PROCESS CONTROL

1.0 GENERAL

1.1 The Company identifies and plans production, installation, and servicing processes which directly affect quality. We ensure that these processes are carried out under controlled conditions as defined in the QP-0900 series of procedures.

1.2 Quality Procedures, Forms, Work Instructions, and reference documents are provided defining the manner in which installations and services are executed.

1.3 The President, District Managers, Branch Managers, Service Managers, and Quality Assurance Managers ensure that suitable installation and servicing equipment is provided and that all employees have a safe and suitable work environment.

1.4 Compliance to reference standards and codes are established through the provision of reference documents (See QP-0500 series), and training (See QP-1800). Process controls are provided to ensure that these standards and codes are followed on a daily basis (See 900 series procedures and work instructions).

1.5 Monitoring and control of product installation and servicing, and equipment maintenance status is addressed in the QP-0900 series procedures and QM Sections 10 and 11.

1.6 Validation of repair service is demonstrated by calibration of the specified equipment as described in the Work Instructions.

1.7 The President, District Managers, Branch Managers, or Service Managers are responsible for specifying and approving the equipment purchased and placed into use. The Service Manager is responsible to define and/or approve all processes used in the service and/or installation of product provided by The Company.

1.8 Handbook 44, procedures and work instructions define workmanship standards defined by the industry.

1.9 Suitable maintenance of equipment to ensure continuing process capability is defined in the following procedures.

1.9.1 The Maintenance procedure (QP-0950) defines the methods for executing preventive maintenance and repairs of service equipment.

1.9.2 The control of test equipment and reference standards and the methods for care, handling, and calibration are described in the 1100 series procedures.

1.10 Special processes do not apply at The Company.