

**6161 Dr. ML King Jr. Street Suite 203**

**St Petersburg, FL 33703**

**Phone # 727-329-4600**

**Fax# 727-522-4909**

**www.hyperactivecom.com**

*ISO9001*

*Quality Systems Manual*

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Table of Contents

Quality Systems Manual - Table of Contents

[Introduction 4](#_Toc526232331)

[1.0 – Scope 5](#_Toc526232332)

[1.1 Purpose of this Manual 6](#_Toc526232333)

[2.0 – Normative References 6](#_Toc526232334)

[2.1 Conformance and Compliance Standards 7](#_Toc526232335)

[3.0 – Terms and Definitions 7](#_Toc526232336)

[4.0 – Context of the Organization 9](#_Toc526232337)

[4.1 Homeland Components, Inc and Its Context 9](#_Toc526232338)

[4.2 The Needs and Expectations of Interested Parties 9](#_Toc526232339)

[4.3 Determining the Scope of the Quality Management System 9](#_Toc526232340)

[4.4 Quality Management System and Its Processes 10](#_Toc526232341)

[5.0 – Leadership 11](#_Toc526232342)

[5.1 Leadership and Commitment 11](#_Toc526232343)

[5.1.1 General 11](#_Toc526232344)

[5.1.2 Customer Focus 12](#_Toc526232345)

[5.2 Quality Policy 12](#_Toc526232346)

[5.2.1 Developing the quality policy 12](#_Toc526232347)

[5.2.2 Communicating the quality policy 12](#_Toc526232348)

[5.3 Organizational roles, responsibilities and authorities 13](#_Toc526232349)

[6.0 – Planning 13](#_Toc526232350)

[6.1 Actions to Address Risks and Opportunities 13](#_Toc526232351)

[6.2 Quality Objectives and Planning to Achieve Them 14](#_Toc526232352)

[6.2.2 When planning how to achieve its quality objectives, the organization shall determine: 14](#_Toc526232353)

[6.3 Planning of Changes 15](#_Toc526232354)

[7.0 Support 15](#_Toc526232355)

[7.1 Resources 15](#_Toc526232356)

[7.1.1 General 15](#_Toc526232357)

[7.1.2 People 15](#_Toc526232358)

[7.1.3 Infrastructure 16](#_Toc526232359)

[7.1.4 Environment for the Operation of Processes 16](#_Toc526232360)

[7.1.5 Monitoring and measuring resources 16](#_Toc526232361)

[7.1.5.1 General 16](#_Toc526232362)

[7.1.5.2 Measurement traceability 17](#_Toc526232363)

[7.1.6 Organizational Knowledge 17](#_Toc526232364)

[7.2 Competence 18](#_Toc526232365)

[7.3 Awareness 19](#_Toc526232366)

[7.4 Communication 19](#_Toc526232367)

[7.5 Documented Information 19](#_Toc526232368)

[7.5.1 General 19](#_Toc526232369)

[7.5.2 Creating and Updating 20](#_Toc526232370)

[7.5.3 Control of Documented Information 20](#_Toc526232371)

[8.0 – Operation 21](#_Toc526232372)

[8.1 Operational Planning and Control 21](#_Toc526232373)

[8.2 Requirements for Products and Services 22](#_Toc526232374)

[8.2.1 Customer Communication 22](#_Toc526232375)

[8.2.2 Determining the Requirements Related to Products and Services 22](#_Toc526232376)

[8.2.3 Review of Requirements for Products and Services 22](#_Toc526232377)

[8.2.4 Changes to Requirements for Products and Services 23](#_Toc526232378)

[8.3. Design and Development (Not Applicable Homeland Components, Inc does not design Services) 23](#_Toc526232379)

[8.4 Control of Externally Provided Processes, Products, and Services 23](#_Toc526232380)

[8.4.1 General 23](#_Toc526232381)

[8.4.2 Type and extent of control of external provision 24](#_Toc526232382)

[8.4.2.1 Verification of External Providers 24](#_Toc526232383)

[8.4.3 Information for External Providers 25](#_Toc526232384)

[8.5 Production and Service Provision 25](#_Toc526232385)

[8.5.1 Control of Production and Service Provision 25](#_Toc526232386)

[8.5.2 Identification and Traceability 26](#_Toc526232387)

[8.5.3 Property Belonging to Customers Or External Providers 26](#_Toc526232388)

[8.5.4 Preservation 27](#_Toc526232389)

[8.5.5 Post-Delivery Activities 27](#_Toc526232390)

[8.5.6 Control of Changes 27](#_Toc526232391)

[8.6 Release of Products and Services 28](#_Toc526232392)

[8.7 Control of Nonconforming Outputs 28](#_Toc526232393)

[9.0 – Performance Evaluation 29](#_Toc526232394)

[9.1 Monitoring, Measurement, Analysis, and Evaluation 29](#_Toc526232395)

[9.1.1 General 29](#_Toc526232396)

[9.1.2 Customer Satisfaction 29](#_Toc526232397)

[9.1.3 Analysis and Evaluation 30](#_Toc526232398)

[9.2 Internal Audit 30](#_Toc526232399)

[9.3 Management Review 31](#_Toc526232400)

[10.0 – Improvement 32](#_Toc526232401)

[10.1 General 32](#_Toc526232402)

[10.2 Nonconformity and Corrective Action 33](#_Toc526232403)

[10.3 Continual Improvement 34](#_Toc526232404)

[Revision History 34](#_Toc526232405)

[Appendix A – Process Flow Chart 34](#_Toc526232406)

[Appendix B – Organization Chart 35](#_Toc526232407)

[Appendix C – Organization Chart Quality Policy and Quality Objectives 36](#_Toc526232408)

# Introduction

Homeland Components, Inc., a HyperActive Company is a world class independent distributor of electronic components.  Founded in 2008 on the belief that independent distribution could improve dramatically, the founders shared a vision to offer a level of service, support and quality not often matched in the component markets.  Growing every year since its inception, Homeland Components, Inc., a HyperActive Company brings flexible scheduling, pricing and ordering solutions for all commodities of board level electronic components.

The manual is divided into sections that correlate to the Quality Management System sections of ISO 9001. The manual describes the Quality Management System, delineates authorities, inter relationships and responsibilities of the personnel responsible for performing within the system. The manual also provides the documented information with procedures or references for all activities comprising the Quality Management System that ensures the compliance to the necessary requirements of the standard.

This manual is used internally to guide the company’s employees through the various requirements of the ISO standard that must be met and maintained in order to ensure customer satisfaction, continuous improvement and provide the necessary instructions that create an empowered work force.

This manual is used externally to introduce our Quality Management System to our customers and other external organizations or interested parties. The manual is used to familiarize them with the controls that have been implemented and to assure them that the integrity of the Quality Management System is maintained and focused on customer satisfaction and continuous improvement.

The manual is approved by a top management representative.

President: Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# 1.0 – Scope

**We are a “Distributor of Electronic Components such as micro processors, diodes, converters, eproms, resistor networks, and operational amplifiers.”**

**Non-Applicability:** The following Sections of the ISO 9001 Standard that are not applicable to Homeland Components, Inc Quality Management System are: **8.3 Design and Development of Products and Services**

**Justification:** Homeland Components, Inc does not Design their Distribution Process.

## 1.1 Purpose of this Manual

Homeland Components, Inc.’s overall commitment to quality in work and customer service is defined through its Standardized Business Processes. Each of these processes align with the Quality Management System herein to create organized goals and strategic organization. The Quality Management System as described herein this Quality Manual defines the corporation’s commitment:

* By demonstrating its ability to consistently provide quality products and services that meet all customer satisfactory requirements.
* By addressing customer satisfaction through application of the system including processes and procedures for continual improvement of quality and prevention of non-conformities.
* Through employee empowerment, allowing the freedom for innovation and actions to improve performance.
* Through orderly change management that will maintain a high level of service and organization in the events of technological, technical skill or capability changes within Homeland Components, Inc.

This Quality Systems Manual provides an overview of the quality processes, polices, and key requirements for the corporation. This Quality Systems Manual is the source of reference for all matters conferring and revolving around quality. It is available for inspection by our customers, potential customers, third party quality auditors and regulatory agencies.

# 2.0 – Normative References

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

2.1 Conformance and Compliance Standards

The Quality Systems Manual is intended to demonstrate conformance to

ANSI/ISO/ASQ Q9001 *American National Standard: Quality Management Systems – Requirements*. This standard is the United States’ legal equivalent of the ISO 9001 international standards. These two standards may be referenced interchangeably in this manual and the quality management system. In all other references to this conformance standard in this manual or quality management system documents, the reference to the year of the current revision may or may not be used. Reference to this conformance standard also implies reference to all guidance standards contained therein.

# 3.0 – Terms and Definitions

ANSI American National Standards Institute

ASQ American Society for Quality

COP **Customer Owned Property** – Any type of instrumentation, accessories, manuals, or shipping containers that belong to a customer. When the customer is the United States Government this is often referred to as Government Furnished Property or Equipment.

Critical Items Those items having significant effect on the Product/Service realization and use of the product/service; including safety, performance, etc.; that require specific actions to ensure they are adequately managed.

CSP **Customer Supplied Product** – Any type of service or material supplied to be utilized in the manufacture, modification, or repair of COP. When the customer is the United States Government this is often referred to as Government Furnished Material.

GFP/E Government Furnished Property or Equipment

GFM Government Furnished Material

Infrastructure Buildings, workspace, utilities, process equipment and supporting services provided by Homeland Components, Inc determined as necessary to achieve conformity of product requirements.

ISO International Organization for Standardization

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

Metrology The science and practice of precision measurement, specifically the various disciplines of calibration required by Homeland Components, Inc.

NCR Non-Conformance Report – A system and specific document used to report and disposition non-conformances identified within our quality system.

PDF Portable Document Format, a file system extension used to designate a document that conforms to the requirements of the international standard ISO 32000-1 *Document Management – Portable Document Format – Part 1: PDF 1.17*

Product The end result of meeting all contractual terms and conditions. Throughout this document and all documents related to the Quality Management System the word “service” is identical in meaning to “product.”

Risk An undesirable situation or circumstance that has both a likelihood of occurring and a potentially negative consequence.

Special Requirements Those requirements identified by the customer, or determined by the organization, which have high risks to being achieved, thus requiring their inclusion in the risk management process. Factors used in the determination of special requirements include product or process maturity. Examples of special requirements include performance requirements imposed by the customer that are at the limit of the industry’s capability, or requirements determined by Homeland Components, Inc to be at the limits of its technical or process capabilities.

QMS Quality Management System

USG United States Government

# 4.0 – Context of the Organization

## 4.1 Homeland Components, Inc and Its Context

Homeland Components, Inc has determined external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality management system.

Homeland Components, Inc shall Monitor and review the information about these external and internal issues.

[This process is identified and defined in Procedure Context of the Organization](https://www.dropbox.com/s/j1187vuj02c870l/QOP 40-01 Context of the Organization.doc?dl=0)

## 4.2 The Needs and Expectations of Interested Parties

Due to their effect or potential impact on the organization’s ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, Homeland Components, Inc has determined:

a) The interested parties that are relevant to the quality management system;

b) The requirements of these interested parties that are relevant to the quality management system.

Homeland Components, Inc has monitored and reviewed information about these interested parties and their relevant requirements.

[This process is identified and defined in Procedure Context of the Organization](https://www.dropbox.com/s/j1187vuj02c870l/QOP 40-01 Context of the Organization.doc?dl=0)

## 4.3 Determining the Scope of the Quality Management System

Homeland Components, Inc has determined the boundaries and applicability of the quality management system to establish its scope.

When determining this scope, Homeland Components, Inc shall consider:

a) The external and internal issues referred to in 4.1;

b) The requirements of relevant interested parties referred to in 4.2;

c) The products and services of the organization.

Homeland Components, Inc shall apply all the requirements of this International Standard if they are applicable within the determined scope of its quality management system.

The scope of the quality Management System is Distributor of Electronic Components such as micro processors, diodes, converters, eproms, resistor networks, and operational amplifiers.

[This process is identified and defined in Procedure Organization Contex](https://www.dropbox.com/s/j1187vuj02c870l/QOP 40-01 Context of the Organization.doc?dl=0)

## 4.4 Quality Management System and Its Processes

4.4.1 Homeland Components, Inc shall 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.

Homeland Components, Inc has determined the processes needed for the quality management system and their application throughout Homeland Components, Inc and shall:

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.

NOTE Sub clauses a) through h) are considered essential to the adoption of a process approach as described in clause 0.3.

4.4.2 To the extent necessary, Homeland Components, Inc shall:

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.

[This process is identified and defined in Procedure Context of the Organization](C:\\Users\\Traci\\AppData\\Local\\Temp\\Temp1_Homeland Comp.zip\\Homeland Comp\\Procedures\\QOP 40-01 Context of the Organization.doc)

# 5.0 – Leadership

## 5.1 Leadership and Commitment

### 5.1.1 General

Top management shall demonstrate leadership and commitment with respect to the quality management system by:

a) Taking accountability of the effectiveness of the quality management system;

b) Ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the strategic direction and the context of the organization;

c) Ensuring the integration of the quality management system requirements into the organization’s business processes;

d) Promoting the use of the process approach and risk-based thinking

e) Ensuring that the resources needed for the quality management system are available;

f) Communicating the importance of effective quality management and of conforming to the quality management system requirements;

g) Ensuring that the quality management system achieves its intended results;

h) Engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;

i) Promoting improvement;

j) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

### 5.1.2 Customer Focus

Top management shall demonstrate leadership and commitment with respect to customer focus by ensuring that:

a) Customer requirements and applicable statutory and regulatory requirements are determined, understood and consistently met;

b) The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;

c) The focus on enhancing customer satisfaction is maintained.

## 5.2 Quality Policy

### 5.2.1 Developing the quality policy

Top management shall establish, implement and maintain a quality policy that:

a) is appropriate to the purpose and context of Homeland Components, Inc and supports its strategic direction

b) Provides a framework for setting quality objectives;

c) Includes a commitment to satisfy applicable requirements;

d) Includes a commitment to continual improvement of the quality management system.

The quality policy and quality objectives are relevant to the company’s goals and the expectations and needs of its customers. This policy has been communicated to all employees within the scope of the Quality Management System. Quality is paramount to the culture of Homeland Components, Inc.

Top management ensures that its Quality Policy is understood through proper employee training and continuous communication.

### 5.2.2 Communicating the quality policy

The quality policy shall:

a) Be available and be maintained as documented information;

b) Be communicated, understood and applied within the organization;

c) Be available to relevant interested parties, as appropriate.

## 5.3 Organizational roles, responsibilities and authorities

Top management shall ensure that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization.

Top management shall assign the responsibility and authority for:

a) Ensuring that the quality management system conforms to the requirements of this International Standard;

b) Ensuring that the processes are delivering their intended outputs;

c) Reporting on the performance of the quality management system and on opportunities for improvement to top management

d) Ensuring the promotion of customer focus throughout the organization;

e) Ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

[This process is identified and defined in Procedure Leadership](https://www.dropbox.com/s/eppbt5shto3c4i1/QOP-50-01- Leadership .docx?dl=0)

# 6.0 – Planning

## 6.1 Actions to Address Risks and Opportunities

Homeland Components, Inc, has established and implemented a process for managing risk to achieve applicable requirements that include, as appropriately:

* Assignment of responsibilities for risk management
* Definition of risk criteria
* Identification, assessment, and communication of risks throughout product realization
* Identification, implementation and management of actions to mitigate risks that exceed the defined risk acceptance criteria, and
* Acceptance of risks remaining after implementation of mitigating actions.

Risk management is maintained throughout all levels of Homeland Components, Inc through the use of internal communication and continuous review of key factors that affect risk. Homeland Components, Inc shall 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.

**[This process is identified and defined in Procedure Planning the Quality Management System](https://www.dropbox.com/s/7y8o0s5bssfzn92/QOP-60-01 PLanning The Quality Management System.doc?dl=0)**

## 6.2 Quality Objectives and Planning to Achieve Them

6.2.1 Homeland Components, Inc shall 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.

Homeland Components, Inc shall retain documented information on the quality objectives.

## 6.2.2 When planning how to achieve its quality objectives, the organization shall determine:

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

Where Homeland Components, Inc determines the need for changes to the quality management system, the changes shall be carried out in a planned and systematic manner. (see 4.4) Homeland Components, Inc shall 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

# 7.0 Support

## 7.1 Resources

### 7.1.1 General

Top management of Homeland Components, Inc determines and provides, in a timely and effective manner, the resources needed:

* The implement, maintain, and improve the effective operations of the Quality Management Systems procedures, and
* To enhance customer satisfaction level by meeting and exceeding contractual requirements.

These resources are assessed and reviewed on a periodic basis consistent with annual and strategic business planning activities.

### 7.1.2 People

Personnel assigned responsibilities directly or indirectly affecting the conformity to service requirements are determined to be qualified and competent based on education, training, observed skills and experience.

### 7.1.3 Infrastructure

Homeland Components, Inc shall determine, provide and maintain the infrastructure necessary for the operation of its processes to achieve conformity of products and services.

NOTE Infrastructure can include:

a) Buildings and associated utilities;

b) Equipment including hardware and software

c) Transportation resources

d) Information and communication technology.

### 7.1.4 Environment for the Operation of Processes

Homeland Components, Inc shall determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services.

NOTE A suitable environment can be a combination of human and physical factors, such as:

a) Social (e.g. non-discriminatory, calm, non-confrontational);

b) Psychological (e.g. stress-reducing, burnout prevention, emotionally protective);

c) Physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise).

These factors can differ substantially depending on the products and services provided.

NOTE Consideration of human factors is the understanding of the interactions between people, machines, and each other and their impact on human performance (e.g., physical fitness, physiological characteristics, personality, stress, fatigue, distraction, communication and attitude).

### 7.1.5 Monitoring and measuring resources

#### 7.1.5.1 General

The organization shall determine and provide the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements.

The organization shall ensure that the resources provided:

a) Are suitable for the specific type of monitoring and measurement activities being undertaken;

b) Are maintained to ensure their continuing fitness for their purpose.

The organization shall retain appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources.

#### 7.1.5.2 Measurement traceability

When measurement traceability is a requirement, or is considered by the organization to be an essential part of providing confidence in the validity of measurement results, measuring equipment shall be:

a) calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification shall be retained as documented information;

b) identified in order to determine their status;

c) safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

The organization shall determine if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and shall take appropriate action as necessary.

### 7.1.6 Organizational Knowledge

Homeland Components, Inc shall determine the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

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

When addressing changing needs and trends, Homeland Components, Inc shall consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates.

NOTE 1 Organizational knowledge is knowledge specific to the organization; it is gained by experience. It is information that is used and shared to achieve the organization’s objectives.

NOTE 2 Organizational knowledge can be based on:

a) Internal sources (e.g. intellectual property; knowledge gained from experience; lessons learned from failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services);

b) External sources (e.g. standards; academia; conferences; gathering knowledge from customers or external providers).

**[This process is identified and defined in Procedure Control of Monitoring and Measuring Equipment](https://www.dropbox.com/s/mu0zn1okhearwju/QOP-715Measuring and Monitoring Equipment.doc?dl=0)**

## 7.2 Competence

Homeland Components, Inc shall:

a) Determine the necessary competence of person(s) doing work under its control that affects 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.

NOTE Applicable actions can include, for example, the provision of training to, the mentoring of, or the reassignment of currently employed persons; or the hiring or contracting of competent persons.

[This process is identified and defined in Procedure Employee Competency, Training and Awareness](https://www.dropbox.com/s/h47u1ima46okjkc/QOP 72-01 Competency %26 Awareness.doc?dl=0)

## 7.3 Awareness

Homeland Components, Inc shall ensure that relevant persons doing work under the organization’s control shall be 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 quality performance;

d) The implications of not conforming to the quality management system requirements.

[This process is identified and defined in Procedure Competency, Training and Awareness](https://www.dropbox.com/s/h47u1ima46okjkc/QOP 72-01 Competency %26 Awareness.doc?dl=0)

## 7.4 Communication

Homeland Components, Inc shall determine the internal and external communications relevant to the quality management system including:

a) On what it will communicate;

b) When to communicate;

c) With whom to communicate;

d) How to communicate.

e) Who communicates?

## 7.5 Documented Information

### 7.5.1 General

The organization’s quality management system shall include

a) Documented information required by this International Standard;

b) Documented information determined by Homeland Components, Inc as being necessary for the effectiveness of the quality management system.

NOTE the extent of documented information for a quality management system can differ from one organization to another due to:

a) The size of organization and its type of activities, processes, products and services;

b) The complexity of processes and their interactions;

c) The competence of persons.

### 7.5.2 Creating and Updating

When creating and updating documented information Homeland Components, Inc shall ensure appropriate:

a) Identification and description (e.g. a title, date, author, or reference number);

b) Format (e.g. language, software version, graphics) and media (e.g. paper, electronic);

c) Review and approval for suitability and adequacy.

### 7.5.3 Control of Documented Information

7.5.3.1 Documented information required by the quality management system and by this International Standard shall be controlled to ensure:

a) It is available and suitable for use, where and when it is needed;

b) It is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

7.5.3.2 For the control of documented information, Homeland Components, Inc shall address the following activities, as applicable

a) Distribution, access, retrieval and use

b) Storage and preservation, including preservation of legibility

c) Control of changes (e.g. version control);

d) Retention and disposition.

Documented information of external origin determined by Homeland Components, Inc to be necessary for the planning and operation of the quality management system shall be identified as appropriate, and controlled.

Documented information retained as evidence of conformity shall be protected from unintended alterations.

When documented information is managed electronically, back-up processes shall be defined. Electronic documented information shall be protected from corruption.

NOTE Access can imply a decision regarding the permission to view the documented information only, or the permission and authority to view and change the documented information.

[This process is identified and defined in Procedure Control of Quality Records](https://www.dropbox.com/s/qspfinscr38c14y/QOP 75-01 Quality Systems Documentation.doc?dl=0)

# 8.0 – Operation

## 8.1 Operational Planning and Control

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

1. determining requirements for the product and services;
2. Establishing criteria for

* the processes
* the acceptance of products and services;

c) Determining the resources needed to achieve conformity to product and service requirements and to meet on-time delivery of products and services;

d) Implementing control of the processes in accordance with the criteria;

e) Determining and keeping documented information to the extent necessary

* To have confidence that the processes have been carried out as planned
* To demonstrate conformity of products and services to requirements.

The output of this planning shall be suitable for the organization's operations.

Homeland Components, Inc shall control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

Homeland Components, Inc shall ensure that outsourced processes are controlled in accordance with 8.4.

## 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 order handling, including changes;

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

d) Handling or controlling customer property; if applicable;

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

### 8.2.2 Determining the Requirements Related to Products and Services

When determining the requirements for the products and services to be offered to customers, Homeland Components, Inc 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) Homeland Components, Inc can meet the claims for the products and services it offers.

### 8.2.3 Review of Requirements for Products and Services

8.2.3.1 Homeland Components, Inc shall ensure that it has the ability to meet the requirements for products and services to be offered to customers. Homeland Components, Inc shall conduct a review 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.

Homeland Components, Inc shall ensure that contract or order requirements differing from those previously defined are resolved. The customer’s requirements shall be confirmed by Homeland Components, Inc before acceptance, when the customer does not provide a documented statement of their requirements.

8.2.3.2 Homeland Components, Inc shall 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

Homeland Components, Inc shall 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.

[This process is identified and defined in Customer Related Process-Sales](https://www.dropbox.com/s/lqeoyamyjpkfwsj/QOP-82-01 Order Processing.doc?dl=0)

## 8.3. Design and Development (Not Applicable Homeland Components, Inc does not design Services)

## 8.4 Control of Externally Provided Processes, Products, and Services

### 8.4.1 General

Homeland Components, Inc shall ensure that externally provided processes, products, and services conform to requirements.

Homeland Components, Inc shall require their external providers to apply appropriate controls to their sub-tier providers, to ensure that requirements are met.

Homeland Components, Inc shall determine the controls to be applied externally provided processes, products and services when:

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

Homeland Components, Inc shall determine and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. Homeland Components, Inc shall retain documented information of these activities and any necessary actions arising from the evaluations.

### 8.4.2 Type and extent of control of external provision

Homeland Components, Inc shall ensure that externally provided processes, products and services do not adversely affect the organization’s ability to consistently deliver conforming products and services to its customers.

Homeland Components, Inc shall:

a) Ensure that externally provided processes remain within the control of its quality management system;

b) Define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;

c) Take into consideration:

1) The potential impact of the externally provided processes, products and services on the organization’s ability to consistently meet customer and applicable statutory and regulatory requirements;

2) The effectiveness of the controls applied by the external provider;

d) Determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

#### 8.4.2.1 Verification of External Providers

Homeland Components, Inc shall ensure that externally provided processes, products and services do not adversely affect the organization’s ability to consistently deliver conforming products and services to its customers.

Homeland Components, Inc shall:

a) Ensure that externally provided processes remain within the control of its quality management system;

b) Define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;

c) Take into consideration:

1) The potential impact of the externally provided processes, products and services on the organization’s ability to consistently meet customer and applicable statutory and regulatory requirements;

2) The effectiveness of the controls applied by the external provider;

3) The results of the periodic review of external provider performance (see 8.4.1.1 c);

d) Determine the verification, or other activities, necessary to ensure that the externally provided

### 8.4.3 Information for External Providers

Homeland Components, Inc shall ensure the adequacy of requirements prior to their communication to the external provider.

Homeland Components, Inc shall communicate to external providers its requirements for the following:

a) The processes, products and services to be provided

b) Approval of

1) Products and services,

2) Methods, processes or equipment;

3) The release of products and services

c) Competence including any required qualification of persons:

d) The external providers’ interactions with the organization.

e) Control and monitoring of the external provider’s performance to be applied by the organization;

f) Verification or validation activities that the organization, or its customer, intends to perform at the external provider’s premises.

[This process is identified and defined in Procedure Control of Counterfeit Parts and Prevention Process](https://www.dropbox.com/s/aku0r4gnsnkz4a4/QOP-84-02 Control of Externally Provided Processes%2C Products and Services %28Purchasing%29.doc?dl=0)

## 8.5 Production and Service Provision

### 8.5.1 Control of Production and Service Provision

Homeland Components, Inc shall implement production and service provision under controlled conditions

Controlled conditions shall include, as applicable:

a) The availability of documented information that defines

1) The characteristics of the Services to be delivered, the services to be provided, or the activities to be performed;

2) The results to be achieved

b) The availability and use of suitable monitoring and measuring resources;

c) The implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs and acceptance criteria for products and services have been met.

d) The use of suitable infrastructure and environment for the operation of processes;

e) The appointment of competent persons, including any required qualification;

f) The validation, and periodic revalidation, of the ability to achieve planned results of the process for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement;

g) The implementation of actions to prevent human error;

h) The implementation of release, delivery and post-delivery activities.

### 8.5.2 Identification and Traceability

Homeland Components, Inc shall use suitable means to identify outputs when it is necessary to ensure the conformity of products and services

Homeland Components, Inc shall identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision.

Homeland Components, Inc shall control the unique identification of the outputs, when traceability is a requirement and retain the documented information necessary to enable traceability.

### 8.5.3 Property Belonging to Customers Or External Providers

Homeland Components, Inc shall exercise care with property belonging to the customer or external providers while it is under the organization's control or being used by the organization. Homeland Components, Inc shall identify, verify, protect and safeguard the customer’s or external provider’s property provided for use or incorporation into the products and services.

When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, Homeland Components, Inc shall report this to the customer or external provider and retain documented information on what has occurred.

NOTE Customer’s or external provider’s property can include material, components, tools and equipment, customer premises, intellectual property and personal data.

### 8.5.4 Preservation

Homeland Components, Inc shall preserve the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.

NOTE Preservation can include identification, Software back-up, transmission and protection.

### 8.5.5 Post-Delivery Activities

Homeland Components, Inc shall meet requirements for post-delivery activities associated with the products and services.

In determining the extent of post-delivery activities that are required, Homeland Components, Inc shall 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;

h) Controls required for work undertaken external to Homeland Components, Inc (e.g., off-site work);

NOTE Post-delivery activities can include actions under warranty provisions, contractual obligations such as maintenance services, and supplementary services such as recycling or final disposal.

### 8.5.6 Control of Changes

Homeland Components, Inc shall review and control changes for production or service provision to the extent necessary to ensure continuing conformity with requirements.

Persons authorized to approve production or service provision changes shall be identified.

Homeland Components, Inc shall retain documented information describing the results of the review of changes, the personnel authorizing the change, and any necessary actions arising from the review.

## 8.6 Release of Products and Services

Homeland Components, Inc shall implement planned arrangements at appropriate stages to verify that product and service requirements have been met.

When product is released for subsequent production use pending completion of all required measurement and monitoring activities, it shall be identified and recorded to allow recall and replacement if it is later found that the product does not meet requirements.

The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

Homeland Components, Inc shall retain documented information on the release of products and services.

The documented information shall include

a) Evidence of conformity with the acceptance criteria;

b) Traceability to the person(s) authorizing release

## 8.7 Control of Nonconforming Outputs

8.7.1 Homeland Components, Inc shall ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

Homeland Components, Inc shall take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This shall also apply to nonconforming products and services detected after delivery of the products or after the provision of the service.

Homeland Components, Inc shall deal with nonconforming outputs, in one or more of the following ways:

a) Correction;

b) Segregation, containment, suspension of provision of products and services;

c) Informing the customer;

d) Obtaining authorization for acceptance under concession

• Conformity to the requirements shall be verified when nonconforming outputs are corrected

8.7.2 Homeland Components, Inc shall retain documented information that

a) describes the nonconformity;

b) describes the actions taken;

c) describes the concessions obtained;

d) Identifies the authority deciding the action in respect of the nonconformity.

**[This process is identified and defined in Procedure Control of Nonconforming Product](https://www.dropbox.com/s/y06zg5m6ml4f4zx/QOP-87-01 Control of Nonconforming Product.doc?dl=0)**

# 9.0 – Performance Evaluation

## 9.1 Monitoring, Measurement, Analysis, and Evaluation

### 9.1.1 General

Homeland Components, Inc shall determine:

a) What needs to be monitored and measured;

b) The methods for monitoring, measurement, analysis and evaluation, to ensure valid results;

c) When the monitoring and measuring shall be performed;

d) When the results from monitoring and measurement shall be analyzed and evaluated.

Homeland Components, Inc shall evaluate the quality performance and the effectiveness of the quality management system.

Homeland Components, Inc shall retain appropriate documented information as evidence of the results.

### 9.1.2 Customer Satisfaction

As one of the measurements of performance of the quality management system, Homeland Components, Inc. monitors information relating to customer perception as to whether Homeland Components, Inc has fulfilled customer requirements. The method for obtaining and using this information is identified in procedure

Note: Monitoring customer perception can include obtaining input from sources such as customer satisfaction surveys, customer data on delivered product quality, user opinion surveys, lost business analysis, compliments, warranty claims, and dealer reports.

### 9.1.3 Analysis and Evaluation

Homeland Components, Inc shall analyze and evaluate appropriate data and information arising from monitoring, measurement

The results of analysis shall be used to evaluate:

a) Conformity of products and services

b) The degree of customer satisfaction;

c) The performance and effectiveness of the quality management system;

d) If planning has been successfully implemented;

e) The effectiveness of actions taken to address risks and opportunities;

f) The performance of external provider(s);

g) The need for improvements to the quality management system.

NOTE Methods to analyze data can include statistical techniques.

## 9.2 Internal Audit

9.2.1 Homeland Components, Inc shall conduct internal audits at planned intervals to provide information on whether the quality management system;

a) conforms to:

1) the organization’s own requirements for its quality management system;

2) the requirements of this International Standard;

b) is effectively implemented and maintained.

a) Plan, establish, implement and maintain an audit program(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration, the importance of the processes concerned, changes affecting the organization, and the results of previous audits;

b) define the audit criteria and scope for each audit;

c) select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;

d) ensure that the results of the audits are reported to relevant management;

e) Take appropriate corrective actions without undue delay;

f) Retain documented information as evidence of the implementation of the audit program and the audit results.

**[This process is identified and defined in Procedure Internal Auditing](https://www.dropbox.com/s/g87g1ttgemgaw7z/QOP 92-02 Internal Quality Audits.doc?dl=0)**

## 9.3 Management Review

9.3.1 Top management shall review the organization's quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.

The management review shall be planned and carried out taking into consideration:

a) The status of actions from previous management reviews;

b) Changes in external and internal issues that are relevant to the quality management system

c) Information on the performance and effectiveness of the quality management system, including trends in:

• Customer satisfaction and feedback from relevant parties Nonconformities and corrective actions;

• The extent to which quality objectives have been met;

• Process performance and conformity of products and services;

• Nonconformities and corrective actions;

• Monitoring and measurement results;

• Audit results;

• The performance of external providers;

• On-time delivery performance;

d) Adequacy of resources

e) The effectiveness of actions taken to address risks and opportunities (see clause 6.1);

f) Opportunities for improvement.

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

a) Opportunities for improvement;

b) Any need for changes to the quality management system,

c) Resource needs.

Homeland Components, Inc shall retain documented information as evidence of the results of management reviews.

**[This process is identified and defined in Procedure Management Responsibility](https://www.dropbox.com/s/kzm3l8680lx788n/QOP 93-01 Management Review.doc?dl=0)**

# 10.0 – Improvement

## 10.1 General

Homeland Components, Inc shall determine and select opportunities for improvement and implement necessary actions to meet customer requirements and enhance customer satisfaction.

This shall include

a) Improving products and services to meet requirements as well as to address future needs and expectations;

b) Correcting, preventing or reducing undesired effects;

c) Improving the performance and effectiveness of the quality management system

NOTE Examples of improvement can include correction, corrective action, continual improvement, breakthrough change, innovation and re-organization.

# 10.2 Nonconformity and Corrective Action

10.2.1 When a nonconformity occurs, including any arising from complaints, Homeland Components, Inc shall:

a) React to the nonconformity, and as applicable:

1) Take action to control and correct it;

2) Deal with the consequences;

b) Evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:

1) Reviewing and analyzing the nonconformity;

2) Determining the causes of the nonconformity;

3) Determining if similar nonconformities exist, or could potentially occur;

c) Implement any action needed;

d) Review the effectiveness of any corrective action taken;

e) Update risks and opportunities determined during planning, if necessary;

f) Make changes to the quality management system, if necessary.

Corrective actions shall be appropriate to the effects of the nonconformities encountered.

10.2.2 Homeland Components, Inc shall retain documented information as evidence of:

a) The nature of the nonconformities and any subsequent actions taken;

b) The results of any corrective action.

**[This process is identified and defined in Procedure Nonconformity & Corrective Actions](https://www.dropbox.com/s/nz7m142xz8nwwfb/QOP 10-02 Corrective Action.doc?dl=0)**

## 10.3 Continual Improvement

Homeland Components, Inc shall continually improve the suitability, adequacy, and effectiveness of the quality management system.

Homeland Components, Inc shall consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

**[This process is identified and defined in Procedure Continual Improvement](https://www.dropbox.com/s/ch74b22u25rdn4m/QOP 10-03 Continual Improvement %281%29.doc?dl=0)**

# Revision History

# Appendix A – Process Flow Chart

# Appendix B – Organization Chart



# Appendix C – Organization Chart Quality Policy and Quality Objectives

**Quality Policy:**

**Homeland Components, Inc**., a HyperActive Company, is a company committed to maintaining the highest quality level possible and meeting all our customer requirements. This philosophy will contribute to the future of you, our partner, and our services. To this end it shall be the Policy of Homeland Components, Inc. that all processes utilized in the distribution and/or purchasing shall be driven by customer requirements while achieving a goal of 100% Customer Satisfaction.

**Quality Performance Objective:**

* 0% Customer Complaints
* 0% Customer Returns (RMA)
* 100% On Time Delivery
* 0% Internal Error

**Quality Management System Objective:**

* Implement and maintain a Quality Management System that is conforming to the ISO 9001 & AS9120 standards.

The President of **Homeland Components Inc**., a HyperActive Company,has formulated the *Quality Policy* and *Objectives*. The *Quality Policy* and *Objectives* are explained and discussed at the general orientation training given to all new employees and has been reviewed with all current employees. All employees are expected to know what the *Quality Policy* and *Objectives* means to them, as it affects their job or position within the company. The Policy is posted in prominent locations throughout the facility.