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1.0 Forward

This manual is issued to describe the Quality Management System of Mouser Electronics (hereafter referenced as Mouser). The manual numbering is structured to match the standard. The Quality Manual is issued and controlled by Mouser’s Quality Department.

Mouser’s Quality Management System serves to improve customer satisfaction, fulfill quality objectives, and facilitate continual improvement.

It is the responsibility of the President and the Director of Quality to ensure that this manual is maintained as a current reflection of the Mouser Quality Management System.

2.0 Introduction

Mouser Electronics believes in providing design engineers and buyers of semiconductors and electronic components the best possible service, regardless of the size of the customer or the size of the order. Mouser Electronics’ product lines include Semiconductors, Passives, Interconnects, Electromechanical, Power Sources, and Specialty Products.

In January 2000, Mouser Electronics, Inc. became a subsidiary of TTI, Inc. The Chairman of Mouser Electronics, Inc. is Paul Andrews, and Glenn Smith is President and CEO.

On March 5th, 2002, we celebrated the Grand Opening of our new warehouse and office facility. The new facility allowed Mouser to consolidate operations in Mansfield, Texas, allowing for efficiency as well as growth.

To better serve our customers, in early 2007, Mouser completed an extensive expansion of its corporate headquarters – more than doubling the space for offices, call and data centers, as well as its state-of-the-art warehouse.

The new data center features a pre-action fire suppression system, connections to multiple power sources, and a dedicated fiber communications ring to ensure uninterrupted internet operations – a core component of Mouser’s global sales operations.

The warehouse greatly expanded to include a new ESD (Electro Static Discharge) area for safe storage of active components.

Also in 2007, the success of Mouser and TTI caught the attention of Warren Buffett and his investment company Berkshire Hathaway, Inc., which acquired both companies in March 2007. Mouser and TTI were granted the freedom to continue their successful business ways, plus gained the financial strength of Berkshire Hathaway.

Today, the combined resources of Mouser Electronics and TTI, with the financial strength of Berkshire Hathaway, Inc., offer a complete solution for both customers and suppliers. Products can be “prototyped in” at the R & D level through Mouser, and then transitioned to global production quantities at TTI. This complete solution is unique in the electronics distribution industry.

In 2015, Mouser continued to grow with additional global customer service locations and an expansion that brought total warehouse space to 610,000ft².
3.0 Mission Statement

Be the source most preferred by design engineers and small production buyers for the products to design, prototype, test, and manufacture electronics.

4.0 Quality Management Systems

4.1 General Requirements

Mouser has established, documented, and implemented a Quality Management System which is continuously maintained for effectiveness and process improvements in accordance with the requirements of SAE AS9100C/ISO 9001:2008 and other standards.

- The processes needed to operate the Quality Management System have been determined and documented.
- The sequence and interactions of these processes has been determined.
- The criteria and methods needed to ensure the operation and control of these processes is documented and effective. Criterion is defined in the procedures and is in line with the Quality Policy and Quality Objectives. Methods include Internal Audit and Quality Reports.
- Information and resources to support the operation and monitoring of these processes is available. Management is committed to properly resource the Quality System and Information Systems of the company.
- Mouser monitors, measures where applicable, and analyzes these processes.
- Based on these measurements and controls Mouser will implement actions necessary to achieve planned results and continual improvement of these processes.

4.1.1 These processes will be managed by Mouser in accordance with SAE AS9100C/ISO 9001:2008 and other standards.

4.1.2 Outsourced processes will be identified and controlled when outsourcing is required. See procedure QS-PR-017 Outsourced Processes.

4.1.3 The Quality Management System will address customer and applicable statutory and regulatory Quality Management System requirements.

4.2 Documentation Requirements

4.2.1 General

Mouser's Quality Management System includes the following documentation.

- Mouser has defined and documented a Quality Policy and Quality Objectives. See section 5.3 and 5.4.1.
- Mouser has prepared a quality manual. See Section 4.2.2.
- Mouser has documented, implemented, and maintained the procedures and records required by SAE AS9100C/ISO 9001:2008 and other standards, and procedures and records needed for the effective planning, operation, and control of processes.

e. Mouser employees have access to, and are aware of, relevant quality management system documentation and changes.

4.2.2 Quality Manual
Mouser has established and maintains this Quality Manual. The Quality Manual is approved by the President of Mouser and the Director of Quality. This manual includes a scope and exclusions as defined in Section 4.2.2.1 and 4.2.2.2. In addition to this manual there are procedures required to operate this Quality Management System. In this manual there will be reference to them as appropriate. A full listing of the procedures is available upon request. A description of the interaction between the core processes of the Quality Management System is given in Appendix A.

Quality Manual revision history is maintained in Appendix C of this document.

4.2.2.1 Scope
The scope of the Quality Management System is as follows.

Authorized Distributor of Semiconductors, Electronic Components, Supplies and Equipment.

And includes the facilities located at the following campus location.

Mouser Electronics, Inc.
Corporate Headquarters
1000 North Main Street
Mansfield, Texas 76063

4.2.2.2 Exclusions

a. Mouser claims exemption from 7.3 Design and Development in ISO9001/AS9100 as Mouser does not design any of the products it sells.

4.2.3 Control of Documents
Mouser controls the documents required by the Quality Management System. This is performed through a documented Document Control process. See procedure QS-PR-004 Document Control Program for details on controlling documents.

4.2.3.1 Documents of External Origin
These documents are addressed in procedure QS-PR-009 External Document Control.
4.2.4 Control of Records
Records have been established and are maintained which specifically provide evidence of meeting requirements and the effectiveness of the Quality Management System. This will include records of product origin, conformity and shipment in accordance with customer, statutory and regulatory requirements, where appropriate. These records will remain legible and will be readily identifiable and retrievable. See procedure QS-PR-008 Record Control for a summary of records and the controls needed for identification, storage, protection, retrieval, back-up, retention, and disposition.

Procedure QS-PR-008 Record Control defines the method for controlling records that are created by and/or retained from suppliers.

4.2.4.1 Electronic Records
Records stored in electronic form have defined back-up procedures. They are secured to prevent unauthorized alteration or change and will not be corrupted due to software system changes.

5.0 Management Responsibility

5.1 Management Commitment
Senior Management is committed to developing, resourcing, operating, and maintaining an effective Quality Management System. The Quality Policy, Quality Objectives, and Management Review serve as evidence of this commitment. Through company meetings, employees learn the importance of meeting customer requirements and having an effective Quality Management System.

Senior Management has established a Quality Council. Members of the Quality Council are as follows:

- President & CEO
- Director of Quality (Management Representative)
- Business Operations Department Head
- America Sales Department Head
- Products Department Head
- Internet Business Department Head
- Technical Marketing Department Head

5.2 Customer Focus
Senior Management employs a number of ways to ensure that customer requirements are identified and properly fulfilled and that customer satisfaction is measured. Product conformity and on-time performance is measured. Appropriate action is taken if planned results are not, or will not be, achieved.
5.3 Quality Policy
Mouser’s quality policy was developed by the Quality Council to communicate Mouser’s commitment to quality and meeting customer requirements. It is considered appropriate by Senior Management. The Quality Policy is revalidated at each Management Review meeting.

Quality Policy
Mouser Electronics is committed to gratifying and astonishing customers with our customer service excellence, order accuracy and on-time delivery. This is accomplished through our commitment to continual improvement of our processes, services, products and our people.

5.4 Planning

5.4.1 Quality Objectives
Executive management has set strategic top-tier quality objectives for the company, see below. They are consistent with the Quality Policy. Sub-tier quality objectives are established on processes where it is warranted to establish effectiveness of the process. Quality objectives will be measureable.

- Total Customer Satisfaction
- Customer Service Excellence
- On-Time Delivery
- Order Accuracy
- Continual Improvement of Services and Processes

5.4.2 Quality Management System Planning
The President and Director of Quality have planned the establishment of the Quality Management System. This planning will show up in Management Review or Corrective or Preventive Action Plans. Changes to the Quality System are planned. Each manager initiating a change will do so only after careful analysis and planning. Major changes will be planned, controlled and documented. Procedure QS-PR-014 Process Control Procedure describes requirement for Process Control.

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority
Responsibilities and authorizations are documented in this manual, procedures, work instructions and Job Descriptions.

5.5.2 Management Representative
The President has appointed the Director of Quality as Management Representative for Mouser. The Management Representative has the authority and responsibility for:

- Ensuring processes needed for the Quality Management System are established, implemented, and maintained.

c. Promoting awareness of customer requirements throughout the organization.

d. And has the organizational freedom and unrestricted access to top management to resolve quality management issues.

5.5.3 Internal Communication
The Quality Council has established the following communication channels to ensure the performance and effectiveness of the Quality Management System are communicated to the employees of Mouser:

- Management Meetings
- Department Meetings
- Performance Metrics posted on bulletin boards
- Performance Metrics posted to the Intranet

5.6 Management Review

5.6.1 General
The Quality Council will meet at planned intervals, not to exceed 12 months, to perform Management Review per procedure QS-PR-001 Management Review Process. Management Review records are maintained.

5.6.2 Review Input
The following are reviewed as part of Management Review to assess the ongoing suitability of Mouser’s Quality System:

a. results of audits,

b. customer feedback,

c. process performance and product conformity,

d. status of preventive and corrective actions,

e. follow-up actions from previous management reviews,

f. changes that could affect the quality management system, and

g. recommendations for improvement

5.6.3 Review Output
Management review meeting notes include any decisions/actions related to the following:

a. improvement of the effectiveness of the quality management system and its processes,

b. improvement of product related to customer requirements, and

c. resource needs.
6.0 Resource Management

6.1 Provision of Resources
Mouser's management is responsible for identifying and procuring the resources needed to fulfill the requirements of Mouser's Quality Management System, provide for its continual improvement and effectiveness, and the enhancement of Customer Satisfaction.

6.2 Human Resources

6.2.1 General
Mouser's management at all levels is responsible for ensuring personnel under their supervision performing work affecting conformity to product requirements are competent on the basis of education, training, skills, and experience.

6.2.2 Competence, Training and Awareness
a. Managers and Human Resources determine the required competence for each position. Competence is defined as having the appropriate education, training, skills, and experience for a position. Education, skills and experience for each position is documented in the corresponding Job Description. Training requirements are defined for each position in departmental training procedures.

b. Mouser identifies training requirements during initial hiring and employee performance reviews using education, training, skills, and experience listed in the Job Description and departmental training procedures.

c. Training is evaluated for effectiveness through departmental training procedures, employee performance reviews and Corrective/Preventive Action follow-up.

d. Mouser maintains Training Records on each active employee. These records will contain objective evidence of an individual's education and training. See procedure QS-PR-020 Training Program.

e. Mouser employees are made aware of the relevance and importance of their work performance and how this supports Mouser's Quality Objectives. Employee bonuses are tied to Quality Metrics.

6.3 Infrastructure
Mouser management determines, provides, and maintains the infrastructure needed to meet product requirements. Infrastructure needs are evaluated and planned during process improvements. Infrastructure needs are also identified in Corrective and Preventive Actions.

6.4 Work Environment
Mouser management determines, provides, and maintains the work environment needed to meet product requirements and employee safety. Managers are responsible for the work environment within their managed work area.
7.0 Product (Service) Realization

7.1 Planning of Product Realization

Product realization at Mouser is defined as purchasing electronic components and supplies, warehousing it, and then creating and delivering a Customer Order which meets the customer’s requirements. Product realization is a planned process at Mouser. Product realization records are maintained in the Mouser Business System and Warehouse Control System.

When further planning is needed, such as a corrective or preventive action, or process improvements, managers will follow the requirements of QS-PR-014 Process Control Procedure. The planning will include:

a. The need for Quality objectives for the process to ensure effectiveness of the process. Quality Objectives will be measureable.
b. The need for requirements for the product. This includes the individual components and the customer order.
c. The need for a process. Processes will be developed to support product realization where necessary. These processes will be documented as needed to ensure consistent product realization.
d. The need for resources specific to the product. This includes the order and parts.
e. The need for Inspection specific to the product. This includes the order and parts.
f. The need for Records. Such as records of order processing and inspection.
g. Documentation of the analysis, plan and implementation.
h. The need for Risk Management.

7.1.1 Project Management

When required Mouser will plan and manage product realization in a structured and controlled manner to meet requirements at acceptable risk, within resource and schedule constraints.

7.1.2 Risk Management

Mouser has established, implemented and maintains processes for managing risk to the achievement of applicable requirements that includes as appropriate to the organization and the product.

a. assignment of responsibilities for risk management,
b. definition of risk criteria,
c. identification, assessment and communication of risks throughout product realization,
d. identification, implementation and management of actions to mitigate risks that exceed the defined risk acceptance criteria, and
e. acceptance of risks remaining after implementation of mitigating actions.

See procedure QS-PR-028 Risk Management for more information Risk Management and the use of FMEA (Failure Mode and Effects Analysis).
7.1.3 Configuration Management
Configuration management consists mostly of unique Part Numbers assigned to product by both the manufacturer and Mouser. If a part materially changes the manufacturer will sell the product to Mouser with another unique part number assigned by the manufacturer. Customer assigned part numbers are verified and assigned at time of the order for recording on documents to the customer. Customer part numbers are not part of Configuration Management.

The assembly of component kits are subject to Configuration Management. See procedure QS-PR-027 Configuration Management.

Life-Cycle of products is also part of configuration management. See procedure PTOP-PR-037 Part Number Entry for part number entry. See procedure PTOP-PR-035 Part Number Lifecycle and Discontinuation for Lifecycle.

7.1.4 Control of Work Transfers
Mouser performs limited work transfers through sub-contracted suppliers. See procedure QS-PR-022 Control of Work Transfers for more information.

7.2 Customer-Related Processes

7.2.1 Determination of Requirements Related to the Product
Basic customer requirements, specific manufacturer and part number, quantity, and delivery service are selected by the customer at the time the order is requested. Post-delivery activity consists of product returns and customer-initiated Corrective Actions.

Product specific requirements such as ESD, Packaging, etc. are met through process control even when not stated by the customer.

All applicable statutory and regulatory requirements, such as hazardous material, will be met.


Any additional requirements considered necessary will be addressed at the time the order is placed by the customer. Customer requirements arising after order placement will be handled on a case-by-case basis.

7.2.2 Review of Requirements Related to the Product
Mouser receives request from customers to purchase product via two distinct processes. These are through our website and through our sales offices.

a. Website Orders - The review of customer requirements through the website is limited to customer selections on the website. Detailed information is provided through the website for the customer to make decisions on meeting their requirements and assessing their risk. If the customer has more specific requirements they will need to contact a sales office directly and make their requirements available to the sales office for review and acceptance.
**b. Sales Office Orders** – When customers make their requirements available to Mouser though our Sales Office, Mouser will review those requirements for acceptance and risks. Members of Sales will review the requirements to ensure they are defined and understood. If a requirement needs clarification or a risk is identified the customer will be contacted for guidance on processing the customer’s order.

If customer has no documented requirement the member of Sales will review the requirement as the order is placed in the system and make the customer aware of any requirements which cannot be accepted by Mouser. If the customer changes the requirements this will be reviewed against the previous requirement and any document amended. These amended requirements will be communicated to relevant Mouser employees. The record of the acceptance of an order or quote with requirements is recorded by placing the quote or order on the system and executing the quote or order.

d) Special requirements of the product are normally pre-determined by Product Management and the Warehouse. The special requirements are either coded into systems or documented in work instructions.

See Sales and Quote procedures for more detail on these processes.

Risk may include obsolescence, end of life, shelf life, transportation issues and others.

7.2.2.1 If the customer calls back to change the order, provisions are provided to update the Mouser Business System and if the order is in the warehouse, notify the warehouse of the change. See procedure SASV-PR-071 Order Updates and Cancellations.

7.2.3 **Customer Communication**

   a. Mouser maintains a comprehensive website. Product specifications in electronic files are available on the website.

   b. Mouser produces print catalogs.

   c. Mouser’s Business System e-mails customers when an order is confirmed, an order has shipped and when a new order does not ship on time.

   d. Customers can contact us via phone, e-mail, chat, fax, and mail.

   e. Customers are encouraged to provide feedback to Mouser. Customer complaints are handled through the Sales Department. See procedure SASV-PR-002 Customer Correspondence.

   f. Surveys are used to measure customer satisfaction.

7.3 **Design and Development**

As a distributor, Mouser does not design any of the products it sells. (See exclusions listed in section 4.2.2.2)
7.4 Purchasing

7.4.1 Purchasing Process
Mouser is an Authorized Distributor for the products distributed. Mouser purchases semiconductors, electronic components, supplies, and equipment for resale from manufacturers or their authorized distributors. Mouser does not manufacturer. Mouser is responsible for the conformance of the products we sell. This includes product from sources defined by the customer, as applicable. Asset Management is responsible for the management of the purchasing process.

a. Mouser maintains a register of suppliers which includes their approval status. For suppliers that provide new products Mouser resells, the scope of approval will be for product selection and distribution according to contract with the supplier. Scope of approval for other suppliers that affect quality requirements of the QMS will be defined in QS-PR-017 Outsourced Processes.

b. Supplier performance is reviewed periodically. The results of these reviews will be used to determine the implantation of controls such as corrective action. See procedure PTOP-PR-040 Supplier Re-evaluation for detail on this process for suppliers that provide new products Mouser resells. For other suppliers that affect quality requirements of the QMS see QS-PR-017 Outsourced Processes.

c. Mouser has defined the actions to be taken when a supplier fails to meet requirements. See procedure PTOP-PR-040 Supplier Re-evaluation detail on this process for suppliers that provide new products Mouser resells. For other suppliers that affect quality requirements of the QMS see QS-PR-017 Outsourced Processes.

d. Mouser will ensure where required that Mouser and all applicable suppliers use customer-approved special process sources.

e. Mouser has defined the process, responsibilities and authority for the approval of suppliers and any subsequent changes in their approval status. Control of the use of these suppliers is accomplished by their approval status controlling a systems based purchasing process. See procedures PTOP-PR-046 New Supplier Evaluation and Approval and PTOP-PR-040 Supplier Re-evaluation. For details on processes that regulate suppliers providing product for resells. For other suppliers that affect quality requirements of the QMS see procedure QS-PR-017 Outsourced Processes.

f. Risk with a supplier is determined and managed through above referenced procedures in section e.

g. Mouser has implemented controls to prevent the purchase of counterfeit and suspected unapproved parts in accordance with aerospace standard AS6496. See procedure QS-PR-024 Anti-Counterfeit Control Plan for more details.

7.4.2 Purchasing Information
Purchasing information describes the product to be purchased. For products Mouser resells this requires only an accurate manufacturer or supplier part number.

The following requirements are flowed down to suppliers at Mouser:

a. requirements regarding the need for the supplier to notify Mouser of nonconforming product, obtain Mouser approval for nonconforming product disposition, notify Mouser of
changes in product and/or process definition, changes of suppliers, change of manufacturing facility location and, where required, obtain Mouser approval, and flow down to the supply chain the applicable requirements including customer requirements,

b. records retention requirements,

c. right of access by Mouser, the customer and regulatory authorities to the applicable areas of all facilities, at any level of the supply chain, involved in the order and to all applicable records, and

d. requirements for a certificate of conformity.

e. DPAS prioritization of an order.

The following requirements will be addressed as needed.

e. Requirements for Mouser approval of the product or service, procedures, processes and equipment.

f. Requirements for qualification of personnel.

g. Requirements for Quality Management System.

h. Requirements for the identification and revision status of specifications, drawings, process requirements, inspection/verification instructions and other relevant technical data.

i. Requirements for design, test, inspection, verification, use of statistical techniques for product acceptance and related instructions for acceptance by the organization.

j. Requirements for test reports and/or airworthiness certificate.

7.4.2.1 Purchasing requirements are reviewed prior to being communicated to the supplier. See procedure PTAM-PR-002 Product Purchasing.

7.4.2.2 Purchasing information on other supplies and services that affect quality requirements of the QMS will describe the supplies or services in terms familiar to the supplier. Employees purchasing these supplies and services will, as needed, document and communicate any Mouser or Customer requirements. See procedure QS-PR-017 Outsourced Processes.

7.4.3 Verification of Purchased Product

Mouser performs incoming inspection on product purchased for resale. Inspection consists of verification of count, kind, documentation and condition against packing list, Mouser's Purchase Order and if needed, work instructions. Mouser is a dock-to-stock distributor. Except for Lead Acid batteries, Mouser performs no testing or measurement on products for resale.

Mouser has no intentions of verifying product at the supplier's premises.

7.4.3.1 Product and services purchased from sub-contracted suppliers will be verified by the process owner per their local procedures. See procedure QS-PR-017 Outsourced Processes for details on these processes.
7.5 Product and Service Provision

7.5.1 Control of Production and Service Provision
Production of individual orders is planned by the entering of customer requirements into the computer system. This system along with procedures and approved equipment will control production. See Sales and Operations procedures for more detail on these processes. Additionally controlled conditions will include the following, as applicable:

a. the availability of information that describes the characteristics of the product,
b. the availability of procedures and work instructions, as necessary,
c. the use of suitable equipment,
d. the availability and use of monitoring and measuring equipment,
e. the implementation of monitoring and measurement,
f. the implementation of product release, delivery, and post-delivery activities,
g. accountability for all product (e.g., parts quantities, split orders, nonconforming product),
h. evidence that all operations have been completed as planned, or as otherwise documented and authorized,
i. provision for the prevention, detection and removal of foreign objects,
j. monitoring and control of utilities and supplies (e.g., water, compressed air, electricity, chemical products) to the extent they affect conformity to product requirements, and
k. criteria for workmanship, specified in the clearest practical way (e.g., written standards, representative samples, illustrations)

7.5.1.1 Production Process Verification
Mouser only produces Engineering Components Kits that are subject to First Article Inspection. Each time a kit is developed the process and the first Kit will be verified through inspection.

7.5.1.2 Control of Production Process Controls
Process Owners are responsible for ensuring control over Processes, as per QS-PR-014 Process Control Procedure

7.5.1.3 Control of Production Equipment, Tools and Software Programs
Mouser uses many kinds of equipment, tools and software systems to produce an order that conforms to the customer’s requirement. The warehouse maintains the infrastructure of conveyer systems, lift vehicles and other equipment through warehouse and preventive maintenance processes. Enterprise software is maintained and controlled through IS processes.

7.5.1.4 Post-Delivery Support Service
Mouser will gladly support any request by an end customer for Failure Analysis. We will work with the customer and manufacturer to get the customer an answer. Mouser also will perform 8D-Corrective Actions at the request of the end customer.

7.5.2 Validation of Processes for Production and Service Provision
Mouser has two processes which require validation at Mouser. They are Electro-Static Discharge (ESD) Product Handling and Moisture Sensitive Level (MSL) Product Handling.
Validation of these processes is in accordance with QS-PR-015 ESD Control Program and WHOD-PR-040 MSL Supplier Dry Cabinet Validation Process. Neither can be verified before use by the customer.

7.5.3 Identification and Traceability
Mouser identifies the product throughout the product realization process. There are no requirements for monitoring and measurement.

**Identification** - Customer orders are identified in the system by assigning a sales order number. Parts to be included on the order have unique part numbers as described in 7.1.1 Configuration Management. This identification of configuration is maintained throughout the processing of the customer’s order and in the case part number configuration management throughout the life of any record kept.

**Traceability**

a. Customer orders are traceable in Mouser’s Business System for retention period defined in QS-PR-008 Record Control.

b. Product at the part number level is traceable to the manufacturer and normally Lot and/or Date Code level also. Customers can require Lot and/or Date information which will be collected, stored and printed on pack list and product labels when available.

Product identification and traceability is maintained using bar-code labels from Receiving to the warehouse shelf. From the shelf to the customer the identification and traceability is controlled and recorded on product labels.

**Acceptance authority** is controlled by user ID and password on Mouser Business System. Assigned stamps are used in Receiving for acceptance of incoming products. Both are controlled by IT and Receiving procedures.

7.5.4 Customer Property
Customer Property at Mouser is limited to Customer Personal Data under PCI Compliance.

7.5.5 Preservation of Product
Mouser preserves the conformity of products during internal processing and final delivery. This preservation includes identification, handling, packaging, storage, and protection.

a. **Identification** - All products Mouser distributes are identified with Mouser’s part number, the manufacturer’s part number, or other identifying codes. This identification is recorded at a minimum on the packaging containing the product. When product is repackaged, the package is labeled with the part number.

b. **Handling** - Product is handled in a manner to prevent physical and electrical damage. Electro-Static Discharge (ESD) and Moisture Sensitive Level (MSL) are taken into consideration as required. Only authorized Warehouse, Products, Tech Sales, and Quality employees handle product. Hazardous products are managed and handled per specific warehouse procedures.

c. **Packaging** - Packaging is performed in accordance with written procedures. Whenever possible, material is kept in the manufacturer’s original packaging. Standard packaging methods minimize shipping damage to the product while in transit to the customer facility. ESD parts are packaged in ESD protective material and labeled as
such. MSL parts are packaged with MSL protection and precautions when required by customers. Packaging requirements will mitigate risk of Foreign Object Damage (FOD).

d. **Storage** - Material is stored in individual bin locations. The storage areas are clean, neat, and temperature-controlled to the extent necessary to minimize lead contamination and ESD. The condition of products is assessed during the cycle count process. Receipt and withdrawal of inventory is controlled and maintained to assure effective storage of the inventory. All materials with a specified shelf life are controlled to assure their use within the specified period or disposal outside the specified period.

e. **Protection** - Where necessary product is protected from ESD and with MSL precautions.

f. **Cleaning** – Mouser sells new products that do not require cleaning.

g. **Foreign Object Damage (FOD)** – Warehouse employees are trained to detect and remove foreign objects.

h. **Sensitive Devices** – ESD is considered sensitive see above. When identified by the supplier additional sensitive products will be controlled as specified by the supplier.

i. **Safety warnings** – Markings and labels to this effect are applied by the supplier and Mouser will take precautions to preserve these markings and/or labels.

j. **Shelf-Life** – Mouser tracks shelf-life and controls available life on in-stock products.

k. **Stock Rotation** – Mouser actively participates in supplier allowed stock rotation.

l. **Hazardous materials** – Mouser has processes in place to handle hazardous materials and products.

### 7.6 Control of Monitoring and Measuring Equipment

Monitoring and Measuring Equipment is defined as Test Measurement and Diagnostic Equipment (TMDE), a device used to measure a parameter critical to a decision affecting the meeting of customer requirements. Mouser has determined when and where TMDE is needed based upon the necessary measurements to be made and the amount of accuracy required. The Director of Quality is responsible for administering the TMDE program. See procedure **QS-PR-012 TMDE Program** for more details.

#### 7.6.1 Procedures describe and control the use of TMDE. Employees using TMDE will be trained to use it properly, if necessary.

#### 7.6.2 Mouser maintains a register of TMDE.

#### 7.6.3 TMDE is calibrated and re-calibrated at specified intervals. Calibration is performed both by external calibration organizations and in-house personnel identified to perform specific calibrations. Calibrations will be traceable to nationally recognized measurement standards. Intervals for re-calibration will be set to ensure intolerance performance for the duration of the interval. The Director of Quality will select the calibration organization.

#### 7.6.4 TMDE will have a calibration label. The label will identify the equipment, the date calibrated and the date due calibration. The TMDE will have a calibration certificate which will be kept on file as part of the equipment's calibration record.

#### 7.6.5 TMDE that is adjustable may be sealed using void if broken seals to safeguard it from
adjustment which invalidate the results of the measurement.

7.6.6 TMDE is stored and used in controlled environments. Preventive maintenance other than re-calibration is performed as needed per OEM procedures.

7.6.7 Personally owned TMDE to perform work effecting quality is not allowed at Mouser.

7.6.8 When TMDE is discovered to be out of tolerance the Director of Inbound and Overnight Operations will evaluate the validity of previous measurements and take appropriate actions.

7.6.9 TMDE at Mouser is not controlled by separate software.

7.6.10 Mouser maintains a TMDE Recall process. See procedure QS-PR-012 TMDE Program for more details.

8.0 Measurement, Analysis and Improvement

8.1 General
Mouser plans and implements the monitoring, measurement, analysis, and improvement processes needed to demonstrate meeting product requirements. See section 8.2.4.

8.1.1 Mouser plans and implements the monitoring, measurement, analysis, and improvement processes needed to ensure the Quality Management System meets requirements. See section 8.2.3.

8.1.2 Mouser plans and implements the monitoring, measurement, analysis, and improvement processes needed to continually improve the effectiveness of the Quality Management System. See section 8.4.

8.1.3 Quality System measurements are described procedure QS-PR-006 Quality Measurements.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction
Mouser utilizes survey results to monitor customer perceptions as to whether Mouser has met customer requirements; and survey and reports to measure customer satisfaction. The evaluation of customer satisfaction will include order accuracy, defective product rates, on-time delivery performance, customer complaints and corrective action requests. Results are reviewed in Management Review. See QS-PR-006 Quality Measurements for more detail.

8.2.2 Internal Audit
Mouser has implemented and maintains an Internal Audit Program. The responsibilities and requirements for planning and conducting audits and for reporting results and maintaining records are defined in procedure QS-PR-005 Audit Procedure.
8.2.2.1 The objective of the Internal Audit program is to ensure the Quality Management System:

- conforms to the planned arrangements described in procedures and plans
- conforms to SAE AS9100C/ISO 9001:2008 and other standards
- conforms to the Quality Management System requirements set by Mouser - See section 4.0
- is implemented and effective
- is maintained

8.2.2.2 Internal audits are conducted at planned intervals according to the Internal Audit Schedule or according to customer contractual requirements. Audits are planned based on the status and importance of the process and area to be audited, as well as previous audit results. The audit criteria, scope, frequency, and methods will be defined.

8.2.2.3 Internal auditors are trained and qualified. Internal auditors will be selected by the Director of Quality. The selection of auditors and conducting of audits will ensure objectivity and impartiality of the audit process. Auditors will not audit their own work.

8.2.2.4 Findings found during Internal Audits will have an 8-D Corrective Action opened.

8.2.2.5 When processes require self-audits the process owner will plan and conduct these audits according to their process procedures. Records of these audits will be kept.

8.2.3 Monitoring and Measurement of Processes

Mouser monitors and measures key processes which indicate the effectiveness of the Quality Management System. Key processes are the processes identified in the process map see appendix A. Key Processes will have Process owners. Key Processes will have turtle diagrams and FMEA for Risk. Process owners are responsible for analysis of the effectiveness of their processes and will document this analysis and retain as a Quality Record. Appropriate corrective or preventive action will be taken when planned results are not achieved.

In the event of process nonconformity, Mouser will:

a. take appropriate action to correct the nonconforming process,

b. evaluate whether the process nonconformity has resulted in product nonconformity,

c. determine if the process nonconformity is limited to a specific case or whether it could have affected other processes or products, and

d. identify and control any nonconforming product.

8.2.4 Monitoring and Measurement of Product

Mouser is an authorized distributor, products as parts are purchased through an authorized supply chain and therefore Mouser does not need to make actual specification specific measurements on the products. These products are monitored for count, kind and condition throughout the product realization processes.
8.2.5 Evidence of Conformity

Mouser is a manufacturer Authorized Distributor. Evidence of conformity is kept on file and available to the customer when requested. Mouser’s pack list also contains a certification affirming this conformity which should meet customer requirements when purchasing from an Authorized Distributor.

When orders are split, such as backorder, each shipment is considered a separate invoiced order with separate pack list. Backordered products are indicated on the pack list.

8.3 Control of Nonconforming Product

Mouser will ensure that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. Non-conforming product at Mouser is defined as one of the following:

- Components, Parts, Equipment or Supplies intended for resale or distribution which have been identified by a customer or supplier as being defective in any way.
- Suspected or confirmed Counterfeit or Unapproved Components, Parts, Equipment or Supplies as defined in AS6496.
- Components, Parts, Equipment or Supplies returned from the customer.
- Components, Parts, Equipment or Supplies which have lost traceability to Mouser’s computer systems.
- Components, Parts, Equipment or Supplies which have been scheduled for scrap as part of a stock rotation action.

8.3.1 Procedure QS-PR-007 Nonconforming Product Control defines the controls and related responsibilities and authorities for dealing with nonconforming product, the responsibility and authority for the review and disposition of nonconforming product, and the process for approving personnel making these decisions. The nonconformity procedure will also address re-verification and containment, if necessary.

8.3.2 Disposition of Nonconforming Products at Mouser are limited to:

- Scrap
- Rejection for return to the supplier
- Rejection for revalidation by the manufacturer
- Submittal to customer for “USE AS IS” disposition

Mouser acknowledges it has no authority to rework or repair product except MSL product refresh.

8.3.3 When product is recalled by the supplier or nonconforming product which has already shipped to the customer is identified as nonconforming, the Product Recall process will be initiated per procedure by Products. Customers will be notified in a timely manner. See procedure PTAM-PR-015 Product Recall and QS-PR-011 Product Recall in Quality for details.

8.3.4 Nonconformity records will be maintained in accordance with the nonconformity procedure
and procedure QS-PR-008 Record Control.

8.3.5 Product dispositioned for scrap is positively controlled until it can be sent to a recycler and rendered unusable. See WHSA-PR-016 Turtle Diagram Scrap

8.4 Analysis of Data
Mouser determines, collects, and analyzes data to demonstrate the continuing suitability and effectiveness of Mouser's Quality Management System. Analysis is performed on measurements previously discussed in this Quality Manual and developed within the Quality Management System. A comprehensive list of these measurements is maintained by the Management Representative. These measurements are also reviewed in Management Review. See procedure QS-PR-006 Quality Measurement for details.

8.5 Improvement

8.5.1 Continual Improvement
Mouser continually improves the effectiveness of the Quality Management System by using the Quality Policy, Quality Objectives, Audit Results, Management Review, Corrective and Preventive Actions, and any other appropriate analysis of data. Mouser will seek out improvement opportunities. See procedure QS-PR-014 Process Control Procedure for details.

8.5.2 Corrective Actions
Mouser maintains a comprehensive Corrective Action Program for the Quality Management System. See QS-PR-002 8-D Corrective Action Program for details of the Corrective Action Program.

8.5.3 Preventive Action
The Preventive Action program is designed to detect, analyze, and eliminate causes of potential nonconformities. All steps of the Preventative Action will be recorded and all Preventative Action plans will have their effectiveness evaluated in accordance with procedure QS-PR-003 Preventive Action Program.
Appendix A: Process Map

Process Map of the processes of the QMS with their sequence and interaction.

**Customer**
- Order to Customer
- Requirements and Feedback from Customer

**Sales Process**
- Quote Process - Key
- Order Entry Process - Key
- Customer Feedback Process

**Fulfillment Process**
- Receiving Process - Key
- Returns Process - Key
- Stocking Process - Key
- Pulling Process - Key
- Stock Assurance Process - Key
- Inspection Process - Key
- Sortation & Consolidation - Key
- Shipping Process - Key
- Preventive Maintenance Process - Key
- Calibration Process - Key
- Scrap Process - Key

**Products Process**
- Supplier Selection and Evaluation Process - Key
- Supplier Re-Evaluation Process - Key
- Part Number Maintenance Process - Key
- New Product Introduction (NPI) Process - Key

- Disposition of Non-Conforming Products
- Stock Rotation Request

**Products Support Process**
- Replenishment Process (Purchasing) - Key
- Expediting Process - Key
- Supplier Returns Process - Key

**Applied throughout the Quality Management System**

- Resources Management Process
  - Training Process

- Monitor/Measurement Process
  - Customer Satisfaction Process
  - Internal Audit Process
  - PPM Metrics Process
  - Shipping Delivery Measurement Process

- Management Process
  - Management Review Process
  - Risk Management Process
  - Corrective Action Process
  - Preventive Action Process
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Appendix B: Organizational Chart

Glenn Smith
President & CEO

Barry McConnell
Senior VP of Products

Pete Shopp
Senior VP of Business Operations

Steve Newland
Senior VP of America Sales

Mark Burr-Lonnnon
Senior VP of EMEA/APAC Business Development

Raju Shah
Senior VP of Information Services

Kevin Hess
Senior VP of Marketing

Hayne Shumate
Senior VP of Internet Business

Scott Brown
VP of Finance

Tracey Mellenthin
VP of Human Resources

Todd McAlee
VP of Business Development

Chuck Amsden
Director of Quality
# Appendix C: Quality Manual Revision History

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<th>Description</th>
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<td>Original</td>
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<td>Chuck Amsden</td>
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<tr>
<td>5/30/04</td>
<td>A</td>
<td>Changes to 1.0 para 2. Added Appendix A. Added when required to 4.1.2, Added procedure ref. 4.2.1d. Added resourcing to 5.1. Revised Quality Objective to “High”, 5.4.1, changed frequency of management review, 5.6.1. Total revision of 7.1. Included Mail and email to 7.2.2. Define responsibility, 7.4.1. Added 7.4.2.2. Revised 7.5.3. Added 8.1.3 on Quality Measurement procedure. Expanded 8.2.2.1. Added audit criteria, scope, freq. and methods to 8.2.2.2. Revised 8.2.2.4. Added goals to 8.2.3. Added 2nd sentence to 8.2.4. Added procedure ref. to 8.5.3. Revised Appendix B to be Product Realization flow</td>
<td>Glenn Smith</td>
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<td>7/12/04</td>
<td>B</td>
<td>Deleted exclusion for 7.5.2. Revised Appendix A and B for accuracy. Revised to WCS, deleted pick list.</td>
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<td>8/10/04</td>
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<td>Deleted ref. to appendix A in 4.1 a and b. Removed “general” from last sentence of section 4.2.2. Changed Ref on Appendix. Corrected number error, section 4.2.2.2. Revised Quality Policy, section 5.3. Added records to 7.1. Revised 8.3 to reference single procedure. Added reference to Product Recall process, section 8.3.3. Deleted appendix B. Revised appendix A.</td>
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<td>Revised Appendix A to Process Map.</td>
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<td>9/14/04</td>
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<td>Revised 7.4.1b to remove approved supplier list.</td>
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<td>10/15/04</td>
<td>F</td>
<td>Added detail on out sourcing, section 4.1.2. Added procedure references throughout manual. Removed all ref. to work instructions. Added Org Chart, 4.2.2. Updated Scope of Quality System, 4.2.2.1. Added Mkt&amp;Bis Devlp Dept Head to Quality Council and updated title on two, 5.1. Added 7.6.7 and 7.6.8 on Calibration. Revised 8.2.2.3 to clarify.</td>
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### Revised section 8.3.2 to better align with standard.
Revised Org Chart, appendix B, to add Tim Sanghera as Vice President of Marketing Sales.

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<td>11/15/05</td>
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<td>Revised section 8.3.2 to better align with standard. Revised Org Chart, appendix B, to add Tim Sanghera as Vice President of Marketing Sales.</td>
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### Appendix C: Quality Manual Revision History (continued)

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<td>3/21/07</td>
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<td>Updated Introduction, section 2.0. Revised Mission Statement, section 3.0. Designated Warehouse Manager to review out of tolerance TMDE, Section 7.6.7. Changed Quality Assurance to Returns in Receiving on the Process Map, Appendix A. Added IT Department Head to Organizational Chart Appendix B.</td>
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<td>9/14/07</td>
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<td>Updated page numbers for Appendix B and Appendix C in Table of Contents. Changed Position Qualifications to Job Qualifications, section 6.2.2. Changed Warehouse Manager to Logistics Manager, section 7.6.7. Changed Quality Manager to Director of Quality throughout.</td>
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<td>8/25/08</td>
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<td>Updated titles on Quality Council, 5.1. Updated title of Export system, 7.2.1. Updated 7.2.3. a for U.S. catalog x4/yr. Updated 7.2.3.e to include managers on website. Deleted procedure reference (last sentence) 7.5.5.d. Updated Appendix B: Organizational Chart.</td>
<td>Glenn Smith President</td>
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<td>9/25/09</td>
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<td>Revised to ISO 9001:2008 throughout. Revised Quality Policy and Objectives. Removed exclusion for Customer Property. Updated 7.5.5.c and .d to include MSL. Changed “Void If Broken” to void if broken, section 7.6.4. Changed potential causes of non-conformities to causes of potential non-conformities.</td>
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<td>1/26/11</td>
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<td>Added language describing growth in 2.0. Added &quot;and other standards&quot; in 4.1. Added &quot;and other standards&quot; in 4.1.1. Changed language to better align with standard in 4.2.1.c. Added &quot;and other standards&quot; in 4.2.1.c. Added &quot;and other standards&quot; in 4.2.1.d. Edited title of QS-PR-004 in 4.2.3. Added &quot;developing&quot; in 5.1. Changed &quot;Continual Process Improvement&quot; to &quot;Continual Improvement of Services and Processes&quot; in 5.4.1. Added to end &quot;Procedure QS-PR-014 Process Control procedure describes requirement for Process Control.&quot; in 5.4.2. Changed employee to active employee in 6.2.2.d. Updated multiple procedure titles in 7.1.3. Updated QS-PR-010 procedure title in 7.2.1. Added &quot;an order is confirmed&quot; in 7.2.3. Deleted statement, &quot;Mouser publishes the e-mail addresses of its managers on Mouser's website.&quot; in 7.2.3.e. Update title of QS-PR-024 in 7.4.1.g. Changed &quot;AS5553&quot; to &quot;AS6496&quot; in 7.4.1.g. Update procedure PTOP-PR-059 to PTAM-PR-002 in 7.4.2.1. Added &quot;DPAS prioritization of an order&quot; in 7.4.2.e. Removed statement, &quot;See WHRV (Receiving) procedures for more details.&quot; in 7.4.3. Changed to &quot;Process Owners are responsible for ensuring control over Processes, as per QS-PR-014 Process Control Procedure&quot; in 7.5.1.2. Added &quot;end&quot; to customer in 7.5.1.4. Added &quot;and in-house personnel identified to perform specific calibrations&quot; in 7.6.3. Changed &quot;is&quot; to &quot;may be&quot; in 7.6.5. Added &quot;to perform work effecting quality&quot; in 7.6.7. Added &quot;and other standards&quot; in 8.2.2.1. Changed AS5553 to AS6496 in 8.3. Added &quot;except MSL product refresh&quot; in 8.3.2. Updated procedure PTOP-PR-011 to PTAM-PR-015 and added &quot;and QS-PR-011 Product Recall in Quality&quot; in 8.3.3. Changed Scrap Control Process to WHSA-PR-016 in 8.3.5. Updated QS-PR-014 procedure title in 8.5.1. Updated QS-PR-002 procedure title in 8.5.2. Edited Key Processes list in Appendix A: Process Map. Updated personnel in Appendix B: Organization Chart. Edited formatting and corrected punctuation/grammar throughout in Entire document.</td>
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