Quality Management Manual

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Revision History

Rev.	DCN#	Reason for Change	Effective Date
1.0	0002	Initial Release	9/11/06
2.0	0067	Rewrite for ISO 9001:2008	6/9/11
3.0	0112	Update of Procedures after ISO Internal Audit	8/19/2011
4.0	0117	Update Appendix A and minor edits from Internal Audit system changes	8/24/2011
5.0	0121	Update Appendix A, Org Chart and added back exemption 7.5.1	9/7/2011
6.0	0139	Update Organizational Chart	10/04/11
7.0	0159	Correct Numbering and add triggers for failure to meet goals	1/9/12
8.0	0165	Updated Approvers List	5/23/2012
9.0	0211	Added ISO 14001 requirements for an integrated system	9/22/2014
10.0	0265	The scope of the IMS was changed	10/28/14
11.0	0269	Correcting the numbering after integration changes	11/6/2014
12.0	0320	Total rewrite for AS 9100rev D-Removal of EMS requirements	05/31/2017

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Distribution List:	Company-wide	**Other Documents Affected by Change:**	N/A

Table of Contents

1.0 General

The design and implementation of the Tekmos' QMS is influenced by the organizational strategic direction, changes in that environment and the risks associated with that environment, its varying needs, the particular objectives, the product it provides, the processes it employs and its size and organizational structure. Tekmos promotes the adoption of a process approach and risk-based thinking when it develops, implements and improves the effectiveness of the QMS .

The model of our process approach for delivery of product can be seen in Figure 1

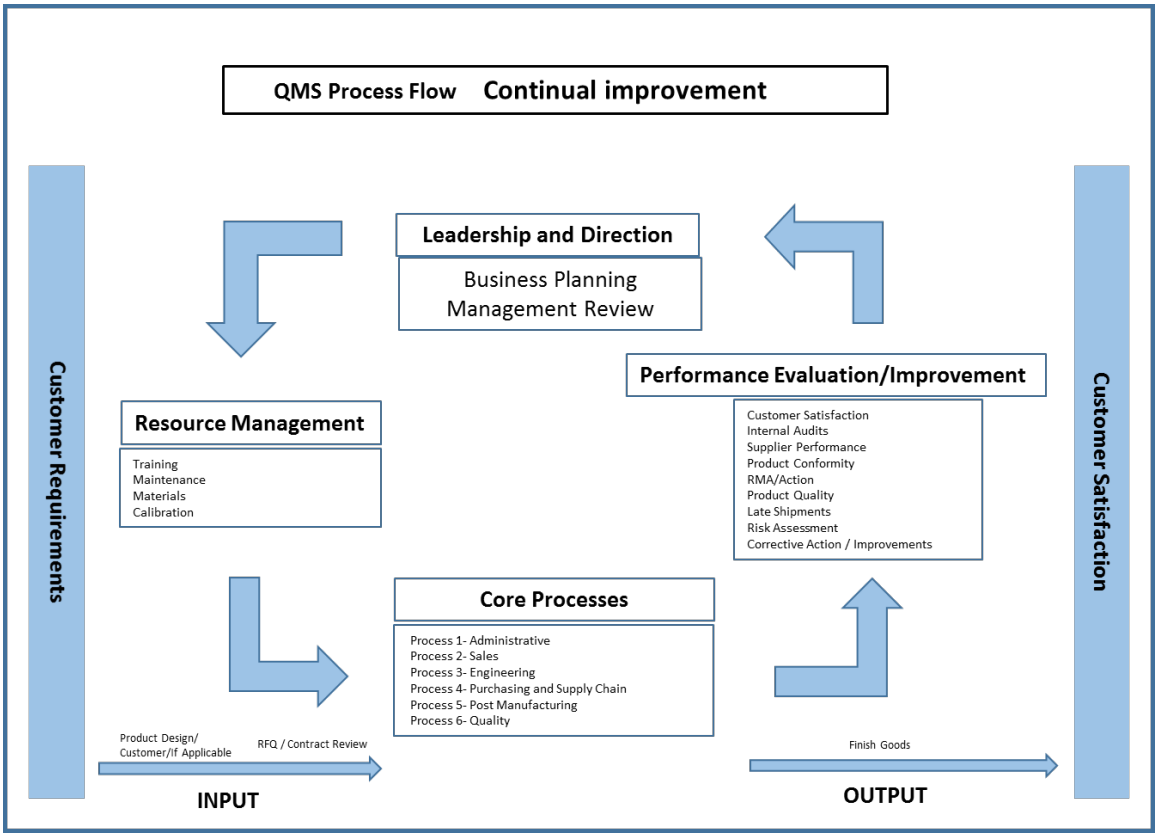


Figure 1: Tekmos Process Flow

1.1 Purpose

Tekmos provides a coordinated and systematic approach for delivering quality products on time. Tekmos has:

a. determined the processes needed for the quality management system including their applications throughout the organization
b. determined the sequence and interaction of these processes
c. determined the criteria and methods needed to ensure that both the operation and control of these processes are effective
e. ensured the availability of resources and information necessary to support the operation and monitoring of these processes
f. measured, monitored and analyzed these processes
g. implemented actions needed to achieve planned results and continual improvement of these process

Tekmos manages these processes in accordance with the requirements of ISO 9001:2015 and AS 9100 rev D

Where processes that affect product conformity to requirements are outsourced, the type and extent of control to be applied to these processes defined within the quality management system.

1.2 Applicability of ISO 9001/AS 9001

This manual serves as an overall guideline supporting operating policies and procedures affecting product and/or service quality. Additionally, this document provides an overview of Tekmos' QMS for employees, customers, and suppliers, regulatory bodies and other relevant interested parties.

1.3 Mission

1. Tekmos, Inc., headquartered in Austin, Texas, is a provider of ASICs, microprocessors, and standard parts. Our corporate mission is:

"It is the mission of Tekmos to satisfy our customers by producing designs and products that meet or exceed our customers' specifications without adversely impacting the environment."

In support of achieving this mission, every individual at Tekmos shall be responsible and accountable for the quality of their own work. All specifications throughout Tekmos will have specific records, responsibilities, and process steps pertaining to the individual processes outlined. Tekmos has established a culture promoting the utilization of quality principles including continuous quality improvement with benchmarks focusing on customer satisfaction and conformance to requirements.

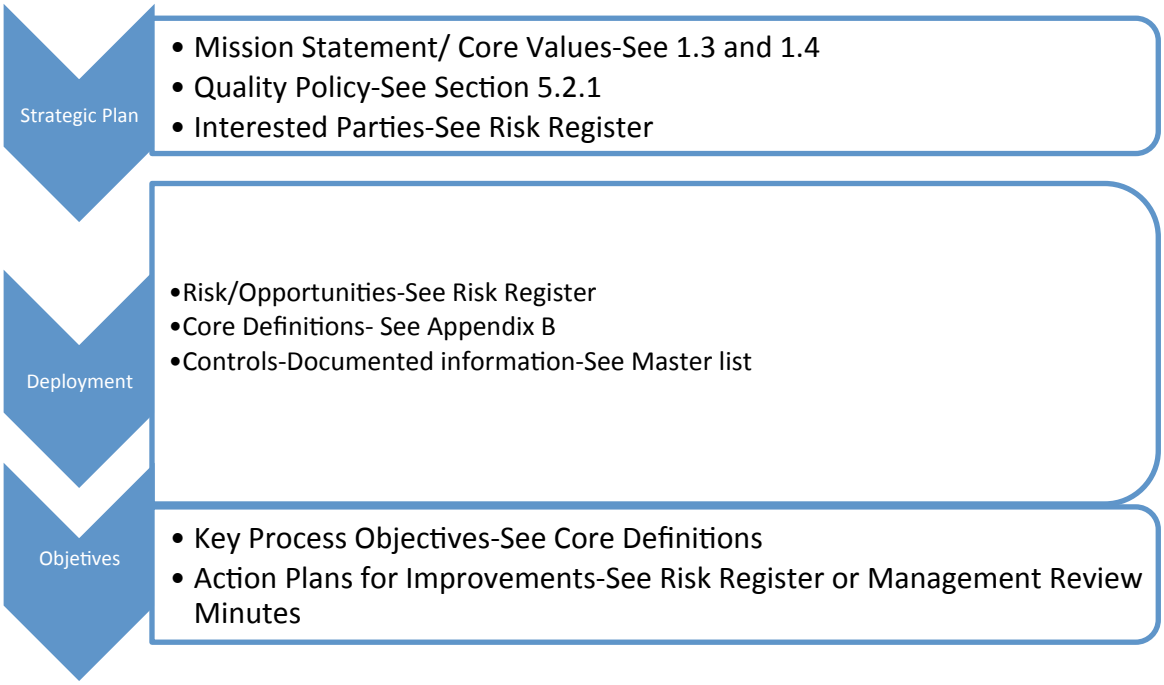
1.4 Core Values:

1. Tekmos' goal is to be the service and quality leader for the customers we serve. Quality and reliability begins during design and/or development of our products and continues throughout the product's life cycle.
2. Quality is defined clearly, in measurable terms, beginning at executive levels, and is disseminated to all Tekmos employees. Targets are set in focus areas for continuous improvement with appropriate training to assure success.
3. Our supplier/partners are a key part of our quality process. Clear expectations are set, measured, and achieved. Quality measurement and achievement are formal factors in reviews, rewards, and recognition with our suppliers/partners.

1.5 Strategic Direction

- Markets- Focus on high reliability markets; Military, Aerospace, Medical, Industrial, and Oil.
- Capability-Increase mixed signal capability, and supporting newer technologies.
- Corporate- Position for acquisition.
- Product- RISC V processor.

A visual conception of our context of organization can be seen below.



1.6 Terms & Definitions

EQB: Executive Quality Board is represented by the Director of Quality and the Director of Operations. The EQB reports to the President, and assists and coordinates with any other required functional area directors or managers.

Critical Items-Those items (e.g., functions, parts, software, characteristics, processes) having significant effect on the provision and use of the products and services' including safety, performance, form fit, function, producibility, service life, etc.; that require specific actions to ensure they are adequately managed.

Counterfeit parts-A product produced or altered to imitate or resemble a product without authority or right to do so, with the intent to mislead or defraud by passing the imitation as original or genuine.

Key Characteristic- An attribute or feature whose variation has an significant effect on product fit, form, function, performance, service life, or producibility, that requires specific actions for the purpose of controlling variation.

Nonconformity - Non-fulfillment of a requirement.

Procedures - Specified way to carry out an activity or a process.

Process - Set of interrelated or interacting activities, which transforms inputs into outputs.

NOTE: Inputs to a process are generally outputs of other processes.

Product Safety- The state in which a product is able to perform to its designed or intended purpose without causing unacceptable risk of harm to persons or damage to property

Special Process - A process where conformity of the resulting product cannot be readily or economically verified.

Special Requirements- Those requirements identified by the customer, or determined by the organization, which have high risks of not being met, thus requiring their inclusion in the operational risk management process. Factor used in the determination of special requirements include product or process complexity, past experience, and product or process maturity. Examples of special requirements include performance requirements imposed by the customer that at the limit of industry's capability, or requirements determine by the organization to be at the limit of its technical or process capabilities.

Suspect Unapproved Part-A product that might not have been or is suspected of not having been produced in accordance with applicable laws and regulations.

System - Set of interrelated or interacting elements.

Traceability - Ability to trace the history, application or location of that which is under consideration.
NOTE: When considering product, traceability can be related to:

a. The origin of materials and parts.
b. The processing history.
c. The distribution and location of the product after delivery.

Validation - Confirmation, through the provision of objective evidence, that the requirements for a specific intended use or application have been fulfilled.
NOTE: The term "validated" is used to designate the corresponding status.

Verification - Confirmation, through the provision of objective evidence, that specified requirements have been fulfilled.
NOTE: The term "verified" is used to designate the corresponding status.

Work Transfer - The transfer of work which can include transfer from one organization facility to another, from Tekmos to the supplier or from one supplier to another supplier.

2.0 Responsibility

1. The primary responsibility of the QMS at Tekmos starts with the President and the EQB. The EQB shall be responsible for assuring that the proposed processes and procedures are implemented and adhered to at all levels of the organization. Tekmos' QMS operates to and in compliance with documentation contained or referenced in this manual. Objective evidence (records) are obtainable from the Document Control database, Design databases, Manufacturing database, and are available for internal audits as well as customer audits.

3.0 Reference

ISO 9000:2015 Quality Management Systems-Fundamentals and vocabulary
AS9100: REV D Quality Management Systems- Requirements for Aviation, Space, and Defense Organizations

4.0 Context of the organization

4.1 Understanding the Organization and its Context

Tekmos has determined the external and internal issues relevant to our purposes and our strategic direction and that affect our ability to achieve our intended results of our QMS. This determination is recorded in our risk register.
The Director of Quality shall be responsible for Quality Systems controls throughout the organization. Tekmos' management system has integrated ISO 9001:2015 quality elements and AS 9100 rev D into this manual for effective manufacturing processes to ensure:

- Customer requirements are determined and fulfilled with the aim of enhancing customer satisfaction

- Internal processes are documented and their subsequent interactions are controlled;
- Support the operation and monitoring of these processes by providing the necessary information;
- Measure and monitor established processes and implement necessary actions to achieve planned results and continual improvement;
- Recommendation and implementation of corrective actions

4.2 Understanding the needs and expectations of Interested Parities

Tekmos has determined who are relevant interested parties are, what issues they might have, what requirements they might have, and any other applicable statutory or regulatory requirements as listed in the risk register. We monitor these are circumstances change and as part of our management review process.

4.3 Determining the Scope of the Quality Management System

Tekmos is a fabless semiconductor company. Most of the product is manufactured by subcontractors (outsourced). Design, testing, packaging, and shipping is performed at Tekmos. All clauses of ISO 9001:2015/AS 9100 rev D are applicable.

4.4 Quality Management System and Its Processes

TEKMOS establishes, documents, implements, and maintains a QMS and continually improves its effectiveness in accordance with the requirements of ISO 9001, AS9100, customer requirements, and regulatory authority requirements as they apply to activities of the business support function.

Tekmos will establish, implement, maintain and continually improve a quality management system, including the processes needed and their interactions, in accordance with the requirements of this International Standard. Our core processes are defined in Appendix B of this manual. Tekmos determines the processes needed for the quality management system and their application throughout the organization, and will:

a) determine the inputs required and the outputs expected from these processes;

b) determine the sequence and interaction of these processes;

c) determine and apply the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes

d) determine the resources needed for these processes and ensure their availability;

e) assign the responsibilities and authorities for these processes;

f) address the risks and opportunities as determined in accordance with the requirements of 6.1;

g) evaluate these processes and implement any changes needed to ensure that these processes achieve their intended results;

h) improve the processes and the quality management system.

To the extent necessary, Tekmos will:

a) maintain documented information to support the operation of its processes;

b) retain documented information to have confidence that the processes are being carried out as planned.

The model in figure 2 depicts the interaction of processes within Tekmos to affect the Continual Improvement of the QMS.

Figure 2: Process interactions

5.0 Leadership

5.1 Leadership and Commitment

5.1.1 General

A. The management of Tekmos recognizes its role in assuring product and service quality meet customer expectations and are compatible with the context and strategic direction of our company . This role includes policy development, training, QMS awareness, corporate measures, recognition, resource allocation, and continuous improvement planning. Management defines, documents, and implements an QMS reflecting the company's quality goals. The Director of Quality assures the system is communicated throughout the company through the operational and strategic planning process.

B. The EQB has overall responsibility for the definition of and compliance to the Quality Policy and quality objectives, which are published annually as part of the Tekmos Strategic Plan. Tekmos management shall review the process regularly (as defined in document control review procedures) for compliance and progress.

C. Tekmos has developed and adopted a Quality System utilizing ISO 9001:2015/AS 9100 Rev D as a key building block. This system is articulated in the QMS manual in terms of major components, expectations, and results-oriented criteria. In turn, they define core processes, support process flows and checklists to assure compliance.

D. Beyond the system-oriented processes, specific key objectives and results are an integral part of the formal planning processes. These two components make up the formal expectations for product and service quality objectives. Tekmos utilizes a number of methods including operation plans, reviews, executive staff meetings, and communication meetings to review measurable performance criteria against expectations.

E. Leadership will engage, direct and support persons to contribute to the effectiveness of the QMS, coach for improvement and support other

management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2 Customer Focus

Customer needs and expectations are determined then converted into requirements and fulfilled with the aim to achieve customer satisfaction and applicable statutory and regulatory requirements. Risks and opportunities will be determined and addressed. Our leadership team will measure product and service conformity and on-time delivery performance. Appropriate action will be taken if planned results are not met. Records of this analysis can be found in our management review minutes.

5.2 Quality Policy

5.2.1 Tekmos has established the Quality Policy as:

Our goal is to provide customer support for existing and newer technologies, deliver reliable product and exceed customer expectations. We will have continual quality improvement while building relations with our suppliers to ensure product integrity.
We will provide high reliability products to military, aerospace, medical, industrial, oil and related industries while positioning the company for future growth.

5.2.2 Communicating the Quality Policy

Tekmos has posted the quality policy throughout the facility, in the lobby and on our web page.

5.3 Organizational Roles, Responsibilities and Authorities

All departments affecting product quality and related activities participate in maintaining the QMS system. The Director of Quality shall be responsible to the EQB for assuring business practices, including changes to, and procedures conform to and operate in accordance with requirements stated in this manual, as well as leading, monitoring, and assessing quality related activities, and at a minimum of twice a year reporting to and advising the EQB on quality matters performance and any recommendations for improvement.

Any action that affects the quality of Tekmos products or services is the responsibility of every employee. This quality responsibility extends to include

our suppliers and/or subcontractors. Roles, and responsibilities and authorities are defined, documented, and communicated in job descriptions and organizational charts. The Director of Quality or an appointed designee shall be Tekmos' *Management Representative* and responsible for all questions or comments regarding the QMS system at Tekmos and have the organizational freedom and unrestricted access to top management to resolve quality issues.

6.0 Planning

6.1 Actions to Address Risks and Opportunities

6.1.1 When planning for the QMS, Tekmos will consider the issues referred to in 4.1 and the requirements referred to in 4.2 and determine the risks and opportunities that need to be addressed to:

a) give assurance that the quality management system can achieve its intended result(s);

b) enhance desirable effects;

c) prevent, or reduce, undesired effects;

d) achieve improvement.

6.1.2 Tekmos will plan:

a) actions to address these risks and opportunities;

b) how to:

1) integrate and implement the actions into its quality management system processes (see 4.4);

2) evaluate the effectiveness of these actions. Actions taken to address risks and opportunities shall be proportionate to the potential impact on the conformity of products and services. See our risk register.

6.2 Quality Objectives and Planning to Achieve Them

6.2.1 Quality Objectives

Tekmos will establish quality objectives at relevant functions, levels and processes needed for the quality management system.

The quality objectives shall:

a) be consistent with the quality policy;

b) be measurable;

c) take into account applicable requirements;

d) be relevant to conformity of products and services and to enhancement of customer satisfaction;

e) be monitored;

f) be communicated;

g) be updated as appropriate.

Tekmos will maintain documented information on the quality objectives. Quality objectives, including those needed to meet requirements for product, are established at relevant functions and levels within Tekmos.

Core Processes Objectives:

A. Customer quality measures such as Customer PPM and Return Material (RMA) reports
B. System quality measurements such as internal/external quality system audits and Corrective Action status
C. Supplier quality metrics and trends - Electrical, Visual, or Mechanical, Delivery, Service, etc.
D. Supplier goals, objectives, and progress in the reduction and/or elimination of environmentally hazardous materials

6.2.2 In achieving Quality Objectives Tekmos identifies:

a) what will be done;

b) what resources will be required;

c) who will be responsible;

d) when it will be completed;

e) how the results will be evaluated

6.3 Planning of Changes

When the organization determines the need for changes to the quality management system, the changes will be carried out in a planned manner (see 4.4). Tekmos will consider:

a) the purpose of the changes and their potential consequences;

b) the integrity of the quality management system;

c) the availability of resources;

d) the allocation or reallocation of responsibilities and authorities.

Change management is accomplished by completing the QF12 Management of Change form when the change is identified during various staff meetings. The changes are tracked through closure using the risk register tab “MOC”.

7.0 Support

7.1 Resources

Tekmos’ management is committed to providing adequate resources to attain the quality goals. Adequate staffing, training, and yearly performance appraisals assures and measures continuity throughout our processes. Internal quality audits shall verify the effectiveness of Tekmos’ Operations and Engineering

7.1.1 General

Tekmos will determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.

Tekmos will consider:

a) the capabilities of, and constraints on, existing internal resources;

b) what needs to be obtained from external providers.

7.1.2 People

Programs are developed as determined by each group to meet current and near term needs. Training covers all aspects of administrative, professional, environmental controls and aspects and technical activities as deemed necessary by each employee's manager.

Corporate training includes orientation and employee benefits. Career or professional development training covers the background skills for career development in each employee's performance review. Records of this competency are maintained. Tekmos' training procedure describes how persons working for it or on its behalf are made aware of the importance of conformity with our policy and procedures, their roles and responsibilities and the consequence of noncompliance to procedures. Quality manages this training and any company-wide classes; records and rosters for training will be maintained in employee training records.

7.1.3 Infrastructure

The EQB provides and maintains the infrastructure needed to achieve conformance to product requirements. This includes, buildings, workspace, associated utilities, process equipment (hardware and software) and supporting services (such as transport, communication, or information systems).

7.1.4 Environment for Operations of Processes

The EQB provides and manages the work environment needed to achieve conformance to product requirements. ESD requirements are implemented and followed in accordance with MP05, ESD Control Procedure

7.1.5 Monitoring and Measuring Resources (calibration)

7.1.5.1 General

Quality is responsible for analysis and determination of equipment calibration requirements. Tekmos' calibration system is in compliance with "Calibration System Requirements", International Standard document number: ISO 10012-1.

7.1.5.2 Measurement Traceability

Calibrations are performed according to documented specifications by independent metrology laboratories whose calibration standards are traceable to the National Institute of Standards and Technology (NIST). Calibrated test and measurement equipment have evidence of calibration. This includes company owned and rental equipment.
Outside suppliers are contracted, as required, to calibrate and maintain test systems used to demonstrate product compliance to and customer requirements.

Each item of measuring and test equipment has a calibration sticker identifying the previous and forthcoming calibration due dates. A calibration list is used for recall and for creating a register. New equipment is calibrated prior to use. Where possible the equipment will be safeguarded from adjustments that would invalidate the measurement result. Equipment will be protected from damage and deterioration during handling, maintenance and storage. Calibration of equipment will be carried out under suitable environmental conditions.

Equipment not requiring periodic calibration is clearly identified as "No CAL required"
In addition, Tekmos will assess and record the validity of the previous measuring results when the equipment is found not to conform to requirements. Tekmos will take appropriate action on the equipment and product affected.

Results of calibration and verification will be maintained.

7.1.6 Organizational Knowledge

Tekmos will determine the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

This knowledge shall be maintained and be made available to the extent necessary.

When addressing changing needs and trends, Tekmos will consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates.

7.2 Competence

Tekmos will:

a) determine the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system;

b) ensure that these persons are competent on the basis of appropriate education, training, or experience;

c) where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken;

d) retain appropriate documented information as evidence of competence.

To ensure competence of employees, job descriptions are prepared which indicate appropriate education, training, and/or experience required to perform the indicated tasks regardless of whether the task directly or indirectly affects product quality. Employees shall be hired, and consultants engaged, on the basis of their ability to meet these requirements. All staff has access to necessary training to meet quality requirements

Managers are responsible for identifying general quality and skill requirements for their assigned personnel. Job descriptions include quality requirements that

are provided for all positions. Managers are responsible for developing job descriptions and training requirements.

Tekmos provides personnel with orientation, training and continuing education as needed to support competent job performance. All personnel must develop and maintain competencies necessary to perform essential job duties. The department managers must determine these skills updates and requirements.

Through coaching and team meetings, area managers ensure that all personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of quality objectives. Training is conducted to ensure competency is maintained via On-the-Job Training (OJT), special testing and/or group training.

7.3 Awareness

Tekmos will ensure that persons doing work under the organization's control are aware of:

a. the quality policy;
b. relevant quality objectives;
c. their contribution to the effectiveness of the quality management system, including the benefits of improved performance;
d. the implications of not conforming with the quality management system requirements.
e. their contribution to product or service conformity, product safety and importance of ethical behavior.

7.4 Communication

The EQB has established a procedure for internal and external communication processes to assure the effectiveness of the QMS. The procedure describes how external communications from interested parties is received, documented and response made.

What it communicates	When	With Whom	How	Who communicates
customer complaints	as they happen	all employee	all hands meetings	Director of Quality
company information	as it happens	interested parties employee	website all hands meetings	President
Tekmos Talk company newsletter	monthly	customers	website	President

7.5 Documented Information

7.5.1 General

The Document Control system defines the method by which controlled documents are generated, distributed, and archived. This system ensures that documents affecting procurement, manufacturability, quality, reliability, to ensure effective planning, operation and control of processes are current and approved before release. It is the responsibility of the employees to assure the document control process is followed within their functional area and that current documentation is used. Customer specifications are reviewed and approved by the Sales, Design Services, and Manufacturing Operations groups. Procedures, manuals, applicable industry and regulatory specifications are reviewed by Quality and maintained by Document Control. Process instructions are reviewed and verified against customer requirements. A master list has been created to identify all required procedures. The description between the interactions

of processes can be found in the process definition charts. See Appendix B

7.5.2 Creating and Updating

Document Control shall be responsible for the administration of Document and Engineering Change Notices that are executed under document revision control in this process. Change Notices are reviewed and approved for technical and quality impact on production by the Operations group.

Controlled documents are distributed in accordance with the Document Management System procedure, DP02. The Document Control System prevents distribution of obsolete revisions or unreleased documents and ensures pertinent issues are available at necessary locations.

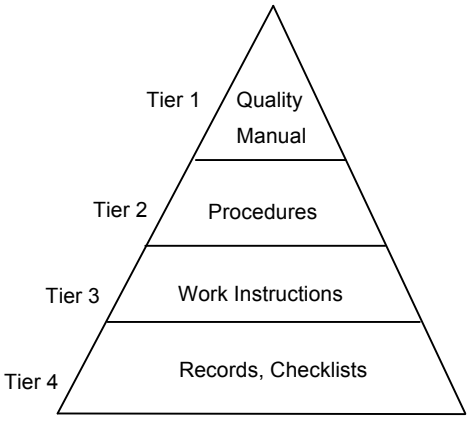
The QMS documentation structure is based on the QMS, procedures, instructions, and records as follows:

Tier One – Defines Approach and Responsibility

Tier Two – Defines Who, What, When

Tier Three – Answers How

Tier Four – Provides a Quality Record



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7.5.3 Records

Records include all reports and product specifications generated by Operations and Engineering, all legal documents, agreements, Non-Disclosure Agreements, Customer Contracts, or any other proprietary documentation generated by Sales, Product Marketing. Records also include all Human Resource documentation, Purchasing Purchase Orders, and Finance invoices.

Tekmos and their suppliers/partners initiate and manage all records as defined in detailed process specifications. These records are available for use in demonstrating product compliance and achievement of required qualification and environmental controls. Records are maintained in a manner which allows ready access, ensures integrity, and prevents their loss or damage. Retention time, maintenance, storage, and disposal of quality records are in accordance with QP02, Quality Records, or as defined in detailed process specifications. Tekmos ensures that personnel have access to relevant QMS documentation and are aware of changes.

8.0 Operations

8.1 Operational planning and control

Tekmos will plan, implement and control the processes (see 4.4) needed to meet the requirements for the provision of products and services, and to implement the actions determined in Clause 6, by:

a) determining the requirements for the products and services;

b) establishing criteria for: the processes; the acceptance of products and services;

c) determining the resources needed to achieve conformity to the product and service requirements;
d) implementing control of the processes in accordance with the criteria;
e) determining, maintaining and retaining documented information to the extent necessary: to have confidence that the processes have been carried out as planned; and to demonstrate the conformity of products and services to their requirements.

The output of this planning shall be suitable for the organization's operations. Tekmos will control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary. Tekmos will ensure that outsourced processes are controlled (see 8.4).
Project Management
As appropriate to the organization and the product, Tekmos will plan and manage product realization in a structured and controlled manner to meet requirements at acceptable risk, within resource and schedule constraints. Spreadsheets for deliveries or white boards are used to prioritize work.

8.1.1 Operational Risk Management

Tekmos has established a process to define a standardized approach and methodology for performing risk management. The intent of this procedure is to provide tools to incorporate processes for each assessment as applicable. See risk register.

8.1.2 Configuration Management

Tekmos has established a configuration management system appropriate to the product manufactured. Tekmos' configuration process addresses policies, procedures and practices to be applied during the development, manufacture, integration, installation, testing, initial deployment and operations and support of the product.

The QMS requirements will be flowed down to team members, subcontractors and vendors through their individual agreements/subcontracts with Tekmos.

8.1.3 Product Safety

Tekmos engages in several activities to ensure product safety such as but not limited to: ESD measures and prevention of FOD, analysis of corrective actions where safety of product occurred, reviewing human factors for potential safety of product, promoting safety culture and lessons learned (from internal and industry experience).

8.1.4 Prevention of Counterfeit parts

Tekmos engages in several activities to ensure prevention of counterfeit parts such as, but not limited to: obsolesce management, nonconformance control of suspect parts, inspection, training and reporting. As an Original Component Manufactured (OCM), Tekmos has very low risk in this area.

8.2 Requirements for Products and Services

8.2.1 Customer communication

Communication with customers shall include:

a) providing information relating to products and services;

b) handling enquiries, contracts or orders, including changes;

c) obtaining customer feedback relating to products and services, including customer complaints;

d) handling or controlling customer property;

e) establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining the requirements for products and services

When determining the requirements for the products and services to be offered to customers, the organization shall ensure that:

a) the requirements for the products and services are defined, including:

1) any applicable statutory and regulatory requirements;

2) those considered necessary by the organization;

b) the organization can meet the claims for the products and services it offers.

8.2.3 Review of the requirements for products and services

8.2.3.1 Tekmos will ensure that it has the ability to meet the requirements for products and services to be offered to customers. AIT will coordinate a review with applicable functions of the company before committing to supply products and services to a customer, to **include:**

a) requirements specified by the customer, including the requirements for delivery and post delivery activities;

b) requirements not stated by the customer, but necessary for the specified or intended use, when known;

c) requirements specified by the organization;

d) statutory and regulatory requirements applicable to the products and services;

e) contract or order requirements differing from those previously expressed.

Tekmos will ensure that contract or order requirements differing from those previously defined are resolved. The customer's requirements shall be confirmed by the organization before acceptance, when the customer does not provide a documented statement of their requirements. Actions will be recorded/and communicated to all interested parties when not meeting customer's requirements

8.2.3.2 Tekmos will retain documented information, as applicable:

a) on the results of the review;

b) on any new requirements for the products and services.

8.2.4 Changes to requirements for products and services

Tekmos will ensure that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed

Sales uses the data sheet to verify that the proposed part meets the customer requirements. Customer requirements beyond the data sheet are noted and must be approved by engineering.

Tekmos shall advise the customer of any change in fit, form, and function to product or material prior to implementation of that change. Evidence of customer acceptance of the Product Change Notice Form (QF02) is maintained by Production Control and is communicated to the Core Team.

8.3 Design and Development of Products and Services

8.3.1 General

Tekmos will use a stage gate process to manage the design effort.

8.3.2 Design and Development Planning

The Engineering and Operations groups shall be responsible for ensuring the products are planned for, developed, reviewed, tested, and validated per the Data Sheet. The responsibilities and authorities for the design will be stated in the planning. Any additional internal or external resource needs will be identified during the planning. All interfaces will be documented. The planning will state the role the customer plays in the process.

8.3.3 Design and Development Input

Design inputs shall incorporate new technology processes, assembly, and manufacturing and customer requirements as specified in the Data Sheet. Design changes are documented and approved by the design groups. Standards or codes of practice will be considered during the design. Conflicting design and development inputs will be resolved.

8.3.4 Design and Development Control

At suitable stages, systemic reviews are held in accordance with planned arrangement with representatives of functions concerned with the design being reviewed. The reviews evaluate the ability of the design to meet requirements and to identify and problems and propose necessary actions. The Design Review Checklists (EF04) verify and document design adequacy and completeness at appropriate intervals and records that design outputs meet input requirements. Progression to the next stage will be authorized. Design Verification is performed with the results subject to approval by the customer. Records of the results and any necessary actions will be maintained. Validation is performed by the customer.

8.3.4.1 When tests are necessary for verification and validation, these test will be planned, controlled, reviewed, and documented to ensure and prove the following**:**

a) Test plans or specifications identify the test item and resources to be used, test objective and conditions, parameters to be recorded and relevant acceptance criteria

b) Test procedures describe the test methods, how to perform the test and how to record the results

c) The correct configuration of the test item is submitted for the test

d) The requirements of the test plan and the procedures are observed and the acceptance criteria are meet.

e) Equipment is calibrated

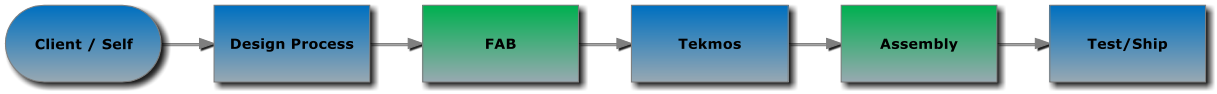
f) Records will support that all identified and operational conditions were met.

8.3.5 Design and Development Output

Design outputs enable verification against design inputs; they also provide a guideline for product acceptance criteria. The output is authorized before release. Records will be maintained.

8.3.6 Control of Design and Development Changes

Changes will be managed. If required, the customer will be notified of any changes that affect customer requirements. Design outputs enable verification against design inputs; they also provide a guideline for product acceptance criteria.



Blue **Tekmos**

Green **Suppliers**

Figure 3: Tekmos' Product Development Flow Chart.

8.4 Control of Externally Provided Processes, Products, Services

Tekmos Production Control shall ensure control over outsourced services and processes that affect conformance to requirements including those directed by the customer. When stated by contract, Tekmos will use approved customer – designated external providers, including process sources (e.g., special processes) are used. When selecting and using suppliers, risks will be identified and managed.

8.4.1 General

Tekmos shall purchase materials and services in accordance with written procedures. The Production Control shall be responsible for all purchasing operations. Quality shall be responsible for qualifying suppliers of critical materials and maintaining them in an Approved Supplier List (ASL).

8.4.1.1

Tekmos will determine the controls to be applied to externally provided processes, products and services when:

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

8.4.2 Purchasing Information

Tekmos purchasing documentation shall describe the product, service to be purchased, including where appropriate, the requirements for approval of product, procedures, processes and equipment, requirements for qualification of personnel and quality system requirements. Suppliers will apply appropriate controls to their direct and sub-tier suppliers.
Supplier selection is based on their ability to meet quality, quantity, cost, and delivery requirements. Preferences are given to ISO registered suppliers. Tekmos authorizes the Buyer to use only those suppliers whose competence has been verified as approved sources for material or services.
Approved Supplier List (ASL)
The Purchasing Department is authorized to use only those suppliers whose Supplier qualification, test, or certification is used when appropriate. Tekmos retains the right of verification of purchased material and its subsequent release, at source, as required.

8.4.3 Supplier Audit

Subcontractors provide material or services in compliance with specifications. The supplier's quality system focus should be on continuous improvement of material or service quality and capable processes. Tekmos monitors its subcontractors and their processes in accordance with the Supplier Qualification and Management Procedure

(PP02) as managed by the Quality group. This ensures supplier material or services are offered in compliance with their Quality System and Tekmos' requirements. Records of these evaluations are maintained in Document Control.

8.4.4 Verification of purchased product

Incoming inspection is performed in accordance with QP 15, Incoming Inspection Procedure to ensure the product meets the requirements.

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

The decision to create a replacement product is made through a consensus of Engineering, Sales, and the President.

The existing product data sheet serves as the product specification.

Design Engineering uses the Product Data Sheet to develop the architecture, interfaces, test plan, technology and specifications. This document reflects the product under development. Tekmos shall plan and carry out production and service provisions under controlled conditions. Controlled conditions shall include:

a) the availability of information that describes the characteristics of the product
b) the availability of work instruction, 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, and the implementation of product release, deliver and post-delivery activities
f) the appointment of competent persons, including any required qualification;
g) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;
h) the implementation of actions to prevent human error;
i) the implementation of release, delivery and post-delivery activities.
j) Accountability for all products during manufacture.
k) Evidence that all manufacturing and inspection operations have been completed as planned, or as otherwise documented and authorized.

l) Provision for the prevention, detection and removal of foreign object.

m) Monitoring and control of utilities and suppliers such as water, compressed air, electricity and chemical products to the extent they affect product quality.

n) Criteria for workmanship, which shall be stipulated in the clearest practical manner.

Planning shall consider as appropriate

a. Establishing, implementing and maintaining appropriate processes to manage critical items, including process controls where key characteristics have been identified.
b. Designing, manufacturing and using tooling to measure variable data.
c. Identifying in-process inspection/verification points when adequate verification of conformance cannot be performed at later stages of realization.
d. Special processes (See Section 8.5.1).

Consideration is given to process controls for key characteristics, when identified, in-process inspection steps, special processes, and the use of tooling to allow measurements and control of key characteristics.

Control of Production Provision

AIT plans and carries out production and service provisions under controlled conditions in accordance with released procedures.

8.5.1.1 **Control of Production Equipment, Tools and Software Programs**

Production tooling is controlled in accordance with approved procedures. Software programs are managed by engineering.

8.5.1.2 **Validation and control of special processes**

Tekmos' outsource suppliers validates special processes for production where the resulting output cannot be verified by subsequent monitoring or measurement. This includes any processes where the 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. Tekmos manages this process through testing of all parts.

8.5.1.3 **Production Process Verification**

Tekmos will use a representative item from the first production run of a new part or assembly to verify that the production processes, Production documentation and tooling are capable of producing parts and assemblies that meet requirements. This process shall be repeated when changes occur that invalidate the original results (e.g., engineering changes, manufacturing process changes, tooling changes).Tekmos maintains procedures for inspection documentation and first article inspection activities, when required. Tekmos Quality and Engineering shall review manufacturing data to ensure process control and stability during the incoming inspection.

8.5.2 Identification and Traceability

1. Identification and sequence of operations are traceable by suppliers and Tekmos employees for all products during all stages of production and test.
2. Each container of a purchased item is uniquely identified and is traceable to the supplier, wafer fabrication facility, assembly location, and the received date. Suppliers maintain identification, traceability, and assurance for product and its location in the process.
3. Means of traceability include: Fab Process Run Cards, Assembly Travelers, Test, QA, and Shipping Travelers, labels on boxes, and permanent markings on material and/or product.
4. A specific job number is assigned for traceability of a product shipped to customer. Suppliers maintain all process records.

8.5.3 Customer property

Tekmos will excise care with customer property while it is under the our control or being used by us. Customer property will be tagged and a customer property spreadsheet will be maintained to track, identify, protect and safeguard the property. Customer notification will be given if the property is lost or damaged.

8.5.4 Preservation

Procedures include, as necessary, provisions for:

a) Cleaning.
b) Prevention, detection and removal of foreign objects.
c) Special handling for sensitive product.
d) Marking and labeling including safety warnings.
e) Shelf life control and stock rotation.
f) Special handling for hazardous materials.

Tekmos considers documents required by customer contract as constituent parts of the product contracted. As such, these documents are handled in such a way as to prevent loss, damage, or deterioration.

Shipping documentation is prepared and verified to be correct and legible prior to shipping. Information on shipping containers matches that on shipping documents. Quality Assurance periodically shall verify the following:

Clear and correct product identification on shipping documents

Appropriate shipping documentation

Adequate protection and labeling of product in shipping containers free of damage, containers are not contaminated.

Material and product is protected from electrical and mechanical damage during receiving, storage, processing, and shipping operations.

Containers procured from suppliers provide preservation of incoming material. These containers are designed to protect items from mechanical, electrical, and environmental abuse or degradation.

Care is exercised when handling material or product from receipt through finished goods inventory and shipping. Product is handled in accordance with written procedures.

Controlled storage areas that prevent product deterioration, contamination, or damage shall be provided in all cases when possible.

Receipt and dispatch of material and its subsequent identification and traceability is recorded and maintained by the supplier. Controls are

implemented to prevent mixing inspected with un-inspected and accepted with non-conforming material.

Tekmos controls product packaging and marking processes to the extent necessary to ensure compliance with customer requirements. Materials used for packaging are specified and the packaging adequately protects product during shipment. All products are clearly and properly identified. Shipping documentation is prepared and verified by Tekmos or designated subcontractors to be correct and legible prior to shipping. Information on shipping containers matches that on shipping documents. Quality periodically verifies the following by an audit of the subcontractors/suppliers:

Clear and correct product identification on shipping documents

Appropriate shipping documentation

Adequate protection and labeling of product in shipping containers

Quality periodically audits packaging to ensure packing instructions are followed.

8.5.5 Post-delivery activities

Tekmos will meet requirements for post-delivery activities associated with the products and services (e.g. after delivery). In determining the extent of post-delivery activities that are required, Tekmos will consider:

a) statutory and regulatory requirements;
b) the potential undesired consequences associated with its products and services;
c) the nature, use and intended lifetime of its products and services;
d) customer requirements;
e) customer feedback
f) collection and analysis of in service data
g) -not applicable
h) -not applicable
i) not applicable

When problems are detected after delivery, Tekmos will take appropriate action including investigation and reporting

8.5.6 Control of changes

Production documentation is controlled in accordance with approved procedures. This includes drawings, routings and shop orders. Changes to this documentation are approved by authorized personnel and revision history is maintained. When required, documents are forwarded to customer or regulatory bodies for approval. This requirement will be communicated via regulations or customer contractual requirements.
Changes are assessed to ensure effectiveness
Tekmos will review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements.
Tekmos will retain documented information describing the results of the review of changes,
the person(s) authorizing the change, and any necessary actions arising from the review.

8.6 Release of Products and Services

Written procedures ensure required inspections and test monitors are documented to verify specified product requirements are met. Where applicable, sampling plans and 100% inspection and test are used to verify visual, mechanical, and functional requirements.
Inspection and testing are performed by suppliers on deliverable product, as required by Tekmos, in accordance with documented procedures. Finished product is not deliverable until required inspections and suppliers have satisfactorily completed tests.
Collection of inspection and test data is the responsibility of supplier's personnel. Evidence of completion is recorded on Travelers. Travelers clearly indicate appropriate levels of in-process inspection, test, and final acceptance verification according to defined criteria. Suppliers maintain inspection and test records. Test yields; status, and supplier quality test reports shall be provided to Tekmos. Test data and yield information are transmitted to Tekmos' Operations group for review.

8.7 Control of Nonconforming Outputs

Product Engineering and Quality groups generate documented procedures for non-conforming products. These procedures provide appropriate levels of identification and control to prevent absorption of non-conforming products into the conforming material bins. This control exists from receiving through finished goods inventory at the supplier location. See QP15, Incoming and Final Inspection Procedure, QP12, Control of Non-Conforming Material Procedure, and QP05, RMA Procedure.
Non-conforming materials or products observed during production, inspection, or test, are identified and segregated. Tekmos utilizes documented procedures to cover appropriate evaluation and disposition of non-conforming material or product to preclude its inadvertent use.

Non-conforming finished product is not shipped unless customers approve shipment with full knowledge of the nature and performance implications of the non-conformance. Approval from Director of Quality is required prior to release of the non-conforming products.
Quality and the Operations groups, as a closed loop corrective action process, use a Corrective Action Report (CAR) process. All non-conforming material shall be documented before it gets reviewed and disposed. When appropriate, immediate corrective action is taken by local operators to remedy detected defects. Any time a non-conformance is not resolved by local action, it is escalated to the line supervisor, engineering, or quality engineering for review and disposition.
Representatives from Planning, Engineering, and/or Quality may perform reviews. The Director of Quality is authorized to manage and review activities and procedures in order to enhance the review process.
Non-conforming materials or products are disposed of as scrap, rescreen, return to supplier, or Use-As-Is. Proposed use of product, which does not conform to specified requirements, is reported to customers for Waiver (concession).
Non-conforming product that is reworked shall be re-inspected to verify proper workmanship and that correction of the discrepancy has not adversely affected product quality, reliability, and performance.

9.0 Performance Evaluation

9.1 Monitoring, Measurement, Analysis, and Evaluation

9.1.1 General

The Quality organization monitors, measures, and analyzes improvement processes needed to demonstrate product conformance to requirements and to ensure conformance of the Quality Management Systems.

9.1.2 Customer Satisfaction

Quality shall maintain processes and procedures addressing customer complaints and returned product. These processes include technical and quality support.

Customer-specific requirements, expectations, and plans are used as a basis for Tekmos' product and quality planning processes. Organizations and systems are in place to formally review present and future customer needs to assure they are understood and met.

Procedures are established for control of returned product. Completed records include the return authorization number, reason for return, and description of defect, disposition, and corrective action taken.

Product performance is measured by analysis of customer complaints and returns information. Customer complaints and return rates are reviewed periodically by EQB. Customer satisfaction may be gained by using one or a combination the following methods: customer satisfaction index using internal data, sales reports to gain voice of the customer or customer surveys. Tekmos also polls customers using a Customer Satisfaction Survey.

Operations will be monitored that have a significant environmental impact . Our environmental goals and programs are monitored during management review.

9.1.3 Analysis and Evaluation

Process data is used to provide information for verification of process capability, process control, and process improvement as part of Tekmos' continuous improvement program. Process data (1) records quality history, (2) monitors product characteristics, and (3) verifies process capabilities. Engineering, Operations, and Quality determine where process data collection is implemented.

Statistical techniques are used to evaluate a process and its variation. Tekmos suppliers shall apply controls appropriate to the activities. Statistical techniques shall be employed for those activities where effective:

a) Process flows must be maintained and documented
b) Process capability studies must be initiated where required
c) Statistical controls should be applied where critical
d) Process must be maintained and "in control"

9.2 Internal Audit

9.2.1

Quality shall be responsible for establishing a comprehensive system of planned and documented internal audits in accordance with QP09,

Internal Audit Procedure. This program assures that the quality policy procedures and instructions accurately reflect internal processes, and there is documented evidence to validate the utilization of the QMS that is in conformance with company and customer expectations and our environmental commitment.

Internal auditors are personnel whose functions are independent of the audited departments or could be outside qualified consultants. Corporate Quality selects the assessment team members and provides assessor training, schedules, and performs audits. Upon completion of the assessment, Quality shall review all the audit findings and issue corrective actions to the corresponding group in accordance with written audit procedures. Audit results are brought to the attention of personnel responsible in the area audited. Department managers ensure timely corrective action is taken on non-conformances found. Subsequent audits shall include review of previous findings to verify effective corrective action has been implemented. Audit results are reported to the EQB as a measure of the effectiveness of the QMS System.

9.3 Management Review

General

Four times a year (calendar)Tekmos' QMS will be reviewed to ensure its continuing adequacy and effectiveness.

Review Input

a) Results of Audits (internal, compliance, customer)
b) Customer feedback and quality measures
c) Process Performance
d) Preventive Action and Corrective Action
e) Actions from various Management Reviews
f) Changes that affect the QMS
g) Recommendations for Improvement
h) Performance to Quality Metrics
i) Interested parties review

j) Review customer demands, continuous improvement, and preventive action programs

k) Review Quality Policy for continuing suitability, compliance with requirements, and continual improvement

Review Output

a) Improvement of the effectiveness of the QMS

b) Improvement of product related to customer requirements

c) needed resources and

d) risk identified

10.0 Improvement

10.1 General

Continual Improvement

The EQB shall strive to continually improve the effectiveness of the QMS through use of the Quality Policy, Quality Objectives, Audit Results, Analysis of Data (metrics), and Management Reviews. Continuous improvement activities will be recorded during management review.

10.2 Nonconformity and Corrective Action

1. Corrective action programs are implemented and maintained within Tekmos as continuous improvement tools to identify and correct non-conformances in process or service operations. These programs measure processes, and based on data collected, develop short-term corrective actions and long-term corrective actions to correct problems and preclude their recurrence.
2. Non-conformances are identified and resolved through:
   - Analysis of Nonconforming Product
   - Failure Analysis
   - Assessment Findings
   - Internal Corrective Action Process

A sub-contractor, supplier, Customer, or any Tekmos employee shall generate failure analysis requests for the purposes of a product's Failure Confirmation, Analysis, or a Corrective Action. Each failure analysis request form is documented and tracked before sending it to a failure analysis subcontractor.

At a minimum, Tekmos shall:

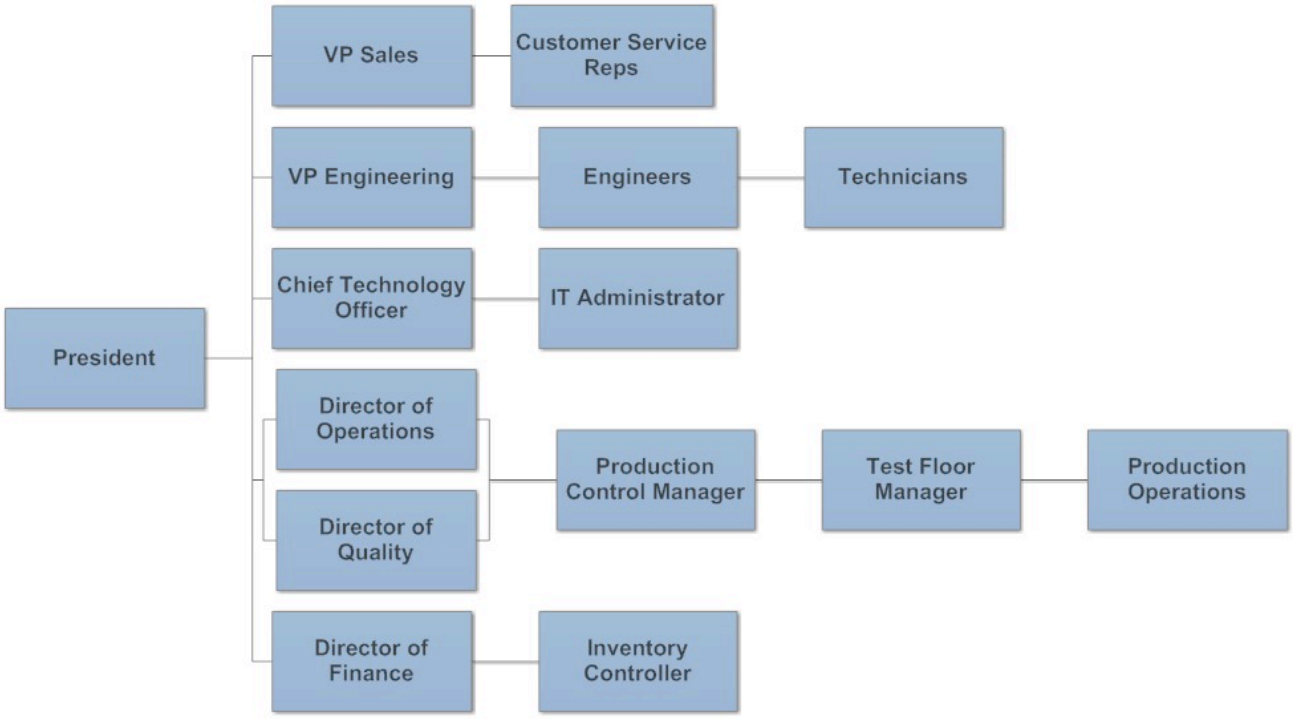
a) Verify the material
b) Verify whether the customer's complaint can be duplicated and confirmed
c) Verify whether Tekmos material passes or fails the current production test program
d) State the containment activity, corrective action plan, and effective date (when applicable and possible) based on the facts presented and investigation.
e) Determine the root cause of the failures outlined in the corrective action procedure.

10.3 Continual Improvement

Tekmos will continually improve the suitability, adequacy and effectiveness of the quality management system.

Appendix A

Organizational Chart

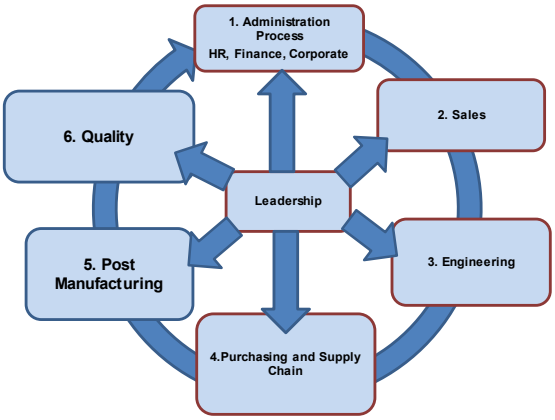


Appendix B

Process Definition Charts

Tekmos QMS Process Definition Flow

ISO Clause	Administrative Process Procedure	ISO Clause	Record
ALL	QPO1 Quality Manual	9.3	QF08 Management Review Form
7.5.1	GP01 IT Recovery Plan	5.1.1, 5.3	HF03 Organizational chart
7.1.3	GP02 Disaster Recovery Plan	5.1.1, 5.3	HF04 Job descritptions
		6.3, 8.5.6	QF12 Management of Change Form
		7.1.2, 7.1.6, 7.2	HL01Training Matrix
		7.1.2	HF01 Training Completion Form
ISO Clause	**Sales Procedure**	**ISO Clause**	**Record**
8.2.3	SP04 Contract and RFQ	8.2.1	SL01 Request for Quote Log
8.2.2	SP01 Sales Order Acknowledgement	8.2.1	SL02 Sales Inquiries Log
8.2.3	SF05 Standard Terms and Condition of Sale	8.2.1	SF04 Order Entry Form
		8.2.4	QF02 Product Change Notice
		8.2.3	CF02 Commercial Invoice Form
		8.2.3	CF03 Packing List Form (Peachtree)
ISO Clause	**Engineering Process Procedure**	**ISO Clause**	**Record**
8.3	EP01 Design Procedure	8.3	EF04 Design Review (Forms 1,2 and 3)
		8.3	Engineering Project Files (On Server)
ISO Clause	**Purchasing/Supply Chain Procedure**	**ISO Clause**	**Record**
8.4.1	PP01 Direct Material Purchasing Procedure	8.4.1	ISO Vendor Certificates
8.4.3	PP02 Supplier Qualif. and Mgmt. Procedure	8.4.1	QF04 Supplier Scorecard/Worksheet
8.4.2	PP03 FAB & Assembly Order Procedure	8.4.1	PL01 Approved Vendor List
8.4.4, 8.6	QP15 Incoming/Final Inspection Procedure	8.2.2	PF02 PO Terms and Conditions
8.5.2	MP13 Product Traceability Procedure	8.2.1	Invoice
		8.2.1	Packing Slip
		8.2.1	Purchase Order
		8.4.4	ML01 Receiving Log
		8.4.4, 8.5.3	ML01 Customer Property Log
ISO Clause	**Post Manufacturing Procedure**	**ISO Clause**	**Record**
8.5.4	MP15 Shipping Procedure	9.1.3	ML04 Bake Log & Traveler
8.5.4	MP16 Bake and Dry Pack Procedure	7.1.5	ML06 Calibrated Equipment
7.1.5	MP09 Equipment Calibration Procedure	7.1.5	Calibration Certificates
9.1	MP17 Testing Procedure	9.1.3, 8.6	ML03 Test Log
8.5.4	MP05 ESD Control Procedure	8.5.2	ML05 Finished Goods Log
8.5.1	MP14 Production Data Control Procedure	8.6	ML08 Shipping Log Sheet
		9.1.3, 8.6	MF08 Assembly Traveler
		8.5.4	ESD Test
		8.5.4	ML07 ESD Wrist Strap Log
ISO Clause	**Procedure Quality**	**ISO Clause**	**Record**
7.5.3	QP02 Quality Records Procedure	8.7, 10.2	QF05 CAR Form / QL04 CAR Log
8.7,9.1.2, 10.2	QP05 RMA Procedure	7.5.2	DF01 DCN Form
7.5.1	DP01 Document Numbering System Procedure	7.5.1	DL02 External Document Log
7.5.1, 7.5.2	DP02 Document Management System	9.2.1	QF06 Internal Audit Form / Summary
9.2.1	QP09 Internal Audit Procedure	9.1.2	QF10 Customer Satisfaction Survey
10.2	QP06 Corrective / Preventive Action Procedure	7.3, 7.4	QF11 Memorandum Form
8.7, 10.2	QP12 Cntrl. of Non-Cnfmg. Material Procedure	8.1.1, 10.1, 5.2.1	QL05 Risk Register Assessment
5.2.1	QP03 Quality Policy	8.7, 9.1.2	QP05 RMA Log
8.1.4	QP17 Counterfeit Parts Prevention Policy	9.1.2	Customer Audits
8.5.4, 8.1.3	QP18 FOD Prevention Policy	8.4.3	Supplier Audits



Appendix C

Quality Goals

1.0 Administrative

Employee Records: 25% of employee records reviewed/ quarter
Goal: Current and Accurate
On time Delivery: # of not met shipments/ quarter
Goal: 0
IT: # of days network has not had issues
Goal: 100%

2.0 Sales

Response time for inquires/ Quarter
Goal: 24 hours
Revenue by inquires/ Quarter
Goal: +/- 5% of Goal

3.0 Engineering

1st time yield : # of First Time Yield/ Quarter
Goal: 100%
Customer satisfaction: ASIC Product Performance to Agreed Dates
Goal: +/-10% of Agreed Date
Engineering Services: Performance to Plan
Goal: +/-10% of Agreed Date

4.0 Purchasing and Supply Chain

Supplier Nonconforming Product: # of Nonconformance's/ Quarter
Goal: 0
Supplier On time Delivery: # of Late Deliveries/ Quarter
Goal: 0

5.0 Post Manufacturing

On time delivery: # of not met shipments/ quarter
Goal 0
Daily Production
Goal 1500 Parts/ Day

6.0 Quality

Non-conforming Product RMA: #of NCP RMA/Quarter
Goal: 0 NCP RMA
CAR timeliness:
Goal: 60 Day Closure

Failure to Meet Established Goals:

If goals are missed, the department managers will establish an action plan.