ISO 9001:2008
Quality Management System
QMS Manual

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# QUALITY SYSTEM MANUAL REVISIONS

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Introduction

To Our Customers

FIDELITY TECHNOLOGIES CORPORATION is a group of talented individuals who, through their efforts are capable of the design, development, manufacture, maintenance and service of electronic and electro-mechanical systems, subsystems for the World Market. Our mission is to continually improve our products and services, be responsive to the needs and desires of our customer’s requirements and establish a corporate growth trend which will make FIDELITY a responsible member of the global marketplace.

In order to accomplish this objective we, as a group, have committed ourselves to performance. It is only by applying the resources necessary to help our customers realize their objectives can we expect to accomplish our goal. Our commitment to performance is the basic philosophy, which guides our company.

The guiding principles of our philosophy of commitment are:

**Commitment to Quality of Performance** - Quality of performance is defined by the customer. Delivery of a product or service to our customers that meets or exceeds their wants and needs at an agreed upon cost at an established point of time defines performance quality.

**Commitment to Proactive Involvement** - We empower each of our employees at all levels with the responsibility to monitor their own performance and proactively recommend changes to processes and materials that can enhance our ability to meet the demands of our customers.

**Commitment to Continually Improvement** - We recognize that success comes as a result of learning and perseverance. FIDELITY is committed to apply the experience of the past to continually improve the products of the present while maintaining an open mind to the technologies of the future.

To ensure that the benefits of our commitment to performance excellence are realized, FIDELITY TECHNOLOGIES CORPORATION has implemented a corporate program based upon the guidelines of ISO-9001-2008. The commitment of each employee to the principles set forth in this corporate policy manual shall ensure that FIDELITY reaches the goal of “Total Customer Satisfaction”.

David Gulati, President, 2/20/2009
Quality Manual Distribution

Distribution of the Quality Manual is performed electronically and can be viewed at: "I:\Quality Team\ISO SYSTEM DOCUMENTS\ISO Manuals\Policy Manual" on the Fidelity server. Printed copies of the Quality Manual should be viewed as "uncontrolled".

Organizational Chart

FIGURE 1.2 - 1
ORGANIZATION CHART

FIGURE 1.2 - 2
PROGRAM TEAM
FUNCTIONAL ORGANIZATION
## Responsibility Matrix

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### 5 Management responsibility

| 5.1 Management commitment   | R         | A              | A                        | A         | A              | A                | A                    | A                     |
| 5.2 Customer focus          | R         | -              | A                        | A         | A              | A                | A                    | A                     |
| 5.3 Quality policy          | R         | A              | A                        | A         | A              | A                | A                    | A                     |
| 5.4.1 Quality objectives    | R         | A              | A                        | A         | A              | A                | A                    | A                     |
| 5.4.2 Quality management system planning | R | A | A | A | A | A | A | A |
| 5.5.1 Responsibility and authority | R | A | A | A | A | A | A | A |
| 5.5.2 Management representative | A | - | R | - | - | - | - | - |
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| 7.2 Customer-related processes  | R | - | A | A | A | A | A | A |
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| 7.2.2 Review of requirements related to product | - | - | A | A | A | A | A | A |
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| 7.3.1 Design and development planning | - | - | A | - | - | - | A | R |
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**R:** Responsible to establish and maintain  
**A:** Applicable  
**-**:** Not applicable
Section 1: Scope

The Design, Build-to-print, assembly, manufacturing, maintenance, preventive maintenance, operations and services of electronic and electromechanical products and systems for Government, including Department of Defense and Commercial markets.

1.1 General

This manual addresses the Quality Management System (QMS) for the FIDELITY TECHNOLOGIES CORPORATION encompassing the facilities at 2501 Kutztown Road, Reading PA 19605 and Field Service Site activities. Unless otherwise specified, all references in this and subsequent documents to FIDELITY and Fidelity Technologies shall be interpreted to mean "Fidelity Technologies Corporation ".

1.2 Application

FIDELITY identifies no exclusions to the ISO 9001-2008 standard within its QMS.

Section 2: Normative Reference

2.0 Quality Management System References

The following documents were used as reference during the preparation of the Quality Management System:


Section 3: Definitions

3.0 Quality Management System Definitions

This section is for definitions unique to Fidelity Technologies Corporation.

- Customer owned property - Any type of instrumentation, accessories, manuals, or shipping containers that belong to a customer.
- Customer supplied product - Any type of service or material supplied to be utilized in the manufacture, modification or repair of customer-owned property.
- Product – The end item result of meeting all contract terms and conditions. (eg: manufactured goods, merchandise, services etc.)
Quality Records – Documentation of those activities wherein records of said activities must be maintained will be specified in the procedure or work instruction level documents, as applicable.

Section 4: Quality System Requirements

4.1 General requirements

Fidelity Technologies Corporation has established, documented and implemented a Quality Management System (QMS) in accordance with the requirements of ISO 9001:2008. 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 QMS Fidelity Technologies Corporation has:

- Identified the processes needed for the QMS and their application throughout the organization and documented them on the Process Flow Diagram at the end of this section of the Quality Manual
- Determined the sequence and interaction of these processes, and illustrated them on the Process Flow Diagram
- Determined criteria and methods needed to ensure that the operation and control of the processes are effective, and documented them in quality plans, work instructions and the Measuring, Monitoring and Analysis Table
- 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, and
- Established processes to identify and implement actions necessary to achieve planned results and continual improvement of these processes
- Procurement practices ensure that all outsourced processes are traceable to specific customer specifications, specify conformance criteria, as well as required supporting documentation.

4.2 Documentation Requirements

4.2.1 The QMS documentation includes:

- A documented Quality Policy
- This Quality Manual
- Documented Procedures
- Documents identified as needed for the effective planning, operation and control of our processes, and
- Quality Records
4.2.2 Quality manual

This Quality Manual has been prepared to describe Fidelity Technologies Corporation’s QMS. The scope and permissible exclusions of the QMS are described in section one of this manual. Each section of the manual references documented QMS procedures relating to the requirements outlined in that section. The Process Flow Diagram at the end of section 4 provides a description of the interaction between the processes of the QMS system.

4.2.3 Control of documents

All of the QMS documents are controlled according to the Document Control Procedure (FID 4.5). 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, and
- Preventing 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 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 (FID 4.16). 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 Procedures

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Process flow diagram
Section 5: Management Responsibility

5.1 Management commitment

Top management has been actively involved in implementing the quality management system (QMS). It has provided the vision and strategic direction for the growth of the QMS, and established quality objectives and the quality policy.

To continue to provide leadership and show commitment to the improvement of the QMS, management will do the following.

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

5.2 Customer focus

Fidelity Technologies Corporation strives to identify current and future customer needs, to meet customer requirements and exceed customer expectations.

Top management 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 (FID 4.3).

5.3 Quality policy

FIDELITY TECHNOLOGIES CORPORATION is committed to excellence in quality as a respected provider of electronic products, systems and support services within the world marketplace. Our goal is to continually improve our efficiency and reliability as a designer, manufacturer and service contractor, maintain the highest ethical standards, be a respectable member of the community and use our assets to productively earn a fair and reasonable return on our investments.

QUALITY POLICY

Fidelity Technologies Corporation provides Design, Development, Manufacturing, Services and Instruction for Electronic, Electromechanical and training Systems that Meet or Exceed Customer Expectations. Fidelity Continually improves processes.
5.4 Planning

5.4.1 Quality objectives

Quality objectives are established to support our organization’s efforts in achieving our quality policy and reviewed annually for suitability. Objectives have been established at several levels. Quality objectives have been established to meet product requirements; they are measurable, and reviewed against performance goals at each management review meeting.

Quality objectives have been documented in the Quality Policy document (FID 4.1).

5.4.2 Quality management system planning

The quality system has been planned and implemented to meet our quality objectives and the requirements of 4.1 of the ISO 9001 standard. Quality planning takes place as changes that affect the quality system are planned and implemented.

5.5 Responsibility, authority and communication

5.5.1 Responsibility and authority

An organizational chart has been established to show the interrelation of personnel in the organization. Job descriptions define the 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 throughout the organization to help employees understand responsibilities and authorities. An organizational chart is located on page 5 of this manual.

5.5.2 Management representative

The Quality Manager has been appointed by top management as management representative. As management representative, they have 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 note 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.

5.5.3 Internal communication

Processes are established for communication within the organization. Methods of communicating the effectiveness of the QMS include management meetings, management review, circulation of minutes of management review meetings, Internal Audit Closing meetings, and other routine business communication such as email.
5.6 Management review

5.6.1 General

Top management reviews the QMS annually 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.

5.6.2 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
- Customer feedback & satisfaction
- Process performance and product conformity
- Company level quality data
- 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

5.6.3 Review output

During these review meetings, management will identify 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 are 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 Procedures:

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Section 6: Resource Management

6.1 Provision of resources

The company 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.

6.2 Human resources

6.2.1 General

To ensure competence of our personnel, job descriptions have been prepared 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.

6.2.2 Competence, awareness and training

Qualifications are reviewed upon hire, when an employee changes positions or the requirements for a position change. Human resources maintain records of employee qualifications. If any differences between the employee’s qualifications and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence for the job. The results are then evaluated to determine if they were effective. Training and evaluation are conducted according to the Training procedure. (FID 4.18)

All employees are trained on the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.

6.3 Infrastructure

To meet quality objectives and product requirements Fidelity Technologies Corporation has determined the infrastructure needed (FID 4.1) The infrastructure has been provided, and includes buildings, workspace, utilities, process equipment and supporting services. As new infrastructure requirements arise, they will be documented in quality plans. Existing infrastructure is maintained to ensure product conformity. Maintenance requirements are documented in:

- Preventive maintenance plans
- Sanitation plans
- Building maintenance plans

6.4 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.

Section 7: Product Realization

7.1 Planning of product realization

Quality planning is required before new products or processes are implemented. The quality planning may take place as a design project (FID 4.4), or according to the provisions of Contract Review (FID 4.3). 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, and
- Criteria for product acceptance

The output of quality planning includes documented quality plans, processes, procedures and design outputs.

7.2 Customer-related processes

7.2.1 Determination of requirements related to the product

Fidelity Technologies Corporation determines customer requirements before acceptance of an order. Customer requirements include those:

- Requested by the customer
- Required for delivery
- Not stated by the customer but necessary for specified use or known and intended use
- Statutory and regulatory requirements related to the product
- Additional requirements determined by Fidelity Technologies Corporation

Customer requirements are determined according to the Contract Review requirements (FID 4.3).

7.2.2 Review of requirements related to the product

Fidelity Technologies Corporation has a process in place for the review of requirements related to the Quality Planning for all product (FID 4.2). The review is conducted before the order is accepted. The process ensures that:
• Product requirements are defined
• Contract or order requirements differing from those previously expressed are resolved
• Fidelity Technologies Corporation has the ability to meet the defined requirements
• 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, Fidelity Technologies Corporation communicates changes to relevant personnel and amends relevant documents

7.2.3 Customer communication
Fidelity Technologies Corporation has implemented an effective procedure (FID 4.3) for communicating with customers in relation to:
• Product Information
• Enquiries, contracts and order handling, including amendments
• Customer Feedback, including customer complaints
• Notification of any pending quality alerts.

7.3 Design and Development

7.3.1 Design and development planning
Engineering utilizes an integrated design procedure, to ensure that all specified requirements are properly met, controlled, verified, defined and implemented. Design review meetings and documentation control techniques are utilized to ensure all design activities are reviewed and approved prior to implementation. A comprehensive plan is prepared and executed to demonstrate and ensure all design requirements have been properly implemented prior to product acceptance.

FIDELITY utilizes planning software to plan and track all program phases including design and development. The Program Team Leader prepares a top level program plan which defines all contract requirements including design requirements, in one integrated plan. In cooperation with program team and corporate engineering, design and development, sections such as Hardware Design, Software Design, Test Engineering, Safety Engineering, Quality Engineering, Manufacturing Engineering, etc., are broken down to define individual tasks and responsibilities.
After review and approval by functions, and corporate management, the Program Plan becomes a working document which defines all program tasks and task inter-relationships. FIDELITY management tracks program progress and assigns personnel and resources, as required, to ensure scheduled completion of all tasks, including design and document tasks as each design evolves. As each design changes the Program Plan is updated and progress reviews are defined and changes implemented as the design evolves.

7.3.2 Design and development inputs

To thoroughly define Design Input requirements, FIDELITY utilizes a Technical Specification and program Statement of Work concept. The requirements are consolidated into a comprehensive Requirements Matrix which is reviewed and approved by Program and Engineering management. Where applicable, FIDELITY uses information derived from previous similar designs. After approval, this matrix becomes a checklist for Design Activities. All subcontracted design activity is also measured and evaluated against the Requirements Matrix.

7.3.3 Design and development outputs

Design output is documented in Hardware Engineering Drawings, Engineering Analysis and Technical Reports. In each case, these items are verified against the approved Requirements Matrix to ensure that the design output satisfactorily meets design input requirements including acceptance criteria, safety and functional (proper use) aspects of the product.

7.3.4 Design and development review

FIDELITY utilizes, as a minimum, a Preliminary Design Review and a Critical Design Review conducted for each design activity. The review meeting attendees consist of program management and representatives of each functional discipline. Additional design review meetings are scheduled by the program team leader as required to validate design functions. All design review meetings proceed according to an established agenda with results documented in a permanent program record which becomes a part of the Quality Records.

The Program Team Leader defines and regularly reviews Organizational and Functional program relationships. FIDELITY policies and procedures for reviewing and approving technical documentation further assures that all necessary design criteria are fully defined and documented. Inter-relationships are further strengthened by conducting periodic design review meetings for management and representatives of each participating function.

7.3.5 Design and development verification

Design verification is an integral part of periodic design reviews. Additional design verification functions in the form of individual inspections, performance tests, drawing reviews, engineering analysis and performance demonstrations are performed as required to verify that design output meets design input requirements. All design verification activities are part of Quality Records.
7.3.6 Design and development validation

Design validation consists of inspections, examinations, tests, demonstrations, analysis and certifications to verify that the product design meets requirements including engineering analysis to determine safe functioning of product. FIDELITY prepares a design validation test plan based on the applicable design requirements. After the plan and procedure is approved, the sample test plan is conducted. All validation data is recorded, reviewed and approved and made part of the Quality Records.

7.3.7 Control of design and development changes

All design data requiring modification of a Drawing, Test Procedure, Manufacturing Process Specification, etc., requires preparation of an Engineering Change Request or Engineering Change Proposal. The ECR/ECP is distributed to all pertinent departments for review. A Configuration Control Board meeting consisting of representatives from all functional organizations is held for review/approval of the requested change. Upon approval of the CCB, the requested change is incorporated into the respective documents.

7.4 Purchasing

7.4.1 Purchasing process

A documented procedure (FID 4.6) is followed to ensure that purchased product conforms 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.

7.4.2 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
- Quality management system requirements

The purchasing documents are reviewed to ensure the adequacy of requirements before orders are placed with the supplier.

7.4.3 Verification of purchased product

The Purchasing procedure (FID 4.6) describes the process used to verify that purchased product meets specified purchase requirements. If Fidelity Technologies Corporation or the customer will perform verification at the supplier’s premises, the verification arrangements and method of product release are documented in the purchasing information.
7.5 Production

7.5.1 Control of production

Fidelity Technologies Corporation plans and carries out production provision under controlled conditions according to documented procedure (FID 4.10). 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

7.5.2 Validation of processes for production

Fidelity Technologies Corporation validates any processes for production 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.

Fidelity Technologies Corporation 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
- Revalidation

7.5.3 Identification and traceability

Fidelity Technologies Corporation identifies the product throughout product realization according to the Identification and Traceability procedure (FID 4.12). Product is identified with respect to monitoring and measurement requirements.

Fidelity Technologies Corporation controls and records the unique identification of the product where ever traceability is a specified requirement

7.5.4 Customer property

FIDELITY has an established, documented procedure, for the control, verification, storage, and
maintenance of customer supplied product. The system deals with customer product from two slightly different perspectives. Customer supplied product as it is utilized by FIDELITY’s “in-house” Program Teams and customer supplied product as it relates to Field Service maintenance sites.

FIDELITY has an established and maintained policy for the receipt, control, utilization, consumption, disposition and return of customer supplied product utilized by the “in-house” divisions. Responsibility of the system to ensure that the entire life cycle of all customer supplied material (parts and supplies) is documented from the point at which control is established until its responsibility is relinquished (FID 4.7).

FIDELITY has an established and maintained policy for the receipt, control, utilization, consumption, restocking and return transition of customer supplied product utilized by the individual Field Service sites. Site requirements may vary, so customer supplied material practices are tailored to unique site requirements. Responsibility to ensure that the supplied material is controlled, tracked, documented and maintained is the responsibility of the individual program site manager. The procedure is structured to ensure that the entire life cycle of all customer supplied material is documented from the point at which control is established until its responsibility is relinquished.

FIDELITY has an established procedure for the control of Government Supplied Material and Government Furnished Equipment.

7.5.5 Preservation of product

Fidelity Technologies Corporation preserves the conformity of product during internal processing and delivery to the intended destination per procedure (FID 4.15). This preservation includes identification, handling, packaging, storage and protection. Preservation also applies to the constituent parts of a product.

7.6 Control of monitoring and measuring devices

Fidelity Technologies Corporation has 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 (FID 4.11) outlines the process used to ensure that monitoring and measurement 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, Quality Control assesses and records the validity of the previous measuring results when the equipment is found not to conform to requirements. Fidelity Technologies Corporation 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.

Section 8: Measurement, Analysis and Improvement

8.1 General

Fidelity Technologies Corporation 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, and
- 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.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

As one of the measurements of the performance of the quality management system, Fidelity Technologies Corporation monitors information relating to customer perception as to whether the organization has fulfilled customer requirements. The method for obtaining and using this information is identified in the Management Responsibility procedures (FID 4.1).

8.2.2 Internal Audit

Fidelity Technologies Corporation conducts internal audits at planned intervals to determine whether the quality management system:

- Conforms to the planned arrangements (see 7.1), 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 (FID 4.17).

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.

8.2.3 Monitoring and measurement of processes

Fidelity Technologies Corporation 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 methods for identification and carrying out the required monitoring and measuring of such activities are documented in Inspection & Test Records (FID 4.10) and Process Control (FID 4.9), as well as Management Responsibility procedures (FID 4.1).

8.2.4 Monitoring and measurement of product

Fidelity Technologies Corporation 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 process identified in In-Process Inspection & Testing procedures (FID 4.10).

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.

8.3 Control of Nonconforming Product

Fidelity Technologies Corporation 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 (FID 4.13).

8.4 Analysis of Data

Fidelity Technologies Corporation 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. The process for determining, collecting and analyzing this data is defined in the Management Responsibility procedure (FID 4.1). 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 and trends of processes and products including opportunities for preventive action
• Suppliers

8.5 Improvement

8.5.1 Continual improvement

Fidelity Technologies Corporation 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.

8.5.2 Corrective action

Fidelity Technologies Corporation 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 (FID 4.13) 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 (see 4.2.4), and
• Reviewing corrective action taken to determine and verify effectiveness.

8.5.3 Preventive action

Fidelity Technologies Corporation determines action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential problems.

A documented procedure (FID 4.14) 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 to determine and verify effectiveness.

Related Documents

Management Responsibility FID 4.1
Internal Audits FID 4.17
Control of Nonconforming Product FID 4.13
Corrective Action FID 4.4
Preventive Action FID 4.4
Statistical Techniques FID 4.20
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