



TRIAD COMPONENTS GROUP, INC.

OptiFuse
Switch Components
Vortex Technologies

QUALITY MANAGEMENT SYSTEM MANUAL

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Introduction

The purpose of this document is to communicate the key functions used to uphold and continually improve Triad Components Group, Inc.'s Quality Management System (QMS).

This manual uses the fifth edition (2015-09-15) of the *ISO 9001:2015 Quality Management Systems – Requirements* as a reference.

Company Overview

Triad Components Group, Inc. (TCG) is a California corporation consisting of three divisions, each specializing in high quality components sold primarily in the electronic, electrical, and transportation component markets. The three divisions include OptiFuse, Switch Components, and Vortex Technologies.

Triad Components Group, Inc. headquarters is located at:

1675 Pioneer Way, Suite C
El Cajon, CA 92020

Company Structure

TCG performs all primary business functions from the El Cajon, California headquarters. The senior executive responsible for TCG is the company's President.

TCG maintains a quality organization chart that designates positions and reporting.

Company Context by Division

Vortex Technologies, founded in 1991, is a distributor of cost-effective OEM components and raw materials, primarily serving San Diego, Northern Baja, and Asia.

OptiFuse, founded in 2000, is a manufacturer and marketer of overcurrent and over-voltage protection devices including fuses, circuit breakers, inline fuse holders, fuse blocks etc.

Switch Components, founded in 2018, is a supplier of AC and DC switches, relays, and connectors serving transportation, electrical and electronic markets.

TCG, comprised of the three divisions above, focuses on providing high quality products and services to customers around the world.

Mission

Provide exceptional service and high-quality components.



Core Values

Establish and maintain integrity
Cultivate effective communication
Encourage continuous learning and development
Create a fun environment

Core Principles

Live our values, purpose, and mission
Demonstrate servant leadership
Support our community
Build a diverse and cohesive culture
Foster strong relationships with our employees, vendors, and customers
Create and maintain profitability

Scope

This manual describes the policies of TCG's QMS as established by the organization's management team. The structure of this document will clearly articulate the leadership, planning, support, operation, performance evaluation, and improvement areas of the QMS at TCG.

Quality Policy

TCG, in alignment with our values and principles, has defined quality standards. The company's personnel continuously monitor the quality standards of their processes, products, and services to increase the likelihood of optimal customer satisfaction and create best practices.

TCG communicates, upholds, and improves quality standards across the organization by utilizing Six Sigma methodologies including but not limited to:

- Root cause analysis
- 5 whys
- Statistical process controls
- Business process mapping
- Kaizen
- Pareto distributions
- 5S systems
- DMAIC process.

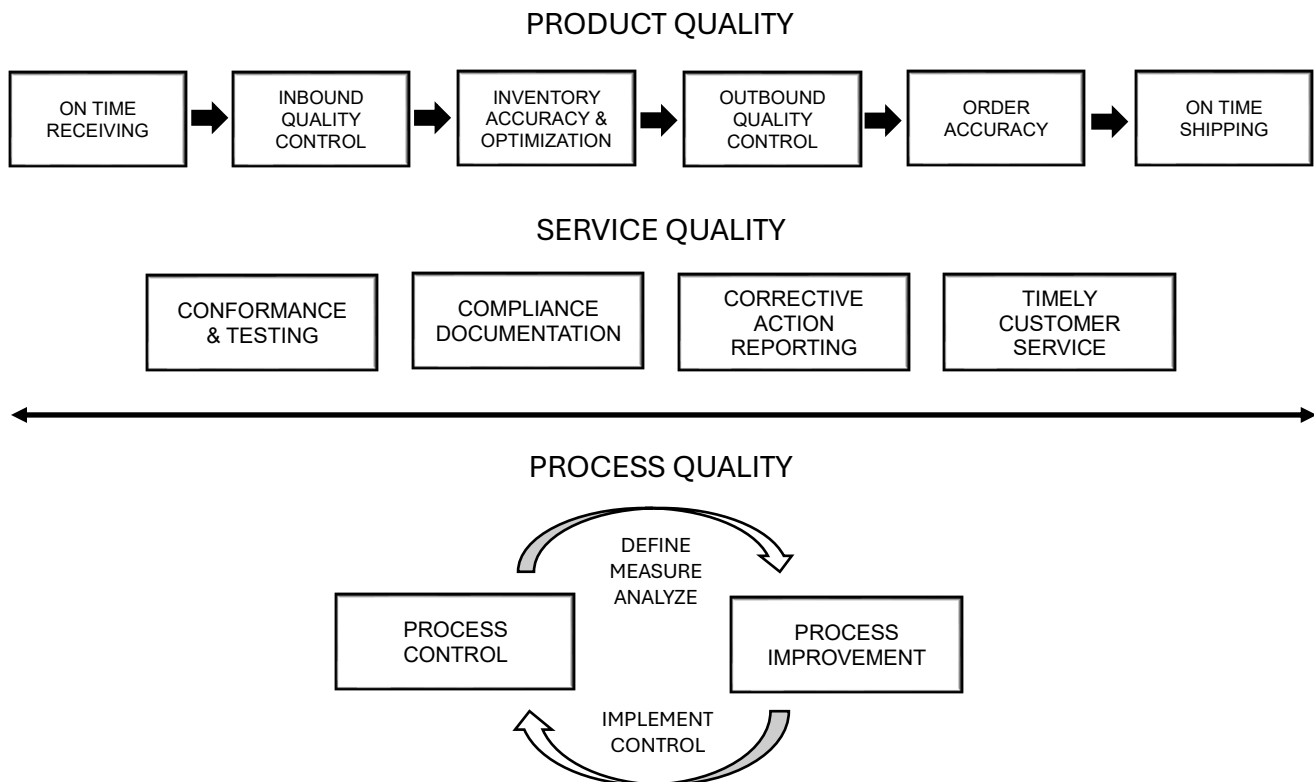
The DMAIC process is outlined as follows: Define, Measure, Analyze, Implement, Control. Throughout this process, quality objectives are established to enhance the customer and employee experience. Quality objectives are documented and updated for relevant employee use when necessary.

Quality Objectives and Processes

TCG’s commitment to quality includes measuring, monitoring, and improving the following areas:

- | | |
|--------------------------------------|--------|
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Interaction of Quality Areas



Leadership

Processes and Procedures

Management at TCG shall demonstrate servant leadership and commitment with respect to the QMS by:

- Taking accountability for the effectiveness of the QMS by tracking KPIs collected on company dashboards and internal documents.
- Ensuring the integration of QMS requirements into TCG Inc.'s business processes in the form of quality gates and objectives.
- Ensuring the integration of the QMS requirements into the organization's business processes by using Six Sigma methodologies.
- Promoting the use of risk-based thinking.
- Communicating the importance of effective quality management by utilizing the DMAIC process when navigating improvement projects.
- Ensuring the QMS achieves its intended results.
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Engaging, directing, and supporting persons to contribute to the effectiveness of the QMS.
- Collaborating and extending a level of quality to our partners in the supply chain.

Customer Focus

Management at TCG shall demonstrate leadership and commitment with respect to customer focus by ensuring:

- Applicable regulatory and compliance requirements are determined, understood, and consistently met.
- The QMS functions at a high level to provide an optimal customer experience.
- Risks and opportunities that may affect product, service and/or process quality are determined and addressed in a timely manner.

Policy

The management at TCG shall establish, implement, and maintain a quality policy that:

- Supports the strategic direction of our organization.
- Provides a framework that integrates quality objectives across the organization's employees, processes, products, and services.
- Includes a commitment to satisfy applicable requirements.
- Includes a commitment to continual improvement of the QMS.

The quality policy will be:

- Available and maintained by TCG.
- Communicated, understood, and applied within the organization.
- Available to interested parties, as appropriate.

Organizational Roles, Responsibilities, and Authorities

Management at TCG shall confirm responsibilities and ensure roles are assigned, communicated, and understood within the organization.

Management will assign the responsibility and authority for:

- Ensuring the processes deliver their intended outputs.
- Reporting on the performance of the QMS and potential improvement projects.
- Ensuring the promotion of customer focus throughout the organization.
- Ensuring the integrity of the QMS is maintained when changes are planned and implemented.

Planning

Actions to Address Risks and Opportunities

TCG shall consistently observe potential risks and opportunities related to the pre-established QMS being used within the organization. When revising the QMS, TCG may consider the company direction and expectations of interested parties. TCG will determine the risks and opportunities that need to be addressed to:

- Confirm the QMS can achieve intended results.
- Enhance desirable effects.
- Prevent or reduce undesirable effects.
- Achieve improvement.
- Uphold a desirable work environment for company employees.

TCG will address these risks and opportunities by:

- Following the DMAIC process and deploying Six Sigma methodologies to identify the ideal path forward.
- Effectively communicate with relevant employees about any alternations to the QMS.
- Effectively communicate with relevant customers and/or outside parties that have a vested interest in TCG improving the current QMS.

Quality Objective Results

TCG shall establish quality objectives for relevant functions within the QMS.

Quality objectives will:

- Be consistently monitored, measured, and communicated with relevant employees.
- Take into account applicable requirements, compliance, and conformity.
- Seek to enhance customer satisfaction.
- Be updated when appropriate.

TCG will maintain documentation on the quality objectives when deemed necessary. When planning how to adhere to quality objectives, TCG will clearly determine:

- What will be done.
- What resources and/or support are required.
- Who is responsible.
- When it will be completed.
- How the results will be evaluated.

Planning of Changes

When the organization determines the need for changes, the changes shall be carried out in a planned manner.

TCG will consider:

- The purpose of the changes and potential consequences.
- The integrity of the QMS.
- The availability of resources.
- The allocation or reallocation of responsibilities.

Support

TCG shall support and monitor the organization to ensure the quality standards remain optimal for customers, employees, and relevant parties.

Resources

TCG shall provide the appropriate support and resources needed for the establishment, implementation, maintenance, and continual improvement of the QMS.

The organization will consider:

- The capabilities and constraints on existing internal resources.
- What resources need to be obtained from external providers.

People

TCG shall determine and provide the people necessary for the effective implementation of the QMS and for the ideal operation of its processes.

Infrastructure

TCG shall provide and maintain the infrastructure necessary to sustain functionality of the QMS. Infrastructure can include, but is not limited to:

- Buildings and associated utilities
- Physical equipment
- Transportation and employee training resources
- Technology including hardware and software

Environment

TCG shall determine, provide, and maintain an environment that allows employees to successfully manage the process, service, and product quality defined in the QMS. A suitable environment can be a combination of several factors:

- Social (non-discriminatory, non-confrontational)
- Psychological (stress-reducing, burnout prevention)
- Physical (temperature, humidity, light, airflow, hygiene, noise etc.)
- Culture (motivation, engagement, support)

Measurement Traceability

TCG considers measurement traceability a necessary part of providing sustainable confidence levels regarding system processes. Measurement processes shall be:

- Identified and continually improved upon if necessary.
- Safeguarded from adjustments that would invalidate the outputs.

TCG will ensure calibration of testing or warehouse equipment is reviewed within the appropriate timeframe designated by the employee assigned the responsibility.

Organizational Knowledge

TCG shall determine the level of knowledge deemed necessary for employees to competently execute their assigned QMS processes. Please note organizational knowledge can be accumulated in the following ways:

- Experience through working in the process assigned to the employee.
- Initial training conducted in a classroom setting with management personnel or an experienced employee.

- Extracurricular activities such as relevant coursework, certifications etc.

When defining processes and employee process assignment, TCG will:

- Determine necessary expertise for employees to successfully complete various processes in the QMS.
- Ensure current employees are competent in their position to successfully uphold QMS integrity.
- Where necessary, take action and/or provide support to employees that need to acquire additional training, experience, or education.
- Evaluate the effectiveness of the process that helped employees acquire additional training, experience, or education.
- Retain documentation of training and/or educational processes when necessary.

Competence and Training

TCG shall identify training needs for all employees performing work that is directly attributed to the QMS's integrity.

Qualifications and training requirements for positions within the company are determined by the management team and documented when necessary.

Personnel are qualified based on appropriate education, training, and experience.

Training records may be discarded when deemed necessary by the management team.

TCG will ensure personnel are aware of the significance of their position and how they contribute to the overall effectiveness of the QMS. All procedures, work instruction, and documentation used in a specific process are reviewed with the trainee.

All trainees are provided with the following information when necessary:

- Standard operating procedures
- Best practices
- Guidelines
- Expectations
- Best paths forward
- Additional training opportunities

Employee reviews occur within a timeline designated by the department manager. Additional training, education, and experience may be recommended based on desired levels of future performance.

Awareness

TCG shall ensure that relevant employees are aware of:

- The most up to date QMS.
- Relevant quality objectives.
- Their contribution to the effectiveness of the QMS, including the benefits of improved performance.
- The implications of the QMS not conforming to the quality standards defined.

Communication

TCG shall determine internal and external communications relevant to the QMS including:

- What needs to be communicated
- When to communicate
- With whom to communicate
- How to communicate
- Who communicates

Documentation

TCG's QMS shall include:

- An ever-growing catalog of documented information that is determined to be necessary for the effectiveness of the QMS.
- A timeline of when pertinent information can be formalized and documented if it has not been created yet.

Document Creation and Updates

TCG, when creating and updating internal documentation, shall ensure:

- A detailed and understandable description of the process is being codified when necessary.
- There is consistency in the formatting.
- The information is reviewed and deemed suitable for saving.

Documents required for the effective functioning of the QMS are available when deemed necessary by the responsible authority. If the documentation has not yet been created, TCG can codify the information and store it in the designated area in a timely manner.

Control of Documentation

Documented information required by the QMS shall be controlled to ensure:

- It is available and suitable for use.
- It is adequately protected (from loss or improper use).

- Old documentation is clearly identified and disposed of if necessary.

Some documentation can be of external origin and deemed acceptable (testing and warehouse equipment manuals etc.).

Documented information retained as guidelines for the QMS will be protected from unintended alterations to the best of the TCG's ability.

Quality Records

TCG shall maintain quality records where necessary to provide evidence of product compliance, testing, corrective action, and general process documentation.

- Quality records will be identified, collected, and filed for internal use when necessary.
- Quality records will remain legible and retrievable.
- Quality records will be maintained in a suitable environment to prevent damage, deterioration, or loss.
- Customer personal information is restricted to authorized personnel and will be destroyed when necessary.
- Records are available for evaluation by TCG customers or regulatory agencies when deemed necessary.

If TCG requires documentation of an undocumented QMS process or procedure, it can be formulated and approved in a timeframe that allows for the proper due diligence.

Operation

Operational processes and procedures shall be consistently reviewed in an effort to improve and solidify quality standards for customers, employees, and relevant parties.

Operational Planning and Control

TCG shall plan, implement, and control processes that could assist in increasing customer satisfaction. New processes will, at minimum, meet the pre-established organizational standards for providing products and services set by TCG's management team. This will occur by:

- Identifying additional requirements presented by the customers or external parties.
- Determining resources that would be needed to improve upon an already established QMS process.
- Implementing controls on the new functions if they are deemed beneficial and reasonable.

- The outputs of any new process functions will be suitable for TCG's employees and overall operational competence.
- TCG will closely monitor planned changes and review potential consequences prior to actual implementation.
- TCG can revert to the original organizational process standard if a new process is not considered viable.
- TCG will closely monitor and control any outsourced processes.

Requirements for Products and Services

Customer Communication

Communication with customers shall include:

- Providing information relating to products and/or services including datasheets, testing documentation, compliance information, inventory levels, lead times, kitting availability, manufacturing capacity, general product information, etc.
- Handling inquiries regarding quotations and contracts.
- Obtaining customer feedback relating to products and services.
- Establishing requirements for contingency actions if deemed necessary.
- Providing the highest level of integrity and communication possible.

Determining Requirements for Products and Services

When determining requirements for products, services, and processes, TCG shall ensure that:

- The requirements are clearly defined by the customer and corresponding TCG employee assisting with the inquiry.
- If additional employees and/or an individual from the management team are needed, it will be facilitated by a TCG employee.
- If what is required is not feasible, it will be articulated to the customer or external parties.
- Employees will provide realistic expectations of what is possible and continually offer an open line of communication.

Review of Requirements for Products and Services

TCG shall ensure the organization can meet the requirements that have been defined and agreed upon by involved parties. TCG will conduct a review before committing to supply products and/or services to a customer. TCG has the ability to redefine parameters of the requirements based on reasonable evidence.

The review can consist of:

- Analysis of requirements relating to delivery and post-delivery activities.

- Requirements not originally stated by the customer.
- Contract or order requirements differing from those previously expressed.

TCG will strive to ensure contract or order requirements differing from those previously defined are amicably resolved by the parties involved. The customer's requirements will be confirmed by TCG before acceptance. In most cases, the customer must provide written documentation stating their requirements (email, purchase orders, contracts etc.).

TCG reserves the right to withdraw from previously confirmed requirements should unforeseen circumstances arise. TCG will act with the utmost integrity by channeling an approach that revolves around the company core values and principles.

Changes to Requirements for Products and Services

If changes need to occur, TCG shall ensure documented information is amended and relevant people are made aware of changed requirements in a timely manner.

Design and Development for Products and Services

TCG shall establish, implement, and maintain a design and development process to assist customers with new products, services, and processes when deemed viable.

Design and Development Planning

In determining the steps for design and development, TCG shall consider:

- The nature, duration and complexity of the design and development undertakings.
- The required stages to maintain clarity and quality, including review gates.
- The required verification and validation activities.
- The authorities involved in the activities.
- The internal and external resources needed from relevant parties.
- The need to control information flow between relevant parties for organization purposes.
- The confirmed requirements for new products, service options, and specified processes.
- The level of control expected by the customer and other relevant parties.
- The documented information needed to demonstrate the requirements being met.

Design and Development Inputs

TCG shall determine the essential requirements needed to successfully execute new designs and development for products, service options, and specified processes. TCG will consider:

- Functional and performance requirements.
- Information derived from previous designs and reference points.
- Conformance and compliance requirements.
- Maintaining quality standards to the level of the pre-established QMS.
- Potential consequences of unsuccessful design and development.

Inputs needed by TCG will be clearly articulated to customers and relevant parties. Conflicting design and development inputs can be addressed and resolved amicably. TCG will retain documentation collected along the design and development process to confirm inputs/outputs.

Design and Development Controls

TCG shall apply controls to the design and development process to ensure that:

- The results to be achieved are defined.
- Reviews will be conducted in the future when necessary.
- Verification activities are conducted when necessary.
- Any necessary actions are taken for problems identified during review gates.
- Documented information of these activities are retained when necessary.

Design and Development Outputs

TCG shall ensure that design and development outputs:

- Meet the input requirements.
- Are adequate and acceptable for the first step of the subsequent process.
- Include acceptance criteria.
- Detail safety related characteristics of new products, service options, specified processes.

Design and Development Changes

TCG shall monitor and control changes made to completed projects for new products, service options, and processes. TCG Inc. will strive to minimize adverse influences on conformity.

TCG will keep documented information, when necessary, on:

- Design and development changes.
- Results of reviews.
- Authorization of changes.
- Actions taken to prevent adverse influences.

TCG also can discard documentation for projects no longer deemed viable or active.

Control of Externally Provided Products and Services

TCG shall collaborate with relevant parties to uphold quality standards defined by the current QMS for externally provided products, services, and processes. TCG will determine the controls to be applied when:

- They are intended for incorporation into TCG, Inc's own products and services.
- They are provided directly to the end customer on behalf of TCG.

Type and Extent of Control

TCG shall ensure that externally provided products, services, and processes do not adversely affect the ability to maintain quality standards defined in the QMS for customer satisfaction.

Any nonconformance to TCG quality standards will be evaluated and addressed. To account for this TCG will:

- Clearly communicate nonconformance up and down the supply chain to find a solution.
- Identify future controls that will assist in maintaining quality standards.

Information for External Providers

TCG shall review the adequacy of defined requirements for the external provider to uphold prior to engaging in formal business transactions. TCG can communicate this information by:

- Asking formalized questions that confirm external provider can fulfill requirements defined by TCG.
- Collect key documentation involving products, services, and processes such as regulatory, compliance, and conformance information.
- Maintain an open line of communication regarding requirements for future transactions.

Product, Service and Process Provisions

Control of Product, Service, and Process Provisions

The organization shall implement quality provisions under controlled conditions. Controlled conditions may include, as applicable:

- Documented information that defines product characteristics (datasheets, test documentation, compliance etc.)

- The availability and use of suitable monitoring resources.
- The implementation of monitoring activities at the appropriate stages to verify criteria for control.
- The use of suitable infrastructure and environment for operation of processes.
- The appointment of competent people, including the required qualifications.
- The validation and periodic revalidation of desired outputs.
- The implementation of action to minimize human error.
- The implementation of release, delivery, and post-delivery activities.

Identification and Traceability

TCG shall use suitable means to identify outputs when it is necessary to ensure conformity of products and services.

TCG will identify the status of outputs with respect to the defined requirements stated by the process authority.

Property Belonging to Customers or External Providers

TCG shall exercise care with property belonging to customers or external providers while it is under TCG's control.

TCG will identify, verify, and protect external provider and customer property for use or incorporation into products and or services.

When the property or information of a customer and/or external provider is lost, TCG will inform the parties involved.

Preservation

TCG shall preserve and maintain consistent outputs for ideal customer satisfaction.

Post Delivery Activities

TCG shall meet requirements for post-delivery activities associated with the products and services.

In determining the extent of post-delivery activities that are required, TCG will consider:

- Regulatory and compliance requirements.
- The potential undesired consequences associated.
- The nature, use and intended lifetime of products and services.
- Customer requirements.
- Customer feedback.



Control of Changes

TCG shall review and control any changes made to products, services, and processes, to the extent necessary to ensure continued conformity with requirements.

Release of Products, Services and Processes

TCG shall utilize the planned objectives listed above to verify that product and service provisions have been met. Release of products and services to the customer will not proceed until the objectives have been satisfactorily completed, unless otherwise approved by a relevant authority.

TCG will retain documented information on the releases of products and services to customers. The documentation will include traceability based on relevant information such as purchase order #s, lots, ship dates, etc.

Control of Nonconforming Outputs

TCG shall ensure that outputs that do not conform to requirements are identified and controlled to prevent unintended use or delivery.

Product, Service, and Process Quality Objectives

TCG shall ensure defined systems regarding product, service, and process quality. Quality standards are used to provide precision, clarity, and efficiency regarding material and information flow. Internal company processes are carried out under controlled conditions including:

- Documentation and/or verbal communication to provide instruction to employees
- The use of suitable equipment and maintenance of equipment.
- A suitable working environment.
- Compliance with applicable government safety and environmental regulations.

On Time Receiving

TCG actively monitors inbound product lead times and shipping updates to maximize preparedness of the receiving and quality control employees.

TCG shall ensure that products received at company headquarters conform to requirements specified on packing list documentation and other relevant conformance information.

This will be verified by designated and trained TCG employees by checking:

- Correct documentation attributed to shipment received

- Confirm box count
- Confirm box part number labels match packing list
- Confirm box quantity labels match packing list
- Record information for processing

TCG employees will input products into the ERP system, in a timely manner, defined by the department manager or a trained employee with proper authority. Receiving profile and planning is dependent on servicing customer ship dates in an optimal manner.

Inbound Quality Control

TCG, after completing the receiving process, shall perform detailed inspections of products received. The process will be performed by a trained TCG employee. The verification process considers:

- Visual inspection and confirmation of box quantity labels and box item labels.
- Visual inspection and confirmation of lot number labels applied during receiving process.
- Physical inspection and confirmation of a designated sample size.
- Additional inspection functions deemed necessary by the department manager when applicable.

Physical inspection includes various datasheet conformance check points. Product inspection check points are defined by the department manager and shared with employees functioning as inbound quality control.

TCG can make modifications to sample size inspections depending on product conformance history to uphold quality standards.

Product information is inputted into ERP system for further processing including:

- Internal lot number confirmation
- Country of origin
- Date code
- Quantity approved for inventory

TCG has defined four quality gates that verify product placed into inventory is conforming, this includes:

- receiving material confirmation
- receiving information confirmation
- quality control material confirmation
- quality control information confirmation

Quality records are collected, organized, and maintained for all incoming products. If future review is deemed necessary, the department manager has access to physical

and digital copies of relevant documentation. TCG may discard physical copies within a reasonable timeframe.

Inventory Accuracy & Optimization

Product received and processed through quality control inspection is organized utilizing designated warehouse locations and assigned lot numbers.

TCG conducts inventory counts on products when considered necessary to uphold integrity of product inventory and confirm home location accuracy.

The department manager conducts inventory slotting optimization to ensure products are organized efficiently for order processing while maintaining quality standards.

Outbound Quality Control

TCG identifies, plans, and controls all aspects of order processing through training and defined instruction to uphold outbound product quality control.

Order processing documents include but are not limited to the following information:

- Customer ship to
- Sales order numbers and reference numbers
- Individual product line items
- Agreed upon pricing, quantity, and ship date
- Shipping account information
- Shipping dates

TCG ensures an open line of communication is facilitated to align inputs with desired outputs. Order processing finalization includes a sales acknowledgment that confirms essential information with customers.

Products are picked from inventory and matched with appropriate documentation. Trained TCG employees verify key aspects of sales orders and place products in the shipment processing queue.

TCG shall comply with each customer's shipping requirements provided:

- The shipping method or request is feasible
- The shipping method or request meets the carrier's requirements
- Discrepancies are resolved and agreed upon by parties involved
- Request does not compromise the quality standards defined by the QMS

Shipping records of customers' orders are maintained and available for future use if necessary and within a reasonable timeline.

Where customer requirements are not specified, TCG will determine the most suitable shipping method that is in alignment with current quality standards.

Order Accuracy

TCG shall ensure product preservation, integrity, and quality during the shipping process. TCG includes a layer of quality control subsequent to order processing and product picking.

Order accuracy is confirmed at the shipping station by a trained TCG employee. The process contains material and information inspection prior to shipment processing in the ERP system.

Order accuracy is a metric at TCG that is defined by the following parameters:

- Correct ship to location
- Correct physical part number
- Correct physical quantity
- Correct label part number and quantity
- Correct order documentation

TCG defines ideal order accuracy as > 99.5% each year.

The department manager may modify order accuracy percentage pending approval from the management team. Order inaccuracies are documented and examined as a function of continually improving TCG's operational standards.

On Time Shipping

TCG's on time shipping standards are upheld using processes organized by the internal ERP system. TCG can adjust shipping timelines for customer provided:

- Inventory is available at TCG headquarters.
- Designated customer representative has provided consent for shipping date modification.
- Previous information agreed upon remains unchanged unless indicated by relevant parties involved.
- Unforeseen circumstances occur leading to delayed shipping dates, TCG will notify the customer.

TCG maintains and monitors processes that ensure product ships in accordance to agreed upon ship date.

Conformance and Testing

TCG confirms that standard and custom products shall follow product onboarding quality procedures defined by the management team. After the product onboarding process is complete, standard specification sheets are readily available on the company website and/or retrievable by contacting a TCG employee.

TCG conducts datasheet revisions when necessary.

Any product that has been identified as non-conforming is segregated and entered into the corrective action reporting process. A qualified TCG employee deploys Six Sigma methodologies to:

- Detail the exact points of nonconformance.
- Identify the ideal path forward to reestablish conformance.
- Update documentation defining conformance.
- Reenter product into verified inventory or place into discrepant inventory.
- Codify and share updated documentation with relevant parties.
- Establish controls for future process execution.

TCG can collect additional data and test reports for individual products based on customer requests.

Compliance Documentation

TCG has processes in place to monitor and update product compliance documentation when deemed necessary. Product compliance is defined as but not limited to:

- Conflict minerals
- Hazardous materials
- Harmful substances
- Material declarations and warnings

Corrective Action Reporting

TCG has a defined corrective action reporting process that is utilized and updated for optimal customer satisfaction.

TCG can receive a customer inquiry regarding potential product nonconformance based on quality, quantity received, mislabeling etc.

Additional inquiry may be required by a TCG employee to fully comprehend the potential conformance issue.

A trained TCG employee shall carry out the necessary steps to identify if there is an issue and how to resolve it. An issue is identified and resolved by utilizing Six Sigma

methodologies such as the DMAIC process, analysis of variance (ANOVA), 5 whys, root cause analysis, genchi genbutsu etc.

The customer will receive timely updates on the open inquiry until it is closed.

TCG can supply a formal corrective action report per customer request. The corrective action report can include:

- Description of non-conformance
- Root cause of non-conformance
- Corrective action taken (short term)
- Corrective action taken (long term)
- Controls

Conformance documentation is filed and kept for future reference if needed.

Timely Customer Service

TCG shall employ trained representatives to actively communicate with customers. TCG will provide quality service to meet or exceed customer expectations.

Representatives will treat all customers and external parties with respect.

Information will be provided to the best of TCG's ability with regards to active projects, delivery information, pricing, specifications, order status etc.

TCG representatives will be trained to recognize potential problems and notify the appropriate personnel for action with regards to all aspects of the QMS.

With regards to potential customer complaints, TCG will:

- Accept, acknowledge, and address customer complaints in a timely manner and will give consideration to the reasonableness of the complaint.
- Complaints may be considered "customer feedback" reflective of TCG's service and performance.
- Management will monitor customer complaints and assess the need(s) for process changes or improvements.

In regard to returned product:

- TCG will establish and maintain a formal process that governs customer returns.
- TCG will inform customers about potential restocking fees and how they are formulated.
- Product returned due to quality issues will be evaluated and the findings, resolution and corrective/preventive action will be documented.
- TCG utilizes NCNR when deemed necessary for specific customer opportunities.

Process Control

TCG actively monitors all aspects of the current QMS.

Key quality gates and objectives are observed by individuals governing the processes to ensure they are executed in a timely manner. If sizeable issues are identified outside the scope of the employee, they are communicated to the management team for inspection and collaboration.

The TCG management team reviews the current QMS to strive for maximum customer and employee satisfaction.

Process Improvement

TCG implements improvements to the QMS when deemed favorable.

An improvement project and/or function is enacted when sufficient research and analysis has been completed. After improvement projects and/or functions have been implemented, they are monitored for feedback.

The process of continuous improvement is a requirement in TCG's QMS.

Performance Evaluation

Monitoring, Measurement, Analysis and Evaluation

TCG shall determine:

- What KPIs need to be monitored and measured within the organization.
- Methods that are needed to ensure valid results.
- How frequently monitoring and measurement data needs to be collected for key objectives.

TCG will measure the established KPI's within timeframes that best suite visibility for relevant parties and the management team.

TCG will analyze information that is collected across the QMS.

The results of analysis will be used to understand:

- Conformity of products and services.
- Degree of customer satisfaction.
- Overall performance of the QMS.
- Planning and implementation processes for the QMS.
- The need for improvements within the QMS.

TCG will implement the necessary improvements that will increase the likelihood of customer and employee satisfaction. The newly implemented functions will be controlled for future analysis. TCG will retain appropriate documented information as evidence of necessary results.

Customer Satisfaction

TCG shall monitor customer satisfaction to ensure the QMS standards are being upheld. TCG will determine the methods for obtaining, monitoring, and reviewing this information. Examples of monitoring customer satisfaction can include but are not limited to:

- Meeting with customers
- Collecting feedback on delivered products and services
- Market share analysis
- Customer surveys
- Corrective action reports etc.

Internal Audit

TCG shall conduct internal audits in a timely manner to ensure the QMS standards are being met. TCG will review key QMS functions when deemed necessary by the management team or a relevant authority.

Post audit follow-up actions will be analyzed to discern current viability of specific processes. If information that is collected can yield improvements, TCG will explore implementation and control strategies.

Any changes made to the QMS will be trained and codified to ensure relevant parties maintain an understanding of the QMS. Training will be conducted by the relevant authority or department manager.

Management Review

General

The management team at TCG shall review the QMS, in necessary intervals, to ensure the continuing suitability, effectiveness, and alignment with the strategic direction of TCG.

Management Review Inputs

The management team shall review and take into consideration:

- The status of action from previous management reviews.
- Changes in external and internal issues relevant to the QMS.
- Information on the performance and effectiveness of the QMS.

Specific performance metrics may include but are not limited to:

- Customer satisfaction
- The adherence to quality objectives
- Process performance
- Conformity of products and services
- Audit results
- Performance of relevant external providers

If action is necessary, the management team will formulate a plan that addresses and/or improves key function of the QMS. The plan will contain key objectives, a timeline, and the necessary follow-up to ensure proper execution.

Modifications made to the QMS will include controls to effectively provide feedback for future management team meetings.

Management Review Outputs

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

- Opportunities for improvement
- Any necessary changes to the QMS
- Key resources needed

TCG can retain necessary documented information regarding management team QMS reviews.

Improvement

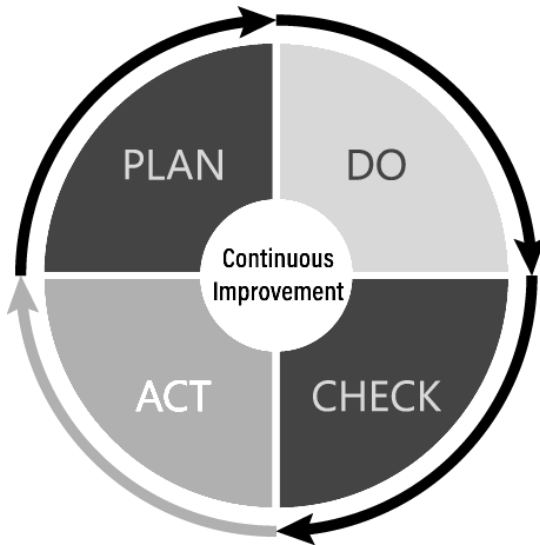
General

TCG shall determine and select opportunities for improvement and implement necessary actions to enhance customer satisfaction. These activities will follow the DMAIC process in accordance with Six Sigma principles.

Product, Service, and Process Quality

The quality objectives at TCG, including product, service, and process functions, are actively monitored for optimal performance.

TCG uses the Plan, Do, Check, Act (PDCA) methodology when evaluating improvements regarding products, services, and processes.



PDCA Cycle

Plan: establish the objectives of the system, its processes, and the resources needs to deliver defined results.

Do: Implement what was planned.

Check: monitor and measure the processes in order to identify the level of quality for the outputs.

Act: take actions to improve as necessary and control.

Continuous Improvement

TCG shall strive to continually improve the QMS.

TCG can consider the feedback from the management team and the results collected across the QMS objectives to determine key opportunities for continuous improvement.

This methodology will be performed in a consistent and reliable manner to ensure the QMS sustains a high standard of excellence.



Acknowledgement of Review

The TCG management team understand and agree with the information provided above.

TCG management shall review the QMS in a timely manner to ensure the quality standards are upheld, continually improved, and in alignment with TCG's direction.

TCG management will designate a representative from the management team to formally approve revisions and updates made to the QMS.

Date	Revisions & Updates	Updated	Approved
04/01/24	Manual uses the fifth edition (2015-09-15) of the <i>ISO 9001:2015 Quality Management Systems – Requirements</i>	Eryn Hewett, Quality Manager	Jim Kalb, President