities affecting quality are addressed in Position Descriptions or in the Department Procedures.

Training will be provided on or off the job, internally or externally, as appropriate. The effectiveness of training and competency levels achieved shall be addressed during the Quality Management System reviews and on an individual basis during yearly performance reviews.

Training records in the form of attendance sheets, certificates of proficiency and/or certificates of completion are retained for all employees.

All employees are encouraged to make suggestion to the process that enhances product quality or process performance. This encouragement is reinforced during company wide meetings and during personal reviews.

Where required by regulatory or statutory requirements, training occurs on scheduled bases to meet the stated requirements. Otherwise, recurring training and re-assessment of competency occurs as a result of changes in processes, procedures and/or work instructions or when non-conforming product necessitates re-training to existing procedures or work instructions.



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6.3 Infrastructure

Global Innovation's management identifies, provides and maintains the facilities it needs to achieve conformity to product requirements. Infrastructure includes:

- Workspace and associated facilities
- Equipment, hardware and software, and
- Supporting services such as accounting, information technology and contract employment

6.4 Work Environment

Management within Global Innovation Corporation identifies and manages the human and physical factors (health, safety, work methods, work ethics, work conditions, ergonomics, etc.) of the work environment needed to achieve conformity of product quality.

Reference:

QMS PRC 007 - Training



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7.1 Planning of product realization

Global Innovation has developed several planned processes to accommodate customers' specific product needs and is consistent with the requirements of processes within the Quality Management System. These planned processes are documented in Global Innovation's travelers and are generated by Product Engineering for new products and revisions of existing products. Production Control manages the release of travelers for existing / repeat products. Process Engineering and Quality provides input necessary when specific instructions beyond that which is in a given work instruction are required.

Each product has a unique Traveler identified by a tool number. The Traveler defines particular and specific product requirements to include Manufacturing and Quality Inspection points and those documents that support inspection and acceptance criteria. For each process step in a Traveler, a corresponding procedure, work instruction and/or quality specification is referenced.

Given the Quality Objectives outlined by management, resources identified in planning meetings and the planned process (Travelers), Global Innovation has identified:

- the quality objectives and requirements of the product
- the necessary process, associated documents and resources specific to the product
- the necessary resources (personnel, equipment, logistical support)
- the required verification, validation, monitoring, inspection and test activities specific to the product and the criteria for acceptance
- records needed to provide evidence that the processes and product meet requirements



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7.2 Customer-related processes

7.2.1 Determination of requirements related to product

Before submission of quotation, and before acceptance of an initial production order, requirements related to the product are determined by Customer Service and Product Engineering. Quality and Purchasing should be consulted when determining all the requirements. Such determination shall include:

- requirements specified by the customer, including the requirement for delivery and post-delivery
- requirements not stated by the customer but necessary for specified or intended use, where known
- statutory and regulatory requirements related to the product
- additional requirements determined by the organization such as materials, labor, packaging, consumables and/or tooling

7.2.2 Review of requirements related to product

Customer Service in conjunction with Product Engineering, Quality and Operations, where appropriate, shall review all requirements related to new product prior to Global Innovation's commitment and ensures that:

- product requirements are defined
- undocumented requirements are effectively communicated
- contract or order requirements differing from those previously expressed are resolved
- the organization has the ability to meet the defined requirements

Records of new product review are maintained by Customer Service and Product Engineering.



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Customer Service, in conjunction with Quality, Manufacturing, and Product Engineering, where appropriate, shall review all requirements related to recurring product prior to Global Innovation's commitment and ensures that:

- product requirements are defined
- undocumented requirements are effectively communicated
- contract or order requirements differing from those previously expressed are resolved
- the organization has the ability to meet the defined requirements

Records of recurring product review are maintained by Customer Service.

7.2.3 Customer Communication

All pertinent customer communications should be routed through Customer Service. Product Engineering is responsible for responding to requests for information about the company's products and capabilities. Customer Service shall respond to all requests for quotation.

Customer Service, Product Engineering and Quality shall determine and implement effective arrangements for communicating with customers in relation to:

- product information
- enquiries, contracts or order handling, including amendments
- customer feedback, including customer complaints

Customer Service shall implement a customer complaint procedure. Such procedure shall include criteria for registering and taking action on a complaint. Action may include the generation of an Internal Corrective Action.

7.3 Design and Development

The Scope of this document excludes the requirements for Design and Development. Global Innovation's customers design all product and contract to Global Innovation for manufacture of those products. Global Innovation, as a valued service to our customers, offers suggestions concerning the design in order to maximize manufacturability.



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7.4 Purchasing

7.4.1 Purchasing Process

Suppliers of products, materials and services, where unspecified by a customer contract, are selected on their ability to meet Global Innovation's requirements given due consideration to the quality, statutory obligations, lead times and cost.

A list of approved suppliers and sub-contractors, when necessary, is maintained by Purchasing and is compiled considering among other things:

- Previous performance in supplying similar specifications and requirements
- Lead time capability
- Recommendations of other manufacturers
- Trials and evaluation of performance

7.4.2 Purchasing Information

Purchase orders shall describe the product being purchased, including where appropriate:

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

Purchasing shall ensure the adequacy of specified purchase requirements prior to issuing the order.



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7.4.3 Verification of Purchased Product

All purchased product that will be sold to a customer (as a finished part which may include assembly of other parts) is inspected prior to use.

Quality shall create work instruction for the purpose of performing incoming inspection of raw product. Provisions and criteria for items that may be received as “dock-to-stock” without an incoming being performed shall be included in this instruction.

Where Global Innovation or its customer intends to perform verification at the supplier’s premises, Global Innovation shall state the intended verification arrangements and method of release in the purchasing information.

7.5 Production Provision

7.5.1 Control of Production

Global Innovation uses Travelers and work instructions to control production. Conditions for the control of production include, as applicable

- Information concerning the characteristics of the product being produced - listed on the Traveler (unique for that product) or in work instructions (appendix)
- Work instructions, for the insurance of meeting product quality requirements, are written for each process and/or major piece of equipment used to manufacture product. Work instructions shall include process parameters (appendix) for product being run should the need to vary the process parameters be required
- Listings of all suitable and necessary equipment on the Traveler or in the work instructions
- Work instructions and/or Travelers that include the necessary monitoring and measuring devices, the parameters required by the process and how those parameters are monitored.
- Work instructions shall include reference to the release of the product for the next process including delivery. Such release may be a signature, initials or stamp from an individual trained to those work instructions which signifying all work has been completed. Prior to work being initiated in a subsequent process, verification is made to assure all previous work has been completed as evident by the release of the product. Global Innovation does not participate in post-delivery activities.



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7.5.2 Validation of processes for production

When processes have been identified that the resulting output cannot be verified by subsequent monitoring or measurement, Process Engineering in conjunction with Quality shall validate the process and thereby demonstrate the ability of the process to achieve planned results.

Process Engineering shall establish work instructions for such processes. Consideration in the work instructions should include, as applicable

- 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, and
- Revalidation.

Manufacturing shall be responsible for maintaining the process in accordance with the information on the Traveler, applicable procedures and work instructions.

7.5.3 Identification and traceability

Product is identified throughout production through the use of Travelers.

The product status, with respect to monitoring and measurement results shall be documented and maintained through the use of the Travelers, Logs, forms and/or tags.

Where appropriate or required by contract, Global Innovation shall establish suitable means by which to identify product throughout product realization including delivery.



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7.5.4 Customer Property

Purchasing shall develop a procedure for the handling of customer supplied product.

Process Engineering shall develop a procedure for the handling of customer supplied tooling and equipment

Product Engineering shall develop a procedure for the handling of intellectual property as it relates to new product (specifications, drawings, propriety information, etc.).

Quality shall develop a procedure for the handling of customer supplied measurement devices and intellectual property as it relates to recurring product (specifications, drawings, propriety information, etc.).

Procedures for the handling of customer supplied tooling, equipment, measurement devices and intellectual property shall include;

- Identity of the tooling, equipment, measurement device or intellectual property,
- Verification,
- Protection and safeguard of the property
- The method for reporting to the customer if the property is lost damaged or otherwise found unsuitable for use.

7.5.5 Preservation of Product

Travelers are used to identify all products and the status of recurring product throughout production.

Work instructions, where appropriate, shall address the handling of product.

Shipping shall, in department procedures or work instructions, address the packaging, storage, delivery and protection of product.



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7.6 Control of Monitoring and Measuring Devices

Process Engineering, for new products and/or processes, is responsible to determine the monitoring and measurement to be undertaken as well as the monitoring and measurement devices needed to provide evidence of conformity of product to determined requirements. Quality shall ensure that the monitoring and measurement devices are capable.

Process Engineering, for changes to existing product or processes, is responsible to determine the monitoring and measurement to be undertaken as well as the monitoring and measurement devices needed to provide evidence of conformity of processes to determined requirements. Quality shall ensure that the monitoring and measurement devices are capable.

Work instructions and/or Travelers shall list the monitoring and measurement devices to be utilized.

Quality is responsible the scheduling of all devices requiring calibration. All calibrations shall be due on or before the last day of the month the calibration expires. Procedures for calibration are available upon request from either in – house or subcontractor. GIC shall:

- Identify all monitoring and measurement devices
- Establish frequency of calibration
- Maintain status on calibration of monitoring and measurement devices
- Calibrate new devices prior to use
- Protect equipment during handling, maintenance and storage
- Record of the validity of the previous measurement when the equipment is found not to conform to requirements and the action to be taken on the equipment and any product affected.
- Establish where and how long calibration certificates are maintained.



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MEASUREMENT, ANALYSIS AND IMPROVEMENT

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8.1 General

Global Innovation, through the determination of applicable methods and statistical techniques and the extent of their use, plans, monitors, measures and analyses processes to:

- Demonstrate conformity of the product
- To ensure conformity of the quality management system, and
- To continually improve the effectiveness of the quality management system.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

Customer Service shall determine the customer's perception as to whether Global Innovation has met their requirements. Such determination may include:

- Customer surveys
- On-time delivery
- Customer complaint reports
- Repeat Orders
- Customer Retention
- Returned Customers
- Customer reports of Global Innovation's performance

The assessment of customer satisfaction shall occur no less than once per year.



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8.2.2 Internal Audit

All functions within the Quality Management System shall be internally audited to ensure its

- Conformance to the planned requirements, the requirements of ISO 9001:2000 International Standard and to the system itself, and
- To ensure the Quality Management System is effectively implemented and maintained.

The Quality Assurance Manager is responsible for the conduct of internal audits of the Quality Management System and shall generate a procedure for internal audits. Such procedure shall take into account the importance of the processes and areas to be audited as well the results of previous audits.

The audit criteria, scope, frequency and methods will be defined in the Internal Audit Procedure. Selection of auditors shall ensure objectivity and impartiality of the audit process. Auditors shall not audit their own work.

QMS PRC 003 – Internal Audit shall ensure that actions are taken without undue delay to eliminate detected nonconformities and their causes. QMS PRC 003 – Internal Audit shall include a provision for verification of the actions taken and the reporting of verification results.

Reference:

QMS PRC 003 Internal Audit
CUS PRC 003 Customer Complaints



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8.2.3 Monitoring and measurement of processes

Global Innovation shall apply suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These methods shall demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action shall be taken in accordance QMS PRC 005 Corrective Action, to ensure conformity of the product.

Internal audits as described in the QMS PRC 003 – Internal Audit shall be used to monitor and measure the quality management system processes so as to demonstrate the ability of the processes to achieve planned results.

Reference:

QMS PRC 003 Internal Audit
QMS PRC 005 Corrective Action

8.2.4 Monitoring and measurement of product

The characteristics of product shall be monitored and measured to verify that the requirements have been met. This shall be carried out at the appropriate stages of the production realization process in accordance with the planned arrangements.

Evidence of conformity with the acceptance criteria shall be maintained. Travelers shall indicate the person(s) authorizing release of product.

Product release shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer.



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8.3 Control of nonconforming product

Nonconforming product is defined as parts or materials that do not meet documented specifications, purchasing requirements, or workmanship standards. Nonconforming material shall be identified and segregated in order to prevent its unintended use or delivery. Non-Conforming Material Form Report is used to identify nonconforming material.

QMS PRC 004 - Nonconforming Material has been written to provide a procedure for the control of nonconforming product. This procedure addresses the responsibility and authority for dealing with nonconforming product and, as necessary:

- The action(s) required to eliminate the detected nonconformity to include re-verification to demonstrate conformity to the requirements
- The use, release or acceptance under concession by a relevant authority and, where applicable, by the customer
- Action required precluding its original intended use or application.

Records of the nature of nonconformities and any subsequent actions taken, including concessions granted, shall be maintained. These records shall be identified in the QMS PRC 004 - Nonconforming Material.

The procedure for the control of nonconforming material, shall address the action taken when product nonconformance is detected after delivery.

Reference:

QMS PRC 004 Nonconforming Material



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8.4 Analysis of Data

Global Innovation shall determine relevant data to be collected and analyzed to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of the quality management system can be made.

Analysis includes data generated as a result of monitoring and measurement and information relating to:

- Customer satisfaction
- Conformity to product requirements
- Characteristics and trends of processes and products including opportunities for preventive action, and
- Suppliers.

8.5 Improvement

8.5.1 Continual Improvement

Global Innovation Corporation shall continually improve the effectiveness of the Quality Management System through the use of the Quality Policy, Quality Objectives, and audit results, analysis of data, corrective/preventive actions and management reviews.



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8.5.2 Corrective Action

Global Innovation shall take appropriate action, based on nonconformities encountered, to eliminate the cause of nonconformities in order to prevent recurrence. As described in QMS PRC 005 - Corrective Action Procedure, Global Innovation shall:

- Determine the cause of the nonconformities
- Evaluate the need to implement containment action
- Determine and implement the action needed
- Record the results of action taken, and
- Review the corrective action taken.
- Analyze the overall trends of nonconformities for action towards continual improvement

Reference:

QMS PRC 005 - Corrective Action



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8.5.3 Preventive Action

Where appropriate, Global Innovation takes preventive action as depicted QMS PRC 006 - Preventive Action. This procedure shall:

- Define the requirements for determining potential nonconformities and their causes
- Evaluate the need for action to prevent occurrence of nonconformities
- Determine action needed to prevent occurrence of nonconformities
- Identify records for the recording of results of preventive action taken
- Establish a review of preventive action taken.

Reference:

QMS PRC 006 - Preventive Action