

Quality Management System Manual

Doc. No. QM 1.0 Rev. NC 4/25/24
Document Owner: J. Browne



Quality Management System Manual

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Executive Management Approval:  Date: 4/25/2024

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1. INTRODUCTION

The purpose of this manual is to describe the Quality Assurance Program implemented by RestoreRF. RestoreRF performs repairs and rework of Electronic and Radio Frequency Equipment and Assemblies. RestoreRF strives to deliver the services which meet all requirements of customers and interested parties. The Quality Management System is carried out and implemented throughout the organization. This Quality Manual and customer quality requirements become the focus for RestoreRF's business operation.

This manual defines RestoreRF's Quality Management System (QMS), which fully complies with the requirements of the current ISO 9001 standard. It provides a high-level description of the requirements and how they are met. The manual is divided into sections that parallel the ISO 9001:2015 standard.

This manual also references documented information used to ensure our compliance to the requirements of the standard. It was developed to provide assurance to our customers that RestoreRF's quality management system fully conforms to the ISO 9001 international standard, is quality-oriented and continually improving. A copy of this manual is available to interested parties upon request.

2. REFERENCES

The latest edition, including any amendments of ISO 9001 applies to the QMS.

3. TERMS & DEFINITIONS

Acceptance Criteria - Defined limits placed on characteristics, materials, equipment or services.

Audit - A systematic and independent examination to determine whether quality activities and related results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve objectives.

Calibration - Comparison and adjustment to a standard of known accuracy.

Concession - Written authority to use or release a quantity of material, components or stores already produced, but which do not conform to the specified requirements.

Conformance – integration and alignment of processes to meet specified requirements.

Contract - Agreed requirements between a supplier and customer transmitted by any means.

Control - To exercise authority over and regulate.

Control Feature - A documented activity to ensure conformance with specific requirements of applicable specifications.

Corrective Action - Actions taken to eliminate the cause of a detected nonconformity. There can be more, then one nonconformity. Corrective action is taken to prevent recurrence. Correction relates to containment whereas corrective action relates to the root cause.

Defect - The non-fulfillment of intended usage requirements.

Documented Information - Information that must be controlled and maintained. It can be in any format and on any medium and can come from any source. Note: RestoreRF may use the terms Documents and Records when describing documented information.

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Equipment - Any simple completed unit that can be used for its intended purpose without further processing or assembly.

External Provider – Anyone external to the QMS' scope who provides a services. Note an external provider may be referred to as a Supplier or Vendor.

Failure - Any condition which prevents a repair service from performing its specified function.

Inspection - Activities such as measuring, examining, testing, gauging one or more characteristics of a service and comparing these with specified requirements to determine conformity.

Interested Party - An interested party is a person, group, or organization that has a stake in a decision or activity.

Non-conformity - The non-fulfillment of specified requirements.

Objective Evidence - Facts, which are observed and documented.

Observation - Evidence that a condition exists which is not contrary to documented requirements but may warrant further qualification or improvement.

Outsourced Process - A process that the organization needs for its quality management system and which the organization chooses to have performed by an external party.

Quality Management System (QMS) - A set of interrelated or interacting elements that organizations use to formulate quality policies and quality objectives and to establish the processes that are needed to ensure that policies are followed and objectives are achieved.

Supplier - Any individual or organization that furnishes materials, equipment or services. Note: Suppliers may be referred to as an external provider.

Specification - The document that prescribes the requirements with which the service must conform.

Traceability - The ability to trace the history, application or location of an item or activity, or similar items or activities, by means of recorded identification.

4. CONTEXT OF THE ORGANIZATION

4.1 Understanding the Organization and Its Context

RestoreRF determines external and internal issues that are relevant to its purpose and its strategic direction. This includes any issues that may affect RestoreRF's ability to achieve the intended result(s) of its quality management system (QMS). RestoreRF identifies issues that may affect the QMS. These issues may include, but are not limited to:

- company's culture,
- achieving objectives,
- strategic direction,
- complexity of equipment,
- size of the company,
- customers and markets.

Understanding the organization, and its context is a primary means for detecting risk and opportunities to the business. Changes to external and internal issues, relevant to the QMS are formally reviewed during Management Review meetings.

NOTE 1: Issues can include positive and negative factors or conditions for consideration.

NOTE 2: Understanding the external context can be facilitated-Tested by considering issues arising from legal, technological, competitive, market, cultural, social, and economic environments, whether international, national, regional, or local.

NOTE 3: Understanding the internal context can be facilitated-tested by considering issues related to values, culture, knowledge, and performance of the organization.

4.2 Understanding the Needs and Expectations of Interested Parties

RestoreRF has identified people, groups and organizations who have an interest in our company, as well as their needs and expectations.

RestoreRF monitors and formally reviews information about interested parties, their relevant requirements and feedback during each management review.

Interested parties and their needs/expectations are taken into consideration when evaluating organizational risk and opportunity.

4.3 Determining the Scope of the Quality Management System

The ISO 9001:2015 Standard is used as the basis for establishing this QMS. RestoreRF has determined the scope and boundaries of our QMS by identifying interested parties needs and their requirements, internal and external issues and equipment as well as identifying those areas of ISO 9001:2015 which are not relevant to our business. The following rules and criteria are used to define the ISO 9001:2015 requirements that do not apply to the scope of the QMS:

1. An ISO 9001:2015 requirement may be excluded only when the exclusion may not affect our ability, nor absolve us from the responsibility, to provide services that meets customer and applicable regulatory requirements.
2. Top Management is responsible for identifying those requirements of ISO 9001:2015 that do not apply to our organization, our equipment and services. Exclusions of such requirements from the scope of the quality system are described in the table below. The Non-applicable requirements are precisely identified with reference to specific

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clauses and/or statements in the standard. There is also a brief justification why the requirement(s) are not applicable.

ISO 9001:2015 Reference	Exclusion	Justification
Section 8.3	Design and/or Development, including all subsections.	The design and development of equipment, including hardware and software are not within the scope of the quality management system. RestoreRF does not design new equipment or change the design of the equipment it repairs.

Scope of the QMS

RestoreRF's QMS applies to the repair and rework servicing of radio frequency / microwave test equipment.

RestoreRF does not design, or develop the test equipment it repairs; therefore, the requirements of 8.3 Design and Development do not apply.

The Scope of the QMS is maintained through this Quality Manual and made available to interested parties when requested.

4.4 Quality Management System and Its Processes

RestoreRF has established, implemented, maintains, and continually improves a QMS, including the processes needed and their interactions, in accordance with the requirements of this ISO 9001 Standard.

The QMS consists of a Quality Manual, Standard Operating Procedures (SOP's), Flowcharts, forms, and records. Work instructions may be generated when necessary. Each SOP identifies the inputs and outputs, as well as responsibilities and authorities associated with that process.

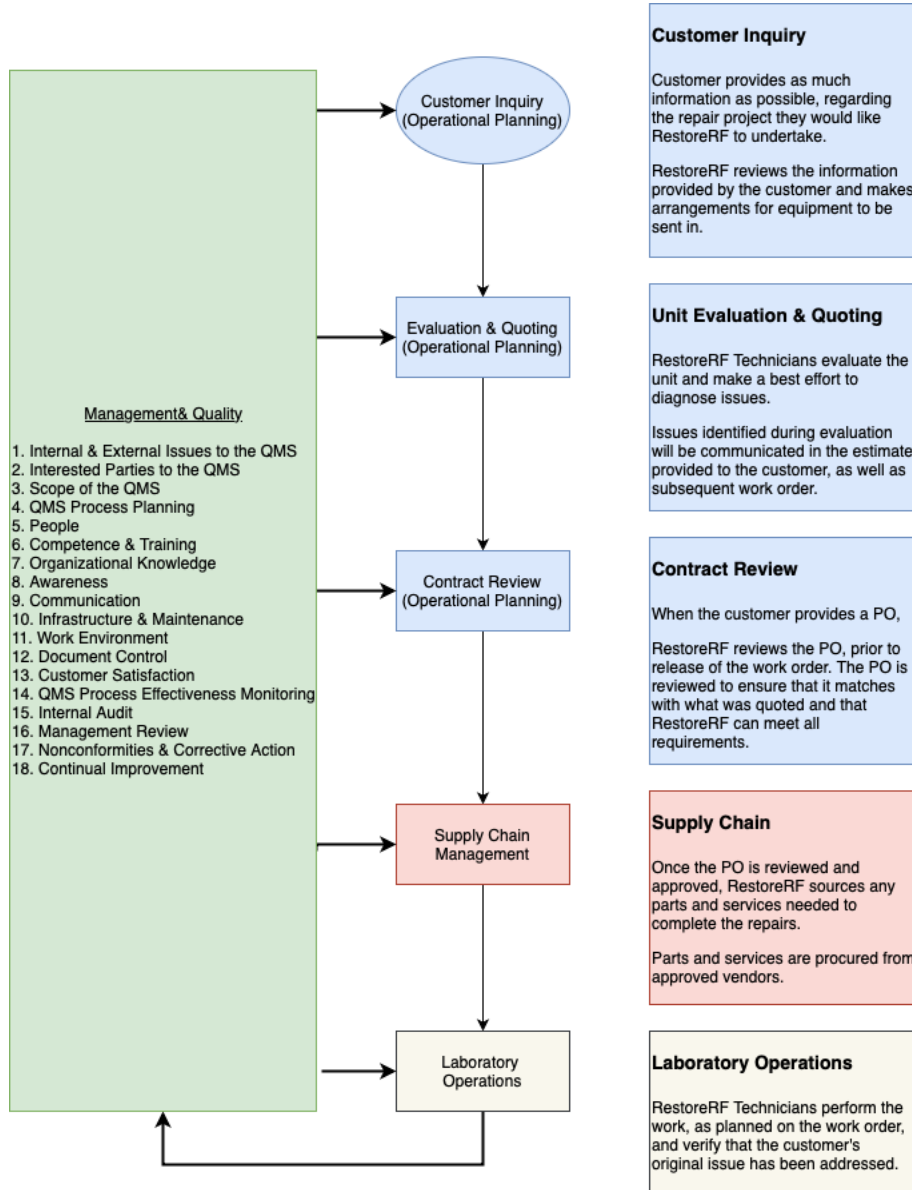
RestoreRF continually evaluate the QMS processes to ensure they meet customer and applicable statutory and regulatory requirements. Processes are continually updated to ensure that they continually achieve their intended results. Risks and opportunities are also determined per requirements of 6.1.

RestoreRF has determined and maintains documented information to support the operation of each process. Records are retained as documented information and demonstrate that the processes are being carried out as planned.

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QMS Process Flow Chart



5. LEADERSHIP

5.1 Leadership and Commitment

5.1.1 General

Top management demonstrates leadership and commitment with respect to the QMS by:

- a. taking accountability for the effectiveness of the QMS,
- b. ensuring that the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the organization,
- c. ensuring the integration of the QMS requirements into the organization's business processes,
- d. promoting the use of the process approach and risk-based thinking,
- e. ensuring that the resources needed for the QMS are available,
- f. communicating the importance of effective quality management and of conforming to the QMS requirements,
- g. ensuring that the QMS achieves its intended results,
- h. engaging, directing, and supporting persons to contribute to the effectiveness of the QMS,
- i. promoting improvement,
- j. supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

NOTE: Reference to "business" can be interpreted broadly to mean those activities that are core to the purposes of the organization's existence, whether the organization is public, private, for profit, or not for profit.

5.1.2 Customer Focus

Top Management ensures that customer requirements are properly determined and are met with the aim of enhancing customer satisfaction. Top management demonstrates leadership and commitment with respect to customer focus by ensuring that:

- a. customer and applicable statutory and regulatory requirements are determined, understood, and consistently met,
- b. the risks and opportunities that can affect conformity of equipment and services and the ability to enhance customer satisfaction are determined and addressed,
- c. the focus on enhancing customer satisfaction is maintained.

5.2 Policy

5.2.1 Establishing the Quality Policy

Top management has established, implemented, and maintains a quality policy that:

- a. is appropriate to the purpose and context of the organization and supports its strategic direction,
- b. provides a framework for setting quality objectives,
- c. includes a commitment to satisfy applicable requirements,
- d. includes a commitment to continual improvement of the QMS.

The Quality Policy is reviewed during the periodic Management Reviews to ensure its continuing suitability and alignment with the strategic direction. The Quality Objectives are reviewed at this same time to ensure continued alignment with the Quality Policy.

5.2.2 Communicating the Quality Policy

The Quality Policy is available and maintained as documented information; it is communicated, understood, and applied within the organization; and it is available to relevant interested parties. Responsibility for upholding the Quality Policy begins with Top Management, who encourages the same personal commitment from all staff.

5.3 Organizational Roles, Responsibilities, and Authorities

Top management has defined the roles and responsibilities for the organization and ensures that they are assigned, communicated, and understood within RestoreRF. The overall organization is depicted in Attachment 2, *Organizational Chart*. The Owner is responsible for determining who will be delegated to perform the responsibilities and authorities required. The short-term delegation of actions to another person does not mean that the person holding the post title relinquishes the responsibility; they must monitor all actions carried out on their behalf.

Top management has assigned the responsibility and authority for:

- a. ensuring that the QMS conforms to the requirements of this ISO 9001 Standard,
- b. ensuring that the processes are delivering their intended outputs,
- c. reporting on the performance of the QMS and on opportunities for improvement (see 10.1), in particular to top management,
- d. ensuring the promotion of customer focus throughout the organization,
- e. ensuring that the integrity of the QMS is maintained when changes to the QMS are planned and implemented.

6. PLANNING

6.1 Actions to Address Risks and Opportunities

Top Management is responsible for ensuring that the planning of the QMS is undertaken so that the system is consistent with the processes, objectives, and strategic goals of RestoreRF.

6.1.1 When planning for the QMS, RestoreRF considered the issues referred to in 4.1 and the requirements referred to in 4.2 and determined risks and opportunities that:

- a. give assurance that the QMS can achieve its intended result(s),
- b. enhance desirable effects,
- c. prevent, or reduce, undesired effects,
- d. achieve improvement.

6.1.2 RestoreRF plans:

- a. actions to address these risks and opportunities,
- b. how to integrate and implement the actions into its QMS processes (see 4.4),
- c. how to evaluate the effectiveness of these actions.

Actions taken to address risks and opportunities are reviewed so that they are proportionate to the potential impact on the conformity of equipment and services.

NOTE 1: Options to address risks can include avoiding risk, taking risk to pursue an opportunity, eliminating the risk source, changing the likelihood or consequences, sharing the risk, or retaining risk by informed decision.

NOTE 2: Opportunities can lead to the adoption of new practices, launching new equipment, opening new markets, addressing new customers, building partnerships, using new technology and other desirable and viable possibilities to address the organization's or its customers' needs.

6.2 Quality Objectives and Planning to Achieve Them

6.2.1 RestoreRF has established quality objectives needed for the QMS.

The quality objectives are:

- a. consistent with the quality policy,
- b. measurable,
- c. consider applicable requirements,
- d. relevant to conformity of equipment and services and to enhancement of customer satisfaction,
- e. monitored,
- f. communicated,
- g. updated, as appropriate.

RestoreRF formally reviews quality objectives for suitability and alignment with the quality policy during management review meetings. The objectives are maintained as documented information including the progress toward their achievement. Attachment 1 identifies the company's Quality Objectives.

6.2.2 RestoreRF collects metrics related to each Quality Objective. When data indicates goals are not being met, RestoreRF will then develop plans to achieve them. These plans include:

- a. what will be done,
- b. what resources will be required,
- c. who will be responsible,
- d. when it will be completed,
- e. how the results will be evaluated.

Quality Objectives are reviewed at management review. Based on the management review results, top management may decide to revise the objectives, issue corrective action requests, or take other appropriate action to remediate any shortfalls.

6.3 Planning of Changes

When RestoreRF determines the need for changes to the QMS, the changes are carried out in a planned manner (see 4.4). RestoreRF considers:

- a. the purpose of the changes and their potential consequences,
- b. the integrity of the QMS,
- c. the availability of resources,
- d. the allocation or reallocation of responsibilities and authorities.

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Changes to the QMS are reviewed at management review. Changes are evaluated for risk to minimize impact to related processes. Based on the management review results, Top Management may decide to revise the plans, issue action, or take other appropriate action to remediate any shortfalls.

7. SUPPORT

7.1 Resources

7.1.1 General

RestoreRF recognizes the importance of providing adequate resources to implement, maintain and continually improve the effectiveness of the QMS and to enhance customer satisfaction by meeting customer requirements. Adequate resources are available, and output is planned in a controlled manner as is required by the QMS, being mindful of the process, the impact of change, and the need for continual improvement. Resources are reviewed at each management review. RestoreRF considers:

- a. the capabilities of, and constraints on, existing internal resources,
- b. what needs to be obtained from external providers.

7.1.2 People

RestoreRF determines and provides the persons necessary for the effective implementation of its QMS and for the operation and control of its processes. RestoreRF seeks to improve the effectiveness and efficiency of our operations through the involvement and support of our personnel. All personnel are made aware of the importance of their activities and how they contribute to the achievement of quality objectives through the performance review process.

7.1.3 Infrastructure

RestoreRF determined, provides, and maintains the infrastructure necessary for the operation of its processes and to achieve conformity of equipment. RestoreRF takes into consideration the following when determining the necessary infrastructure:

NOTE: Infrastructure can include:

- a. buildings and associated utilities,
- b. equipment, including hardware and software,
- c. transportation resources,
- d. information and communication technology.

7.1.4 Environment for the Operation of Processes

RestoreRF recognizes the importance of providing a suitable work environment to achieve conformity to service requirements and manages the work environment on an on-going basis to ensure the necessary conditions are maintained.

Human and physical factors in the work environment that affect applicable governmental, safety and environmental regulations, and / or conformity of service, have been identified and are managed. RestoreRF consider the following when determining a suitable work environment and have put into place provisions to promote a suitable environment.

- a. social – Respectful and open communication, non-retribution, empowerment,
- b. psychological – Monitor overtime to reduce stress and burn-out, promote non-confrontational environment,
- c. physical – Monitor temperature, humidity, light, cleanliness, airflow, hygiene, noise to promote health and safety.

7.1.5 Monitoring and Measuring Resources

7.1.5.1 General

RestoreRF determines and provides the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of equipment and services to requirements.

RestoreRF retains appropriate documented information (e.g., calibration certificates and internal verification records, repair & maintenance records) as evidence of fitness for purpose of the monitoring and measurement resources.

Monitoring and Measuring instruments and equipment:

- a. are suitable for the specific type of monitoring and measurement activities being undertaken,
- b. are maintained to ensure their continuing fitness for their purpose.

7.1.5.2 Measurement Traceability

When measurement traceability is a requirement, or is considered by RestoreRF to be an essential part of providing confidence in the validity of measurement results, measuring equipment is:

- a. calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification shall be retained as documented information,
- b. identified in order to determine their status,
- c. safeguarded from adjustments, damage, or deterioration that would invalidate the calibration status and subsequent measurement results.

RestoreRF maintains any monitoring and measurement equipment used to accept the results of a repair. The process includes the recall of monitoring and measuring equipment that requires calibration or verification.

RestoreRF determines if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose. When this occurs RestoreRF will take appropriate action as necessary.

Records of the results of calibration and verification are maintained.

7.1.6 Organizational Knowledge

RestoreRF determines the knowledge necessary for the operation of its processes and to achieve conformity of equipment.

This knowledge is maintained through documented information and is made available to personnel.

When addressing changing needs and trends, RestoreRF considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates.

NOTE 1: Organizational knowledge is knowledge specific to the organization; it is generally gained by experience. It is information that is used and shared to achieve the organization's objectives.

NOTE 2: Organizational knowledge can be based on:

- a. internal sources (e.g., intellectual property; knowledge gained from experience; lessons learned from failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, equipment and services),
- b. external sources (e.g., standards; academia; conferences; gathering knowledge from customers or external providers).

7.2 Competence

Only personnel competent based on appropriate education, training and experience are assigned to tasks affecting safety and/or conformity of the service provided. Where personnel are assigned responsibilities, RestoreRF determines that they are competent performing work affecting conformity to service requirements. The review and identification of current and future training needs is an agenda item at the Management Review meetings. Records of education, training, and experience are maintained. RestoreRF plans for training and:

- a. determines the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the QMS,
- b. ensures that these persons are competent on the basis of appropriate education, training, or experience,
- c. where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken,
- d. retains appropriate documented information as evidence of competence.

NOTE: Applicable actions can include, for example, the provision of training to, the mentoring of, or the re-assignment of currently employed persons; or the hiring or contracting of competent persons.

7.3 Awareness

RestoreRF ensures that persons doing work under the organization's control are aware of:

- a. the quality policy,
- b. relevant quality objectives,
- c. their contribution to the effectiveness of the QMS, including the benefits of improved performance,
- d. the implications of not conforming with the QMS requirements.

7.4 Communication

RestoreRF determines internal and external communications relevant to the QMS, including:

- a. on what it will communicate,
- b. when to communicate,
- c. with whom to communicate,
- d. how to communicate,
- e. who communicates.

Examples of communications at RestoreRF may include meetings such as management review, business meetings, customer or supplier meetings and email correspondence. How and when communication takes place is illustrated in the inputs and outputs of each process.

7.5 Documented Information

QMS documentation is available to applicable members of staff and, as appropriate, to interested external parties including customers and applicable regulatory authorities.

7.5.1 General

RestoreRF' QMS system includes:

- a. documented information required by this International Standard
- b. documented information determined by the organization as being necessary for the effectiveness of the QMS

7.5.2 Creating and Updating

When creating and updating documented information, RestoreRF ensures appropriate:

- a. identification and description (e.g., a title, date, author, or reference number)
- b. format (e.g., language, software version, graphics) and media (e.g., paper, electronic)
- c. review and approval for suitability and adequacy

RestoreRF has identified authorized persons and approval methods for approving documented information.

7.5.3 Control of Documented Information

7.5.3.1 Documented information required by the QMS and ISO 9001 is controlled to ensure:

- a. it is available and suitable for use, where and when it is needed
- b. it is adequately protected (e.g., from loss of confidentiality, improper use, or loss of integrity)

7.5.3.2 For the control of documented information, RestoreRF addresses the following activities, as applicable:

- a. distribution, access, retrieval, and use
- b. storage and preservation, including preservation of legibility
- c. control of changes (e.g., version control)
- d. retention and disposition

Documented information of external origin determined by RestoreRF to be necessary for the planning and operation of the QMS is identified, as appropriate and controlled.

Documented information retained as evidence of conformity is protected from unintended alterations. RestoreRF retains records for a period of at least seven years or as specified by contract.

NOTE: Access can imply a decision regarding the permission to view the documented information only, or the permission and authority to view and change the documented information.

8. OPERATION

8.1 Operational Planning and Control

RestoreRF plans, implements, and controls the processes (see 4.4) needed to meet requirements for the services offered. The processes are performed in a structured and controlled manner including scheduled events performed in a planned sequence to meet requirements at acceptable risk, within resource and schedule constraints. RestoreRF:

- a. determines the requirements for each service,
- b. establishes criteria for:
 1. the processes,
 2. the acceptance of services performed,
- c. determines the resources needed to achieve conformity to the service requirements,
- d. implements control of the processes in accordance with the criteria,
- e. determines, maintains, and retains documented information to the extent necessary:
 1. to have confidence that the processes have been carried out as planned,
 2. to demonstrate the conformity of equipment to their requirement.

The output of this planning is suitable for the organization's operations.

RestoreRF controls planned changes and reviews the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary. Although not common, service changes and performing operations out of sequence are allowed only after review and approval by authorized personnel.

RestoreRF ensures that outsourced processes are controlled in accordance with externally provided equipment and processes. Providers of outsourced processes are qualified, and their performance is monitored (see 8.4).

8.2 Requirements for Equipment

8.2.1 Customer Communication

Communication with customers includes:

- a. providing information relating to equipment,
- b. handling enquiries, contracts, or orders, including changes,
- c. obtaining customer feedback relating to equipment, including customer complaints,
- d. handling or controlling customer property,
- e. establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining the Requirements for Equipment

RestoreRF recognizes the importance of ensuring that customer requirements and expectations are clearly understood, internally, at all times. When determining the requirements for the equipment to be offered to customers, RestoreRF ensures that:

- a. the requirements for the equipment are defined, including:
 1. any applicable statutory and regulatory requirements,
 2. those considered necessary by RestoreRF,
- b. RestoreRF can meet the claims for the equipment and services it offers.

This information will be used to assess the company's ability to meet the customers' needs. Contractual requirements will be evaluated against current resources to ensure the capability exists to fulfill the contract.

8.2.3 Review of the Requirements for Equipment

Prior to entering into a commitment to a customer (or changes to orders), RestoreRF performs a review of requirements to ensure that the service requirements are defined and understood. Any order requirements differing from those previously expressed are resolved. Records of the results of the review and any actions arising are retained. The customer is kept informed of service-related information, inquiries, order changes or amendments and progress on customer feedback including complaints. If the customer provides no documented statement of requirement (for example, where a verbal order is placed) then the order requirements would be re-confirmed with the customer prior to acceptance of the order.

8.2.3.1 RestoreRF ensures that it can meet the requirements for equipment to be offered to customers. RestoreRF conducts a review before committing to supply equipment to the customer, to include:

- a. requirements specified by the customer, including the requirements for delivery and post-delivery activities when applicable,
- b. requirements not stated by the customer, but necessary for the specified or intended use, when known,
- c. requirements specified by RestoreRF,
- d. statutory and regulatory requirements applicable to the equipment,
- e. contract or order requirements differing from those previously expressed.

RestoreRF ensures that contract or order requirements differing from those previously defined are resolved.

The customer requirements are confirmed by RestoreRF before acceptance, when the customer does not provide a documented statement of their requirements.

NOTE: In some situations, such as internet sales, a formal review is impractical for each order. Instead, the review can cover relevant service information, such as catalogues.

8.2.3.2 RestoreRF retains documented information, as applicable:

- a. on the results of the review,
- b. on any new service requirements.

8.2.4 Changes to Requirements for Equipment

RestoreRF ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for equipment are changed. Any changes to contracts or quotations are resolved before proceeding and the companies continued ability to meet the defined requirements is confirmed.

8.3 Design and Development of Products and Services

Design and Development is not applicable to RestoreRF.

8.4 Control of Externally Provided Processes, Equipment, and Services

8.4.1 General

RestoreRF ensures that externally provided processes, equipment, and services conform to requirements.

RestoreRF determines the controls to be applied to externally provided processes, equipment, and services when:

- a. equipment and services from external providers are intended for incorporation into RestoreRF' own equipment and services,
- b. Services are provided directly to the customer(s) by external providers on behalf of the organization,
- c. A process, or part of a process, is provided by an external provider as a result of a decision by the organization.

RestoreRF determines and applies criteria for the evaluation, selection, monitoring of performance, and reevaluation of external providers, based on their ability to provide processes or equipment and services in accordance with requirements. RestoreRF retains documented information of these activities and any necessary actions arising from the evaluations. Suppliers are evaluated and selected against the defined criteria and are subject to planned performance review and evaluation. Purchasing periodically reviews supplier performance and the results of reviews, evaluations and necessary follow-up actions are recorded in the system.

8.4.2 Type and Extent of Control

RestoreRF ensures that externally provided processes, equipment, and services do not adversely affect our ability to consistently deliver conforming repair and re-work services to our customers. RestoreRF controls its purchasing function to ensure that the purchased service conforms to specified requirements. Control is exercised on all parts and services that are likely to have an impact on RestoreRF's service and delivery to the customer.

RestoreRF:

- a. ensures that externally provided processes remain within the control of its QMS.
- b. defines both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output.
- c. take into consideration:
 1. the potential impact of the externally provided processes, equipment, and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements.
 2. the effectiveness of the controls applied by the external provider.
- d. determine the verification, or other activities, necessary to ensure that the externally provided processes, equipment, and services meet requirements.

8.4.3 Information for External Providers

RestoreRF ensures the adequacy of requirements prior to their communication to the external provider. Purchasing documents are reviewed before release for the adequacy of information provided covering the service, delivery timescales, accurate cross-referencing, associated procedures, specifications, processes, equipment, personnel,

and specific quality conditions including inspection arrangements, samples and communication of concession requirements.

RestoreRF communicates to external providers its requirements for:

- a. the processes, equipment, and services to be provided,
- b. the approval of:
 1. equipment and services,
 2. methods, processes, and equipment,
 3. the release of equipment and services,
- c. competence, including any required qualification of persons,
- d. the external providers' interactions with the organization,
- e. control and monitoring of the external providers' performance to be applied by the organization,
- f. verification or validation activities that RestoreRF, or its customer, intends to perform at the external providers' premises.

8.5 Service Provision

8.5.1 Control of Service Provision

RestoreRF provides its services under controlled conditions. Services are controlled through contract requirements, work orders, work instructions / flowcharts, and our ERP system. Suitable resources, including utilities, and equipment are used and properly maintained together with specified measuring and monitoring equipment and activities. Service release and delivery processes are defined.

Controlled conditions include, as applicable:

- a. the availability of documented information that defines:
 1. the characteristics of the service to be provided or the activities to be performed,
 2. the results to be achieved,
- b. the availability and use of suitable monitoring and measuring resources,
- c. the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for equipment, have been met,
- d. the use of suitable infrastructure and environment for the operation of processes,
- e. the appointment of competent persons, including any required qualification,
- f. the validation, and periodic revalidation, of the ability to achieve planned results of the processes for service and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement,
- g. the implementation of actions to prevent human error,
- h. the implementation of release, delivery, and post-delivery activities.

8.5.2 Identification and Traceability

RestoreRF uses suitable means to identify outputs when it is necessary to ensure the conformity of services being provided. Equipment/Jobs are identified and traceability maintained throughout the repair cycle.

RestoreRF identifies the status of outputs with respect to monitoring and measurement requirements throughout the provision of services. Throughout all stages of operations and delivery, RestoreRF identifies outputs when it is necessary to ensure the conformity of equipment. The status of service with respect to inspection and test requirements is maintained to ensure that only service that has passed all the planned inspection and test activities is available for shipment. Upon completion of service, equipment is packaged and identified per service and customer purchase order requirements.

RestoreRF controls the unique identification of the outputs when traceability is a requirement and retains the documented information necessary to enable traceability.

8.5.3 Property Belonging to Customers or External Providers

RestoreRF exercises care with property belonging to customers or external providers while it is under our control or being used.

RestoreRF identifies, verifies, protects, and safeguards customers' or external providers' property provided for use or incorporation into the equipment.

When the property of a customer or external provider is lost, damaged, or otherwise found to be unsuitable for use, RestoreRF reports this to the customer or external provider and retain documented information on what has occurred.

NOTE: A customer's or external provider's property can include equipment, tools and equipment, shipping cases, intellectual property, and personal data.

8.5.4 Preservation

RestoreRF recognizes the need to provide an effective means of handling, preserving, storing and shipping equipment, materials and components. Throughout operations and delivery, care is taken to preserve the conformity of the service and its related parts to prevent damage and deterioration. Preservation includes identification, handling, contamination control, packaging, storage, transportation, and protection. Requirements for preservation of equipment are consistent with service specifications and contract and regulatory requirement. RestoreRF preserves the outputs during service provision, to the extent necessary to ensure conformity to requirements.

8.5.5 Post-Delivery Activities

RestoreRF meets requirements for post-delivery activities associated with the services provided. The extent of Post-Delivery activities at RestoreRF resides with customer returns and complaints. When problems are detected after delivery, RestoreRF takes appropriate action including recording of customer complaints and feedback, investigation to determine the full scope of the issue and any corrective actions necessary.

8.5.6 Control of Changes

RestoreRF reviews and controls changes for service to ensure continuing conformity with requirements. Persons authorized to approve service changes are identified by top management.

RestoreRF retains documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

8.6 Final Verification & Release

RestoreRF implements planned arrangements, at appropriate stages, to verify that applicable requirements have been met.

The release of equipment to the customer does not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

RestoreRF retains documented information on the release of equipment. The documented information includes:

- a. evidence of conformity with the acceptance criteria,
- b. traceability to the person(s) authorizing the release.

8.7 Control of Nonconforming Outputs

8.7.1 RestoreRF:

Ensures that outputs which do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

Takes appropriate action based on the nature of the nonconformity and its effect on the conformity of equipment. This applies to nonconforming outputs detected at any stage of operations from incoming inspection through shipping, and equipment returned by the customer after delivery.

Ensures that all equipment which do not conform to service requirements are identified and controlled to prevent unintended use and delivery. All parts and services found to be nonconforming are identified and labeled appropriately. At all times equipment and inventory is clearly identified. RestoreRF deals with nonconforming outputs in one or more of the following ways:

- a. correction,
- b. segregation, containment, return, or suspension of provision of equipment,
- c. informing the customer,
- d. obtaining authorization for acceptance under concession.

Conformity to the requirements is verified when nonconforming outputs are corrected.

8.7.2 RestoreRF retains documented information that:

- a. describes the nonconformity,
- b. describes the actions taken,
- c. describes any concessions obtained,
- d. identifies the authority deciding the action in respect of the nonconformity.

9. PERFORMANCE EVALUATION

9.1 Monitoring, Measurement, Analysis, and Evaluation

9.1.1 General

RestoreRF determines:

- a. what needs to be monitored and measured,
- b. the methods for monitoring, measurement, analysis, and evaluation needed to ensure valid results,
- c. when the monitoring and measuring is performed,
- d. when the results from monitoring and measurement are analyzed and evaluated.

9.1.2 Customer Satisfaction

RestoreRF monitors customers' perceptions of the degree to which their needs and expectations have been fulfilled. RestoreRF determines the methods for obtaining, monitoring, and reviewing this information. RestoreRF monitors data to identify any positive or negative trends. If identified, actions are put into place to improve customer satisfaction. The methods for obtaining and using this information are determined as part of the management review process and may include:

- a) changes in inquiries placed and orders received,
- b) lost business analysis,
- c) customer longevity,
- d) customer rejections, returns and complaints,
- e) customer scorecards and satisfaction feedback,
- f) quality performance ratings including on-time-delivery and quality of equipment.

NOTE: Examples of monitoring customer perceptions can include customer surveys, customer feedback on delivered equipment and services, meetings with customers, market-share analysis, compliments, warranty claims, and dealer reports.

9.1.3 Analysis and Evaluation

RestoreRF analyzes and evaluates appropriate data and information arising from monitoring and measurement.

The results of analysis are used to evaluate:

- a. conformity of equipment,
- b. the degree of customer satisfaction,
- c. the performance and effectiveness of the QMS,
- d. if planning has been implemented effectively,
- d. the effectiveness of actions taken to address risks and opportunities,
- e. the performance of external providers,
- g. the need for improvements to the QMS.

9.2 Internal Audit

- 9.2.1 RestoreRF conducts internal audits at planned intervals to provide information on whether the QMS:

- a. conforms to:
 - 1. RestoreRF's own requirements for its QMS
 - 2. the requirements of the ISO 9001 Standard
- b. is effectively implemented and maintained.

9.2.2 RestoreRF:

- a. plans, establishes, implements, and maintains an audit program(s) including the frequency, methods, responsibilities, planning requirements, and reporting, which take into consideration the importance of the processes concerned, changes affecting our company, and the results of previous audits,
- b. defines the audit criteria and scope for each audit,
- c. selects auditors and conducts audits to ensure objectivity and the impartiality of the audit process,
- d. ensures that the results of the audits are reported to relevant management,
- e. takes appropriate correction and corrective actions without undue delay,
- f. retains documented information as evidence of the implementation of the audit program and the audit results.

9.3 Management Review

9.3.1 General

Top management reviews the QMS, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness, and alignment with the company's strategic direction.

9.3.2 Management Review Inputs

The management review is planned and carried out taking into consideration:

- a. the status of actions from previous management reviews,
- b. changes in external and internal issues that are relevant to the QMS,
- c. information on the performance and effectiveness of the QMS, including trends in:
 - 1. customer satisfaction and feedback from relevant interested parties,
 - 2. the extent to which quality objectives have been met,
 - 3. process performance and conformity of equipment,
 - 4. nonconformities and corrective actions,
 - 5. monitoring and measurement results,
 - 6. audit results,
 - 7. the performance of external providers,
- d. the adequacy of resources,
- e. the effectiveness of actions taken to address risks and opportunities,
- f. opportunities for improvement.

9.3.3 Management Review Outputs

The outputs of the management review include decisions and actions related to:

- a. opportunities for improvement,
- b. any need for changes to the QMS,

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c. resource needs.

RestoreRF retains documented information as evidence of the results of management reviews.

10. IMPROVEMENT

10.1 General

RestoreRF determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction.

These include:

- a. improving equipment to meet requirements as well as to address future needs and expectations,
- b. correcting, preventing, or reducing undesired effects,
- c. improving the performance and effectiveness of the QMS.

NOTE: Examples of improvement can include correction, corrective action, continual improvement, breakthrough change, innovation, and re-organization.

10.2 Nonconformity and Corrective Action

10.2.1 RestoreRF takes corrective action to eliminate the causes of nonconformities to prevent recurrence. The need for corrective action, actions considered, and actions implemented are commensurate with the magnitude and risks associated with the nonconformities. Records of the nonconformities and subsequent actions are maintained. When nonconformity occurs, including any arising from complaints, RestoreRF:

- a. reacts to the nonconformity and, as applicable,
 1. takes action to control and correct it,
 2. deals with the consequences,
- b. evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
 1. reviewing and analyzing the nonconformity,
 2. determining the causes of the nonconformity,
 3. determining if similar nonconformities exist, or could potentially occur,
- c. implement any action needed,
- d. review the effectiveness of any corrective action taken,
- e. update risks and opportunities determined during planning, if necessary,
- f. make changes to the QMS, if necessary.

10.2.2 RestoreRF retains documented information as evidence of:

- a. the nature of the nonconformities and any subsequent actions taken,
- b. the results of any corrective action.

10.3 Continual Improvement

RestoreRF continually improves the suitability, adequacy, and effectiveness of the QMS. The identification of continual improvement opportunities comes from employee suggestions, audits, the corrective action process, customer and interested party's feedback, results of data analysis and outputs from management reviews.

RestoreRF monitors the implementation of improvement activities and evaluates the effectiveness of the results. The actions associated with any continual improvement initiatives are documented as part of the management review output.

Attachment 1 - Quality Policy & Objectives

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Quality Policy

Our pledge to our customers:

- ❖ RestoreRF strives to provide the highest quality repair services, with the speed, cost and convenience needed to provide our customers an unrivaled experience. RestoreRF continually works to improve our Quality Management System so that we can better meet the requirements of our customers and interested parties.

Quality Objectives

❖ The Quality Objectives are:

- ✓ Speed
 - Operational Planning:
 - On-Time-Quoting
 - Supply Chain Management
 - Outside Process Supplier OTD
 - Laboratory Operations
 - RestoreRF On-Time-Repair
 - Management & Quality
 - Speed Kaizen Projects
- ✓ Quality
 - Operational Planning:
 - Quoting Accuracy
 - Lead Time Accuracy
 - Supply Chain Management
 - Outside Process Supplier Quality
 - Laboratory Operations
 - RestoreRF Repair Quality (Minimizing RMA's)
 - Management & Quality
 - Quality Kaizen Projects
- ✓ Price
 - Operational Planning:
 - Evaluation Pricing Accuracy (staying within budget)
 - Fixed Price Budget Planning Accuracy (staying within fixed-price budget)
 - Supply Chain Management
 - Capability Kaizen Projects
 - Laboratory Operations
 - RestoreRF Repair Quality (Minimizing RMA's)
 - Management & Quality
 - Pricing Kaizen Projects
- ✓ Convenience
 - Customer Convenience Kaizen Projects

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Attachment 2 – Organization Chart

Doc. No. F-001-017 Rev. NC 5/8/24
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