



QUALITY MANUAL

Revision: February 2, 2007

Approved:



Robert J. Ten Eyk
Director, Technical Services
TEN-E Packaging Services, Inc.

TABLE OF CONTENTS

0. INTRODUCTION	PAGE 3
1. SCOPE	PAGE 3
2. REFERENCES	PAGE 3
3. DEFINITIONS	PAGE 3
4. QUALITY SYSTEM REQUIREMENTS	PAGE 3
4.1 Management Responsibility	PAGE 3
4.2 Quality System	PAGE 4
4.3 Contract Review	PAGE 5
4.4 Design Control	PAGE 5
4.5 Document and Data Control	PAGE 5
4.6 Purchasing	PAGE 6
4.7 Control of Customer Supplied Product	PAGE 7
4.8 Product Identification and Traceability	PAGE 7
4.9 Process Control	PAGE 7
4.10 Inspection and Testing	PAGE 8
4.11 Control of Inspection, Measuring & Test Equipment	PAGE 8
4.12 Inspection and Test Status	PAGE 9
4.13 Control of Non-Conforming Product	PAGE 9
4.14 Corrective and Preventive Action	PAGE 9
4.15 Handling, Storage, Packaging, Preservation and Delivery	PAGE 10
4.16 Control of Quality Records	PAGE 10
4.17 Internal Quality Audits	PAGE 10
4.18 Training	PAGE 10
4.19 Servicing	PAGE 11
4.20 Statistical Techniques	PAGE 11

0. INTRODUCTION

This Quality Manual outlines a Quality System designed to assure conformance to requirements during package testing and test report production. It describes the quality policy and general procedures of TEN-E Packaging Services, Inc.

1. SCOPE

The requirements outlined in this Quality Manual have been developed to detect and prevent nonconformity during receipt of testing materials, quality control audit, testing and test report generation.

2. REFERENCES

ISO 9002 Quality Systems - Model for quality assurance in production, installation and servicing. We will also use ISO/IEC Guide 25 as an additional guide for establishing procedures. New changes and restatements have been included to adapt to ISO 9000:2000 although all changes have not been included or tested fully.

3. DEFINITIONS

For the purpose of this Quality Manual, the definitions given in ISO 8402 apply.

4. QUALITY SYSTEM REQUIREMENTS

4.1 Management Responsibility

4.1.1 Quality Policy

Management shall ensure that the Quality Policy is understood implemented and maintained at all levels in the organization. The Quality Policy for TEN-E Packaging Services, Inc. is as follows:

TEN-E PACKAGING SERVICES, INC. is committed to providing our customers with the most reliable, accurate and up-to-date certification testing, packaging design, and regulatory consulting. TEN-E PACKAGING SERVICES, INC. shall maintain an ongoing program to improve service, technology and knowledge.

These objectives shall be met by:

- 1. Making a total commitment to quality and customer service.**
- 2. Sharing with all employees the company commitment and their responsibility.**
- 3. Maintaining open communications with employees.**
- 4. Providing management support to address problems find solutions and share successes.**

Working toward these objectives will result in:

- Customer Satisfaction**
- Employee Job Satisfaction as well as Personal and Professional Growth**
- Recognition as a Global Packaging and Regulations Authority**

4.1.2 Organization:

4.1.2.1 Responsibility and Authority

The responsibility, authority and interrelation of personnel is defined using a Responsibility Flow Chart as well as procedures written to indicate who is responsible for each task. The Responsibility Flow Chart is filed with the 4.1.2.1 Responsibility and Authority Procedure.

4.1.2.2 Resources

Personnel are provided and trained to support the quality system. Management's cross-training allows for smooth operations when individuals are away. Through internal audits performed on the quality system performance is reviewed and changes are made accordingly.

4.1.2.3 Management Representative

The Systems Manager shall have the responsibility and authority to:

- a.) Ensure that the requirements of this Quality Manual are implemented and maintained.
- b.) Report the performance of the quality system to management for review.
- c.) Based on these findings improvements to the system are developed and implemented.

4.1.3 Management Review

The quality system shall be reviewed at least once per year by the Director and/or Asst. Director, Asst. Director and/or 1 Project Manager, Quality Control Manager/Systems Manager, (a minimum of 3 reviewers) . The Systems Manager shall initiate the quality system review and maintain records of this review.

This review is designed to establish and ensure that this ISO 9002 Quality System is operating properly to meet the company's Quality Policy and objectives.

4.2 Quality System

4.2.1 General

TEN-E Packaging Services, Inc. will document and maintain a quality system as a means of ensuring that the testing service and test report conform to specified requirements. This Quality Manual documents TEN-E's Quality System. Details of implementation of these policies are defined in the Quality System Procedures.

4.2.2 Quality System Procedures

Procedures are documented and implemented in accordance with the ISO 9002 Standard and using ISO/IEC Guide 25 as an additional guide in the preparation. Procedures are filed with this Quality Manual in the Quality Manual and Procedures file. The controlled issues of these documents are retained and maintained by the Systems Manager.

4.2.3 Quality Planning

The Planning process for each new year begins at the end of each previous year with the annual management meeting to organize and review the past years activities and identify the needs to perform the next year and meet the standards as set forth in our Quality System. This will be further analyzed at Quarterly Employee meetings to verify that the goals set forth and that the Quality System requirements are being kept on the forefront of our daily operation.

The Quality System consists of three levels of documentation.

Level 1 = The Quality Manual

Level 2 = The Quality Procedures and Master Documents

Level 3 = Individual Documents and Worksheets

TEN-E Packaging Services, Inc. has defined and documented the needs for each test program performed. The Quality System consists of the activities and documentation needed to ensure that the testing service and test report conform to the customer's requirements.

4.3 Contract Review

Procedures for contract (or program) review are documented and implemented to ensure that all terms and requirements are agreed upon prior to testing by both the Program Manager and the Client.

4.3.2 Review

Procedures are in place to allow for the use of the TEN-E written contract or for a verbal agreement. (Under either contract option All HAZMAT's will be returned to the customer at the end of testing, No Exceptions.)

The contract process allows for the use of Quotes and PO numbers. These are preferred by TEN-E Packaging Services, Inc.

4.3.3 Contracts may be amended through communications with the appropriate Program Manager. The Program Manager will then make the necessary changes in RED Ink.

4.3.4 All agreement information will be kept in each individual program file.

4.4 Design Control - Not Applicable

4.5 Document and Data Control

4.5.1 General

Procedures shall be maintained to control all documents and data that could affect quality relating to program testing and final test report generation.

4.5.2 Document Approval and Issue

Documents of Internal Origin:

Documents of internal origin shall be reviewed and approved for adequacy by the appropriate designated personnel. The Systems Manager shall maintain a master file housing the current revision status of each document. The systems manager shall ensure that:

- a. Pertinent issues of appropriate documents are readily available.
- b. Invalid and/or obsolete documents are promptly removed from all points of issue or use.
- c. any obsolete documents retained for knowledge preservation are identified as such.

Controlled copies shall be stamped "Controlled Copy is Stamped in Green Ink", thus any copy not stamped in green is considered uncontrolled.

Documents of External Origin:

Documents of external origin such as standards and equipment operation manuals shall be documented on a Master List indicating document number, revision status and location. Such documents shall be stamped with the same green stamp referenced above and numbered to correspond with the master list. The Systems Manager shall ensure that only the current revision is available for use, or otherwise marked "for reference only".

4.5.2 Data Controls

All Computer Programs and Data Record Files are backed up daily and stored weekly off site for recovery purposes.

4.5.3 Document Changes

Documents of Internal Origin:

Changes to documents of internal origin shall be reviewed and approved by the Systems Manager or the Quality Control Manager after all other appropriate designated personnel have reviewed and approved the changes.

Documents of External Origin:

The Systems Manager shall ensure that new revisions of external documents are documented as stated in 4.5.2 above and that outdated documents are removed from use or marked "for reference only".

4.6 Purchasing

4.6.1 General

TEN-E Packaging Services, Inc. shall maintain documented procedures to ensure that purchased products conform to specified requirements as indicated on the purchase order.

4.6.2 Evaluation of Subcontractors

Selection of suppliers will be made based on results from Contractor/Supplier Evaluation form. Also the supplier's ability to meet requirements for quality, cost and delivery as well as records of past history, dependable references and/or sample evaluations. All records of service history will be kept for future review.

4.6.3 Purchasing Data

Purchase orders shall be clear and concise and shall contain all necessary information to enable requirements to be met. Purchase orders shall be reviewed and approved for adequacy prior to release.

4.6.4 Verification of Purchased Product

It is not foreseen that verification of purchased product at the subcontractor's premises nor customer verification of subcontracted product will be necessary, therefore, this clause does not apply.

4.7 Control of Customer Supplied Product

TEN-E Packaging Services, Inc. shall record, verify, store, and maintain customer supplied test materials in accordance with strict guidelines. Any such materials that are lost in shipment, damaged, or are otherwise unsuitable for testing shall be recorded and reported to the customer immediately so replacements can be obtained. All items are stored in confidentially controlled, numerically marked storage area's Disposition of completed testing materials is based on clients wishes and the contract agreement.

4.8 Product Identification and Traceability

TEN-E Packaging Services, Inc. maintains a number identification system for individual testing programs from initial work request to mailing and filing of the final test report. Documentation related to each testing program is kept within a numbered file. This identification number permanently remains with each testing program and records of completed programs are kept physically and electronically

4.9 Process Control

Processes which directly affect the quality of the testing service performed by TEN-E Packaging Services, Inc. shall be carried out under controlled conditions:

- a.) Standard Operation Procedures and/or Test worksheets are created for each type of testing performed. The worksheets give general work instructions and reference published test standards.
- b.) Equipment selected for use is capable of meeting the requirements of test standards.
- c.) Test Standards are followed through appropriate training and supervision of laboratory personnel.
- d.) Compliance to test requirements is monitored and recorded.
- e.) Management approves testing processes through creation and approval of standard operating procedures and /or test worksheets which serve as guides for all testing. Equipment needs are reviewed regularly and appropriate purchases are made to fill those requirements.
- f.) Criteria for workmanship are stipulated by referencing test standards and using illustrations where appropriate.
- g.) Test equipment is maintained by contract services and internal schedules. Calibration of equipment is serviced by outside contracts and monitored internally according to established time tables and procedures. Qualification of Testing Processes including associated Equipment and Personnel are specified.

4.10 Inspection and Testing

4.10.2 Receiving Inspection and Testing

Customer's materials that are to be used for testing are inspected at receiving for proper materials and shipping damage. Measurements taken by the Quality Control Manager are documented and become part of the final report as record of what has been tested. Any variance in product at receiving or during testing will be communicated to the client immediately.

4.10.4 Final inspection

Completed testing worksheets shall be reviewed and signed by designated laboratory personnel to ensure that all testing required has been completed. Project Managers shall final inspect the completed reports to assure requirements are met. Test Reports are released for delivery to the client after all required approvals have been documented.

4.10.5 Inspection and Test Records

TEN-E Packaging Services, Inc. shall maintain records to provide evidence that:

- Completed test worksheets are reviewed to ensure required testing has been completed.
- The final report is inspected by two Project Managers before releasing to the customer.
- Non-Conformities found in the review process will be recorded and corrected. (Non-Conformity reporting will be followed as outlined in 4.13) Those documents will be review by the Project Manager again prior to release

4.11 Control of Inspection, Measuring and Test Equipment

Through our Calibration Services Contractor we will see that all equipment is maintained,

inspection, and calibrated. All equipment shall be used in a manner which ensures that measurement uncertainty is controlled and is consistent with the required measurement capability. Control shall consist of:

- a.) Determination of measurements to be made, accuracy required and proper selection of equipment.
- b.) Identify all inspection, measuring and test equipment that can affect product quality, and calibrate and adjust them at prescribed intervals, or prior to use, and traceable to NIST and using ASNI Z-540 as an overall guide for Calibration Certification. Calibration uncertainty must meet or exceed four times to one unless otherwise indicated on the calibration report.
- c.) The calibration process is defined for each piece of equipment.
- d.) Equipment is identified.
- e.) Record of calibration is maintained for each piece of equipment, documented and available for use in the Equipment Maintenance and Calibration Manual.
- f.) Previous results are assessed, when necessary, if equipment is found to be out of calibration.
- g.) Environmental conditions are suitable for calibrations, measurements and testing being carried out.
- h.) Training is provided for handling, preservation, and storage of equipment to ensure that accuracy and fitness for use are maintained.
- i.) Safeguards are in place where necessary to ensure adjustments are not made which would invalidate the calibration setting.

Equipment and Calibration records are kept on both contractor and TEN-E computer systems.

Unsatisfactory calibration results will:

1. Require the item in question to be removed from service.
2. Require the review of testing performed from the estimated time of non-calibration to see if results could be effected. The client(s) involved in any subsequent finds would be contacted. Additional testing would possibly need to be performed again at no charge.

4.12 Inspection and Test Status

Procedures are in place to ensure that the test status of testing programs is recorded as well as the inspection status of the final test report.

4.13 Control of Nonconforming Product

TEN-E Packaging Services, Inc. shall provide sufficient control and review of each report to ensure that a quality Test Report is produced and sent to the customer. If in the event an error is discovered, the client will be notified immediately so the proper steps can be taken to resolve the situation. (See 4.10 Inspection and Testing). The originating Project Manager will re-review the corrected non-conformity and sign-off re-releasing it for distribution.

4.14 Corrective and Preventive Action

TEN-E Packaging Services, Inc. documents all corrective and preventive actions to eliminate causes of potential errors or erroneous results. TEN-E Packaging Services, Inc. shall implement changes resulting from corrective and/or preventive Action Assessing Risk related to each situation. The changes shall be documented in the quality system procedures.

Corrective and preventive measures include:

Corrective:

- a. Corrective handling of customer complaints, and product testing.
- b. Investigating causes of nonconformity and recording results
- c. Determining corrective action
- d. Applying controls to ensure that corrective action is taken and that it is effective.

Corrective action is documented using a Report of Nonconformity. These reports are retained and reviewed during management review of the quality system.

Preventive:

Procedures are in place to use both internal and external resources to detect, analyze and eliminate potential causes of nonconformity, determine steps to deal with problems, and ensure the preventive action is effective and is reviewed by management.

4.15 Handling, storage, packaging, preservation and delivery

Special handling may be required for tests samples and procedures are in place to deal with the movement, storage, testing and return to client of Hazardous Materials. MSDS forms are required for any Hazmat Material sent to TEN-E and All Hazmat Material must be return to the client upon the completion on the testing.

- 4.15.2** Upon receiving client products for testing documentation on what has been received and condition of items, MSDS required reports noted and than passed on to the manager for review and handling. Any problems in receipt will follow procedure 4.7.
- 4.15.3** Received items will be stored in appropriate locations based on the items physical size and chemical properties. The manager will be notified by the receiving report the location of storage.
- 4.15.4** TEN-E will prepare the package for testing based on the client's instruction.
- 4.15.5** All tested items will have a representative sample saved for two weeks from the date the test report is transmitted to the client.
- 4.15.6** All HAZMAT items will be returned to the client following the total completion of all testing related to that item and the two week period has passed unless other arrangements are required by the client.

4.16 Control of quality records

TEN-E Packaging Services, Inc. maintains procedures for identification, collection, indexing, access, filing, storage, maintenance and disposition of quality records. These records are maintained to demonstrate conformance to specified requirements and the effective operation of the quality system. Quality records shall be retained so that they are easily retrievable for review of various aspects of the quality system or review by the client or as required by law. Quality records shall be retained for a minimum of two years unless otherwise stated in the procedures. All test results are recorded electronically for report preparation and all electronic data is stored both on-site and off-site for emergency recall.

4.17 Internal Quality Audits

TEN-E Packaging Services, Inc. maintains documented procedures for planning and implementing annual internal quality audits to verify that quality activities and related results comply with plans and to determine the effectiveness of the quality system. Results are recorded and brought to the attention of the appropriate personnel. Management will take appropriate corrective action on any deficiencies found. Follow up audits shall record the implementation and effectiveness of the corrective action. Internal Auditors are trained either internally and/or externally by qualified individuals.

4.18 Training

TEN-E Packaging Services' management shall identify and document Training, educational and experience needs. We will provide the necessary training or the ability to acquire the necessary training to perform activities affecting quality. Records of experience and training are maintained.

4.19 Servicing

This Clause does not apply to TEN-E Packaging Services' product.

4.20 Statistical Techniques

Procedures are in place which identify the need for various statistical sampling and how they are applied.