Canalta
Flow Measurement
A Canalta Controls Company

Our ISO 9001:2015 QMS drives increased transparency and quantifiable objectivity to the organizational decision making which results in continual improvement, process control and risk mitigation across the company.

Quality Manual

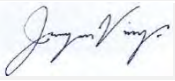
ISO 9001:2015 Quality Management System

Revision 6

March 25, 2024

APPROVAL

The signatures below certify that this management system manual has been reviewed and accepted which demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name	Signature	Position	Date
Prepared by	Norm Schmidt		Quality Assurance Coordinator	25-Mar-2024
Reviewed by	Jayson Vinoya		Quality Manager	25-Mar-2024
Approved by	Tracy Orellana		General Manager	25-Mar-2024

AMENDMENT RECORD

This quality manual is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

Page No.	Context	Revision	Date
6	Table 1: Organizational Factors Update; Table 2: Interested Parties – Needs & Expectations Update	Revision 1	10-Apr-19
10	5.1.3.2.: Quality Policy Update , Table 5 Pg. 15 Update Quality Objectives	Revision 1	10-Apr-19
24	9.11: Rearrange order and update of items	Revision 1	10-Apr-19
25	Table 6: Key Performance Indicators Update	Revision 1	10-Apr-19
29-32	A.1: Correlation Matrix - Removal of text; A.2: Sequence & Interaction of Processes Update; A.3: Organizational Chart Update	Revision 1	10-Apr-19
15	Table 5: Quality Objectives Update	Revision 2	10-Jun-2020
22	8.5.2: Updated procedure as Material Identification and Traceability	Revision 2	10-Jun-2020
10	5.1.3.1: Removal of text in first paragraph	Revision 3	08-Apr-2021
15	Table 5: Quality Objectives Update	Revision 3	08-Apr-2021
17	7.1.3 & 7.1.4: Updated title "Facilities Manager" to Millwright	Revision 3	08-Apr-2021
25	Table 6: Key Performance Indicators. Removal of text in third paragraph	Revision 3	08-Apr-2021
26	9.3.1 General updated "meeting" to review.	Revision 3	08-Apr-2021
32	Updated organizational chart	Revision 3	08-Apr-2021
Cover	Added revision and date	Revision 4	23-Apr-2022
15	Table 5: Quality Objectives Update	Revision 4	23-Apr-2022
31	A.3: Organizational Chart Update	Revision 4	23-Apr-2022
Multiple	Quality Objectives Update on pg. 14, Cover Revision & Date, Added PESR SI 2016/1105 Regulation to Reference chart on pg. 5	Revision 5	18-Apr-2023
Multiple	Quality Objectives Update on pg. 14, Cover Revision & Date, Org Chart update pg. 32	Revision 6	25-Mar-2024

COMPANY PROPRIETARY INFORMATION

The electronic version of this document is the latest revision. It is the responsibility of the individual to ensure that any paper material is the current revision. The printed version of this manual is uncontrolled, except when provided with a document reference number and revision in the field below:

Document Ref. _____ Rev 6

Uncontrolled Copy ☐ Controlled Copy ☐ Date March 25, 2024

Table of Contents

1 Introduction

Canalta Controls Ltd. is a privately owned Canadian company and has been in business since 1986. The foundation of Canalta is based on our core principles of Quality, Service, Value and Respect. Canalta has thoroughly developed and implemented a quality management system (QMS), using ISO 9001:2015, ABSA, PED 2014/68/EU and PESR SI 2016/1105 (as amended) Quality Standards as framework that allows our organization to document and improve our practices in order to better satisfy the needs and expectations of our customers, stakeholders and interested parties. Any reference to the Standard in this manual implies ISO 9001:2015 unless stated otherwise.

This manual describes the quality management system, delineates authorities, inter relationships and responsibilities of the personnel operating within the management system. The manual also provides references to procedures and activities that also comprise our quality management system.

The manual is used to familiarise customers and other external organizations or individuals with the controls that have been implemented and to assure them that the integrity of our quality management system is maintained and is focused on customer satisfaction and continual improvement.

Our quality management system meets the requirements of ISO 9001:2015 and uses the Plan, Do, Check and Act approach to process planning. Our QMS addresses and supports our strategies for the design, development, manufacturing, assembly, sales and service of industrial measurement and process control equipment.

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The official accreditation of the Quality Management System at Canalta Controls Ltd. is under the jurisdiction of the following registrars (in alphabetical certification order):

1) ABSA - ABSA (Alberta Boilers Safety Association);
2) ISO 9001:2015 – Quasar, a division of CWB Group;
3) PED 2014/68/EU - BSI (British Standards Institution).
4) PESR SI 2016/1105 as amended – BSI (British Standards Institution).

2 References

In addition to ISO 9001:2015 we also refer to other relevant local / international standards appropriate to our products and market.

Standard	Title	Description
ISO 9001:2015	Quality management systems	Requirements
PED 2014/68/EU	Quality management systems	Directive 2014/68/EU of the European Parliament and the Council of 15 May 2014
ABSA	Quality management systems	Alberta Boilers Safety Association
PESR SI 2016/1105 (as Amended)	Quality management systems	Pressure Equipment (Safety) Regulation - UKCA

3 Definitions

This document does not introduce any new definitions but rather relies on the following:

1. Definitions typically used by our customers, stakeholders or marketplace;
2. Terms typically used in standards and regulations as they relate to our QMS or products;
3. Standard business terminology;
4. Terms and vocabulary commonly used in quality and engineering practices.

4 About Our Organization

4.1 Organizational Context

Canalta Controls Ltd. is committed to defining our position in the marketplace and understanding how relevant factors arising from legal, political, economic, social and technological issues influence our strategic direction and our organizational context.

Canalta Controls Ltd. identifies, analyzes, monitors and reviews factors that may affect our ability to satisfy our customers and stakeholders, as well as; factors that may adversely affect the stability of our process, or our management system's integrity.

To ensure that our QMS is aligned with our strategy, while taking account of relevant internal and external factors; we initially collate and analyze pertinent information in order to determine potential impact on our context and subsequent business strategy.

Figure 1: Typical QMS Input Hierarchy

Canalta Controls Ltd. then monitors and reviews this information to ensure that a continual understanding of each group's requirements is derived and maintained. To facilitate the understanding of our context, we regularly consider issues that influence our context during management review meetings and are conveyed via minutes and business planning documents.

Table 1 – Organizational Factors

Internal Factors	External Factors
Organizational Structure	Geography
Corporate Culture	Industry
Workforce Capability	Competitors
Infrastructure	Technological Advancement
Tooling & Machinery	Customers
Employees	Labour Accessibility
Values & Culture	Supply Accessibility
Innovation & Knowledge	Sub Contracted Skills Accessibility
Financial Standing	Regulatory Environment
Current Products	Taxation
Fixed Costs & Overheads	Local Infrastructure & Utilities
Strategic Direction	Ethical Norms
	Credit Environment
	Political Climate
	Currency Exchange

The output from this activity is evident as an input to the consideration of risks and opportunities, and the actions that we take to address them. Refer to Section 6.1 for more information about our risk and opportunity management framework.

Although we acknowledge that ISO 9001:2015 does not require our organizational context to be maintained as documented information, we maintain and retain; in addition to this document, the following documented information to describe our organizational context:

1. Analysis of business plans, strategies, and statutory and regulatory commitments;
2. Analysis of technology and competitors;
3. Economic reports from relevant business sectors;
4. Technical reports from technical experts and consultants;
5. Minutes of meetings (Management and design review minutes), process maps and reports, etc.

4.2 Relevant Interested Parties

Canalta Controls Ltd. recognizes that we have a unique set of interested parties whose needs and expectations change and develop over time, and furthermore; that only a limited set of their respective needs and expectations are applicable to our operations or to our quality management system. Such needs and expectations broadly include those shown in the table below.

Table 2 – Interested Parties - Needs & Expectations

Interested Parties	Needs & Expectations
Employees	Satisfaction, security, growth, safety, values
Leadership/Management	Satisfaction, security, growth, safety, values, profitability, reduced stress & liability
Owners/Shareholders	Profitability, growth, reduced stress & liability
Customers, Industry	Satisfaction, service, price, quality, reliability, value, contract requirements, timely deliveries
Suppliers, Sub Contractors (External Providers)	Commercial stability & reliability, communications, capabilities
Competitors	None
Regulatory, Statutory, Utilities, Bylaws, Fire & Safety	Code adherence & reporting, resource use, land use
Governing Authorities	Regulation & protocols adherence

Interested Parties	Needs & Expectations
Code Compliance	Standard adherence
Community	Support, respect

To ensure that our products and processes continue to meet all relevant requirements, we identify and assess the potential impact of any relevant needs and expectations that may be elicited from the interested parties.

Where appropriate, to ensure that our processes are aligned to deliver the requirements of our interested parties; we convert relevant needs and expectations into requirements which become inputs to our QMS and to our product and service designs.

4.3 Quality Management System

4.3.1 Management System Scope

Based on the analysis of the issues and requirements identified in Sections 4.1 and 4.2, Canalta Controls Ltd. has established the scope of our quality management system in order the implement our objectives and our policies that are relevant to our context, products and any interested parties.

4.3.1.1 SCOPE

Canalta Controls Ltd. has established our scope as follows:

Design, development, manufacturing, assembly, sales and service of industrial measurement and process control equipment.

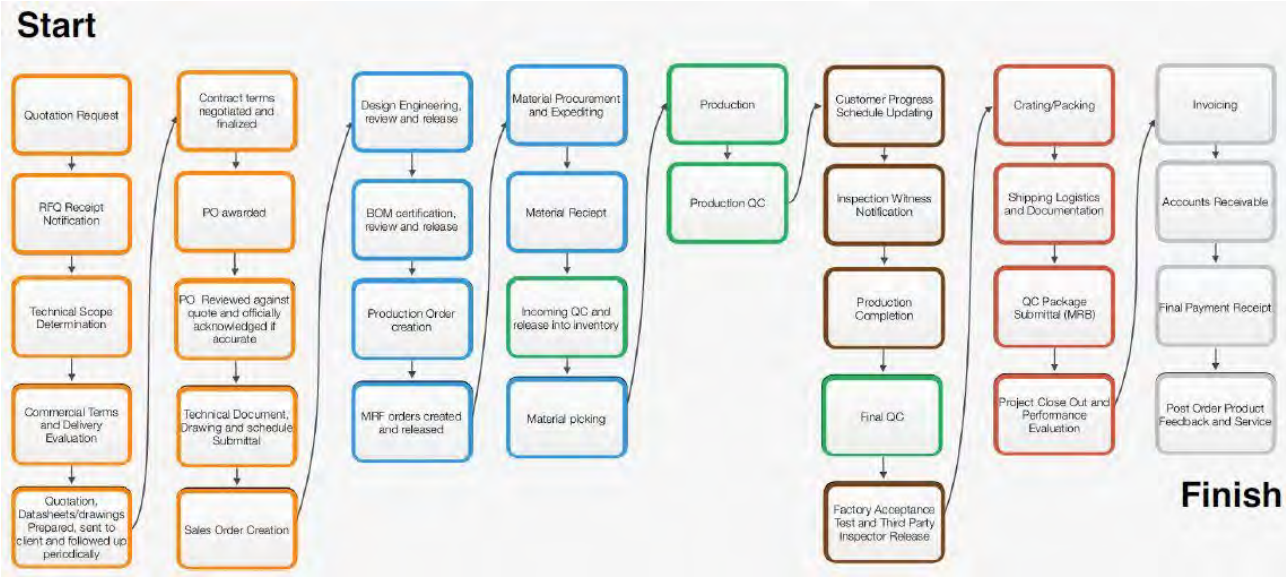
4.3.2 Management System Processes

Canalta Controls Ltd. has implemented a quality management system that exists as part of a larger strategy that has established, documented and implemented our processes, quality policy and objectives, while satisfying the requirements of ISO 9001:2015.

To achieve this, Canalta Controls Ltd. has adopted the process approach advocated by ISO 9001:2015. Top Management has determined the processes required for achieving the intended outputs. By defining our key processes and by managing their inputs, activities, controls, outputs and interfaces; we ensure that system effectiveness is established maintained. These processes are supported using tools such as documented procedures, process maps, flow diagrams, matrices, schedules, and charts, etc. Refer to the Sequence & Interaction of Processes in Appendix A.2 which shows the sequence and interaction of the processes within our management system.

A key process outlining our Sales and Project Execution Process in its entirety is highlighted as follows:

Sales and Project Execution Process



The effectiveness of each process and its subsequent output is measured and evaluated through regular internal audits, quality inspections and data analysis.

We use key performance indicators (KPIs) that are linked to our objectives to control and monitor our processes, as well as assessments to determine the risks and opportunities inherent to each process. We use trends and indicators relating to nonconformities, objectives and corrective action, as well as, monitoring and measurement results, audit results and customer satisfaction data, process performance and the conformity of our products.

4.3.3 Outsourced Processes

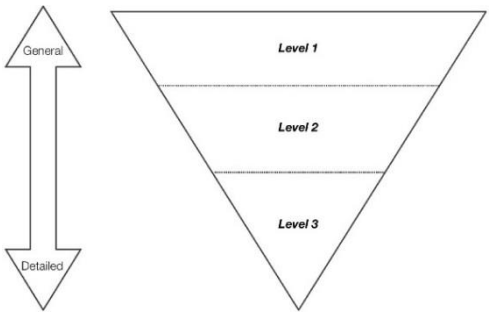
Where Canalta Controls Ltd. identifies the requirement to outsource any process, or part thereof, which affects conformity with the stated requirements; Canalta Controls Ltd. identifies control criteria such as; the competence of personnel, inspection regimes, the provision of product conformity certificates, adherence to specifications and specific job files, etc. Refer to Section 8.4.

4.3.4 Documented Information

4.3.4.1 Management System Documents

Canalta Controls Ltd. ensures that our QMS includes the documented information that is required to be maintained and retained by ISO 9001:2015, and additionally, any documented information identified by our organization that demonstrates the effective operation of our QMS. For further details, refer to our 3 Tiered Approach to maintaining quality management system documents and CA-QA-QSP-001_Control of Documented Information.

3 Tiered Approach to our Quality Management System Documentation



Level 1: Quality Management System Manual

Level 2: Quality System Procedures (QSP)

Level 3: Work Instructions, Forms, Drawings, Datasheets, Product Diagrams, Industry Specifications

Although we recognize that ISO 9001:2015 does not require a quality manual, we have decided to retain and update our quality manual, as our employees, customers, suppliers and other stakeholders perceive it to add value to our operations. This document also demonstrates the relationship between our quality management system and the sequence and interaction of our key processes. Conformance to ISO 9001 is verified utilizing a formal assessment and review process by Quasar, A Division of the CWB Group, www.cwbgroup.org.

Supporting documentation:

Ref.	Title & Description
01	CA-QA-QSP-001_Control of Documented Information

5 Leadership & Governance

5.1 Leadership and Commitment

5.1.1 Quality Management System

Canalta's leadership is also responsible for implementing the QMS, which includes the development and deployment of the quality policy, the quality objectives, and product/project-specific plans that are customer focused.

Top Management provides the leadership and governance to all activities related to the lifecycle processes including defining the strategic direction, responsibility, authority, and communication to assure the safe and effective performance.

Canalta's governance structure provides necessary support for creating and establishing appropriate processes that are important for maintaining and achieving our quality objectives and policies.

In addition, governance activities include systematic verification of the effectiveness our QMS by undertaking internal audits and analyzing performance data.

Regular management reviews ensure that our quality management system is adequate and effective, and that any necessary adjustments are made as a result.

Top Management is committed to implementing and developing the quality management system and this commitment is defined by our corporate policies and objectives. Canalta Controls Ltd. ensures that our policies are understood, implemented and maintained throughout at all levels of the organization through printed distribution of our policy statements and through periodic management review of the policy statements and corporate level improvement objectives. Canalta Controls Ltd. communicates our mission, vision, strategy, policies and processes to all employees in order to:

1. Create and sustain shared values of fairness and ethical behavior;
2. Establish a culture of trust and integrity;
3. Encourage commitment to quality;
4. Provide people with the required resources, training and authority to act with accountability;
5. Inspire, encourage and recognize people's contribution.

In addition, our policies, objectives and targets are communicated and deployed throughout the business via individual performance objectives which are established and discussed during employee performance reviews.

5.1.2 Customer Focus

Canalta Controls Ltd. strives to identify current and future customer needs, to meet their requirements and to exceed their expectations. Top Management ensures that the focus on improving customer satisfaction is maintained by setting and reviewing objectives related to customer satisfaction at management review meetings.

Top Management also ensures that customer requirements are understood and met. Customer requirements are understood, converted into internal requirements and communicated to appropriate personnel within the organization. Customer complaints and other customer feedback are continually monitored and measured to identify opportunities for improvement. We continually look for ways to interact directly with our customers to ensure that we focus on their unique needs and expectations.

5.1.3 Quality Policy

5.1.3.1 Establishing & Communicating

The quality policy acts as a compass by providing the direction and framework for establishing key corporate level performance measures, as well as related objectives and targets. Top Management ensures that our corporate policies are established and documented.

The Quality Manager has overall responsibility for defining, documenting, implementing and reviewing our quality policy in consultation with the management teams and other personnel, or their representatives. The policy is reviewed at least annually, as part of the management review program or at a frequency determined by:

1. The changing needs and expectations of relevant interested parties, Section 4.2.
2. The risks and opportunities that are presented through the risk management process, Section 6.1.

The quality policy is communicated to all employees at all levels throughout our organization via training, internal communications and as displayed via company bulletin boards. Employee understanding of our policies and objectives is determined during internal audits and other methods deemed appropriate.

5.1.3.2 Quality Policy Statement

Canalta is committed to an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our employees and responsibility to the communities within which we operate.

QUALITY POLICY

Canalta Controls Ltd. strives to be the premiere supplier of industrial measurement and process control equipment solutions worldwide by offering our customers, our employees and our community an unparalleled commitment to our core principles of Quality, Service, Value and Respect.

Canalta is dedicated to creating a profitable business culture that is based on the following foundational principles:

QUALITY
The prerequisite requirement in gaining and maintaining Canalta customer's confidence and trust.

SERVICE
Working hard for Canalta's customers means being there when needed for support, products or services.

VALUE

Bringing forth good value by providing cost effective and timely solutions allows Canalta and all of its partners to remain competitive.

RESPECT

Maintaining a culture of respect and honesty in all of our interactions (internal and external) is how we maintain a business which other companies choose to deal with and our employees prefer to work for.

Additionally, Canalta Controls Ltd. hereby states that we shall not change an approved quality system significantly until approval is granted by the assessment body. Nor shall we supply CE marked product into the EU that does not fully satisfy compliance with the Essential Safety Requirements (ESRs) of PED 2014/68/EU.

5.2 Role, Responsibilities and Authorities

Our organizational structure is defined in Appendix A.3. The organization chart shows the interrelation of personnel within Canalta Controls Ltd., while job descriptions define the responsibilities and authorities of each role. Job descriptions and the organizational structure are reviewed and approved by Top Management for adequacy as determined by the changing needs and expectations of the interested parties identified in Section 4.2, and any risk and opportunities presented through the risk management process, Section 6.1.

Members of Top Management are ultimately responsible for the quality of Canalta's products and services since they control the resources, systems and processes by which conforming work is accomplished. Top Management are responsible for business planning, development and the communication of our policies, quality management system planning, the establishment and deployment of objectives, the provision of resources needed to implement and improve the quality management system and for undertaking management reviews. Top Management has assigned the responsibility and authority to the management teams and departments to:

1. Ensure that QMS processes are delivering their intended outcomes;
2. Report on the operation of the QMS and identifying any opportunities;
3. Ensure that improvement is taking place;
4. Ensure that customer focus is promoted throughout the organization;
5. Ensure that whenever changes to the QMS are planned and implemented;

6. Ensure the integrity of the system is maintained during changes;
7. Ensure that responsibilities and authorities relating to the QMS are communicated and understood.

All managers demonstrate their commitment to the development and improvement of the quality management system through the provision of necessary resources, through their involvement in the internal audit process and through their proactive involvement in continual improvement activities. Emphasis is placed on improving both the effectiveness and efficiency of key system processes.

All managers are responsible for execution of the business plan and the implementation of the policies, processes and systems described in this manual. All managers are responsible for planning and controlling the management system processes within their area of responsibility, including the establishment and deployment of operational level objectives and the provision of resources needed to implement and improve these processes.

All employees are responsible for the quality of their work and implementation of the policies and procedures applicable to processes they perform. Personnel responsible for product quality have the authority to stop production to correct quality problems. Employees are motivated and empowered to identify and report any known or potential problems and to recommend related solutions aid the corrective and preventive action process.

5.3 Communication

5.3.1 Internal Communication

Canalta Controls Ltd. communicates information internally regarding our QMS and its effectiveness, through documented training, internal audit reports and continual improvement processes. All managers and supervisors are responsible for establishing regular formal and informal communications as needed to convey to their employees the relevance and importance of their activities; typically this information is conveyed through team meetings and cross-functional improvement projects.

Communications regarding how employees contribute to the achievement of objectives are also conveyed and reinforced during employee performance reviews. Issues pertaining to our QMS that may be communicated internally include:

1. Day-to-day operations and general awareness;
2. Quality policy;
3. Information on achieving objectives and targets;
4. Risk and opportunities.

Top Management and their direct reports are responsible for communicating the corporate policies as well as the importance of meeting customer, statutory and regulatory requirements to employees within their respective departments. They ensure the quality policy is understood and applied to the daily work of the organization through the establishment of measurable goals and objectives. Internal communication occurs on an on-going basis and is achieved through various mechanisms as appropriate:

1. Regular meetings and briefings;
2. Training sessions and training material;
3. Display boards, memorandums, letters;
4. Website, intranet, internal e-mails;
5. Product and process performance data analysis and audit results;
6. Targets, objectives, scorecards, KPIs, management system manual and procedures;

7. Corrective action and non-conformance reports;
8. Minutes of ad-hoc and scheduled meetings.

5.3.2 External Communication

Canalta Controls Ltd. determines the need to communicate information externally to our interested parties, as defined in Section 4.2, regarding the effectives of our QMS. In most instances, external interested parties (such as consumers, stockholders, neighboring communities, etc.) are the main driving force for our organization to implement our QMS. The various processes or means of external communication may include as appropriate:

Table 3: Modes of Communication

Interested Parties	Possible Modes of Communication
Customers, Industry	Website, Marketing Publications, Tradeshows, Lunch & Learns, Technical Training Sessions, Email, In-Person, Telephone, Fax
Suppliers, Sub Contractors (External Providers)	Meetings, Questionnaires, Email, Documented Procedures, In-Person, Telephone, Fax
Competitors	Customer Feedback, Public Information, Trade Shows
Regulatory, Statutory, Utilities, Bylaws, Fire & Safety	Regulatory Compliance Submissions, Audits, Inspections
Governing Authorities	Regulatory Compliance submissions, Audits, Inspections, Email
Code Compliance	Audits, Inspections, Email
Community	Meetings, Email, In-Person, Telephone

Canalta Controls Ltd. ensures that all external communications are authorized prior to release when applicable. Where required, advice appropriate to the context of the communication may be sought concerning the content and dissemination of certain external communications. Responses to external communications are recorded if they are transmitted by email or letter. In each case the response is retained and controlled in accordance with the requirements for documented information.

6 Management System Planning

6.1 Addressing Risks & Opportunities

Figure 2: Risk & Opportunities PDCA

The overall aim of risk and opportunity management within Canalta Controls Ltd. is to ensure that organizational capabilities and resources are employed in an efficient and effective manner to take advantage of opportunities and to mitigate risks.

Top Management is responsible for incorporating risk based thinking in to our organization's culture. This includes the establishment of risk management policies and targets to ensure effective implementation of risk and opportunity management principles and activities by:

1. Providing sufficient resources to carry out risk and opportunity management activities;
2. Assigning responsibilities and authorities for risk and opportunity management activities;
3. Reviewing information and results from audits and risk and opportunity management activities.

The scope of Canalta Controls Ltd. risk and opportunity management process includes the assessment of the internal and external issues identified in Section 4.1, and the assessment of the needs and expectations of any interested parties identified in Section 4.2. Risk and opportunity management is undertaken as part of Canalta's day-to-day operations and is captured at the following hierarchy:

1. Strategic level;
2. Program level;
3. Department level;
4. Process level;

Establishing such a hierarchy for capturing risk and opportunity ensures that each is managed at the most appropriate level within our organization. Typically, the following categories are assigned to each level in the hierarchy as shown in the table below:

Table 4: Hierarchy of Risks & Opportunities

Business Hierarchy	Risk/Opportunity
Strategic level	Budgets and profitability
Program level	Performance and efficiency
Department level	Resources and targets
Process level	Evaluation and assurance

Canalta Controls Ltd. uses a risk register to help record, assess, respond, review, report, monitor and plan for the risks and opportunities that we perceive to be relevant. The register allows our organization to methodically assess each risk and to study each opportunity associated with our organizational context, and the needs and expectations of our interested parties. The register records the controls and treatments of risks and opportunities and preserves this knowledge as documented information.

Supporting documentation:

Ref.	Title & Description
02	CA-QA-QSP-002_Control of Risks & Opportunities

6.2 Quality Objectives

Canalta Controls Ltd. sets out its objectives and targets annually using the quality policy and the company business plan as a guide. They will be monitored on a regular basis within the management review minutes where details of program dates and responsibilities are defined. Improvements in quality and performance are incremental and are in keeping with the size and complexity of our organization.

When setting objectives and targets, our organization ensures that they are consistent with the needs and expectations of our interested parties, as defined in Section 4.2, and to our corporate policies. In addition, technological options, financial, operational and business requirements are considered.

In order to determine whether or not our objectives and targets are being met, they are measured and reported as a set of key performance indicators (KPI). This allows progress to be monitored as metrics are gathered and data is analyzed. KPIs and objectives for our organization include the following aspects:

1. Turnover & profitability;
2. Sales targets & production efficiency targets:
3. Reject and rework & cost of quality targets;
4. Staffing performance.

On the basis of the quality policy and in connection with the application of the ISO 9001 quality management principles, Canalta Controls Ltd. sets quality objectives as stated below.

Table 5: Quality Objectives

Quality Objective	Target	Measure
Complete Competency Review for Staff within the Quality Deptartment	• All reviews completed by end of Q4 2024	• Employee Work Hub training compliance of 100% • Complete competency review for staff who have not had a review and implement a system of regular, periodic competency reviews in the Quality Dept.
Improve Product Quality	• By the end of Q4 2024	• Reduction of non-conforming castings requiring rework from Canalta India by 20% • Rework initiative to reduce volume of in stock non-conforming product by 40 fittings per month.
Improve Quality Inspection Program	• By the end of Q4 2024	• Invest in a minimum of (1) new inspection technology to improve efficiency & quality.

Managers of all departments are accountable for converting departmental goals into objectives as applicable to their departments and employees. All employees are responsible for fulfillment of the quality policy and subsequent objectives.

6.3 Planning for Change

The quality management system is planned and implemented in order to meet our corporate objectives and the requirements of ISO 9001:2015. The planning process involves establishing and communicating our policies, objectives and associated operational procedures.

This document constitutes our overall plan for establishing, maintaining and improving the quality management system. For each instance of management system planning, the output is documented and retained accordingly and changes are conducted in a controlled manner. The management review and the internal audit processes ensure that the integrity of the QMS is maintained when significant changes are planned which may affect key processes.

Whenever quality management system changes are planned, Top Management ensures that all personnel are made aware of any changes which affect their process, and that subsequent monitoring is undertaken to ensure that QMS changes are effectively implemented.

7 Support

7.1 Resources

7.1.1 General

Resources at Canalta Controls Ltd. include human resources and specialized skills, infrastructure, technology, work environment and financial resources. The resource requirements for the implementation, management, control and continual improvement of the quality management system, and activities necessary to enhance customer satisfaction, are defined in our operational procedures, processes, work instructions and as per CA-QA-QSP-003_Control of Resources.

7.1.2 People

To ensure competence of our personnel, job descriptions have been prepared identifying the qualifications, experience and responsibilities that are required for each position that affects product and system conformity. Qualifications include desired requirements for education, skills and experience. Appropriate qualifications, along with the provision of any required training, provide the competence required for each position.

Qualifications are reviewed upon hire, when an employee changes positions or the requirements for a position change. Human Resources maintains records of employee qualifications. If any differences between the employee's qualifications and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence. The results of training are then evaluated to determine if it was effective.

All employees are made aware of the relevance and importance of their activities and how they contribute to the achievement of our policies and objectives. The company ensures that all employees within the organization are adequately trained to enable them to perform their assigned duties.

Staff training records are maintained to demonstrate competency and experience. Human Resources maintains and reviews the training records to ensure completeness and to identify possible future training needs. Training records are maintained and include as a minimum; resumes, copies of certificates for any training undertaken to date and current job description.

7.1.2.1 Competence

Top Management identifies emerging competency needs during management reviews. Emergent competency needs are converted into job descriptions for the type and number of positions that need to be filled through internal or external recruitment.

Where required; competency training and monitoring is conducted in-house, although for more specialist skills, external seminars or courses are utilized. The effectiveness of training is evaluated and recorded. The company induction includes an introduction to our policies and objectives. Future competency training needs are identified as part of the Management Review process.

7.1.2.2 Awareness

All employees are trained on the relevance and importance of their activities and how they contribute to the achievement of our policies and objectives. The company ensures that all employees within the organization are adequately trained to enable them to perform their assigned duties.

Where required; awareness training and monitoring is conducted in-house. The effectiveness of awareness training is evaluated and recorded as part of both the competency and training evaluations. The company induction includes an introduction to our organization's policy statement and objectives. Future training needs are identified as part of the management review process.

Supporting documentation:

Ref.	Title & Description
03	CA-QA-QSP-003_Control of Resources
04	CA-QA-QSP-005_Control of Competence & Awareness

7.1.3 Infrastructure

Canalta Controls Ltd. is responsible for planning, providing and maintaining the resources needed to achieve product and process conformance, including buildings, workspace and associated utilities; process equipment (hardware and software); and supporting services (such as internal transportation and material handling systems and communications systems). The Millwright has overall responsibility for managing our facilities and equipment maintenance programs which include:

1. Transportation and material handling equipment management, maintenance and repair;
2. Process and production equipment management, maintenance and repair;
3. Facilities management, maintenance and repair.

7.1.4 Operational Environment

Canalta Controls Ltd. ensures that our factory, warehouse and offices comply with relevant health and safety regulations. The Millwright carries out regular inspections to ensure that appropriate standards are maintained. Top Management is committed to providing:

1. A place of work that is safe, including all equipment and methods of work;
2. Training, instruction, information and supervision for employees;
3. A means of safe handling, storage, use and transportation of equipment, materials and chemicals;
4. Safe working environment with good lighting, ventilation, safe passageways, stairs and corridors.

7.1.5 Monitoring & Measurement Tools

Canalta Controls Ltd. has determined the monitoring and measurement activities to be undertaken, and the devices needed to provide evidence of validation to specified tolerances and measurement ranges. This procedure is outlined in CA-QA-QSP-004_Control of Calibrated Equipment.

Supporting documentation:

Ref.	Title & Description
05	CA-QA-QSP-004_Control of Calibrated Equipment

7.1.6 Organizational Knowledge

Canalta Controls Ltd. recognizes that organizational knowledge is a valuable resource that supports our quality management activities and ensures continual product and service conformity. There is a strong link between organizational knowledge and the competence of our people, the latter being peoples' ability to apply knowledge to their work.

To ensure that organizational knowledge is retained and transferred, organizational knowledge is recorded in documented information, and is embedded in our processes, products and services. Examples of organizational knowledge include:

1. Documented information regarding a process, product or service;
2. Previous specifications and work instructions;
3. The experience of skilled people and their processes and operations;
4. Knowledge of technologies and infrastructure relevant to our organization, etc.

Sources of internal knowledge also include our intellectual property; knowledge gained from experience and coaching; lessons learnt from failures and successes; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services.

Sources of external knowledge often include other ISO standards; research papers; webinars from conferences; or knowledge gathered from customers, stakeholders or other external parties. Canalta Controls Ltd. determines and reviews internal and external sources of knowledge, such as:

1. Lessons learnt from non-conformities, corrective actions, and the results of improvement;
2. Gathering knowledge from customers, suppliers and partners, benchmarking against competitors;
3. Capturing knowledge existing within the organization, e.g. through mentoring/succession planning;
4. Sharing knowledge with relevant interested parties to ensure sustainability of the organization;
5. Knowledge from conferences, attending trade fairs, networking seminars, or other external events.

8 Product & Service Development

8.1 Operational Planning & Control

Canalta Controls Ltd. establishes and implements documented plans and procedures that describe the processes (Refer to Section 4.3.2) and the controls required for the provision of products and services in cognizance to the objectives, the potential for planned or unintended change, and the risks and opportunities identified in Section 6.1. During this planning phase, management or other responsible personnel identify the following parameters:

- Objectives and requirements for the product or service;
- Verification, validation, monitoring, inspection and test requirements;
- Documented information to demonstrate conformity;
- Document information to demonstrate process effectiveness;
- Necessary resources; or outsourced processes and their controls;
- Criteria for process performance and product/service acceptance;
- Potential consequences and mitigation to change affecting input requirements;
- Resources necessary to support the ongoing operation and maintenance of the product.

The output of planning activity includes documented plans, resource schedules, processes, equipment requirements, procedures and design outputs.

8.2 Customer Requirements

8.2.1 Customer Communication

In accordance with our commitment to exceed our customer's expectations, Canalta Controls Ltd. highlights effective customer communication as an essential element of delivering customer satisfaction. Appropriate handling of customer communication helps to reduce customer dissatisfaction and in many cases turn a dissatisfying scenario into a satisfying experience. Customer communication occurs through the following formats, events and processes:

1. Brochures, specifications or technical data sheets relating to our products and services;
2. Enquiries, quotations and order forms, invoices and credit notes;
3. Confirmation of authorized orders and amended orders;
4. Delivery notes and certificates of conformity;
5. E-mails, letters and general correspondence;
6. When customer property is handled or controlled;
7. Customer feedback and complaints management process;

The Sales Administration team is responsible for establishing methods of communication with our customers to ensure enquiries, contracts or order handling; including amendments, customer feedback and complaints are handled expeditiously and professionally.

8.2.2 Determining Requirements

Canalta Controls Ltd. develops appropriate requirements to ensure that we satisfy the needs and expectations across the socio-technical environment including those of our customers, stakeholders or relevant interested

parties. Canalta Controls Ltd. ensures that customer requirements are clearly articulated and that their requirements are captured and understood before the acceptance of an order. Customer requirements include the following:

1. Previous customer requirements which pertain to current parts being ordered;
2. Statutory and regulatory requirements related to the product;
3. Other non-customer specified performance requirements;
4. Any additional requirements determined by Canalta Controls Ltd.;
5. Requirements not stated by the customer but which are necessary for specified or intended use.

This is customer-driven process requires clear, and often repeated, customer interaction to understand the customer's needs.

8.2.3 Review of Requirements

Prior to committing to the customer, Canalta Controls Ltd. ensures and confirms our capacity to supply the required product or service. Pre-acceptance reviews are conducted to ensure that:

1. Product requirements are defined and are appropriate;
2. Requirements are defined for delivery and post-delivery activities such as product or service support;
3. Requirements not stated by the customer but which are necessary for intended use are appropriate;
4. Any additional requirements determined by Canalta Controls Ltd. are appropriate;
5. Contract or order requirements differing from those previously expressed are resolved;
6. Canalta Controls Ltd. has the ability to meet the defined requirements;
7. Documented information is retained and maintained showing the results of the review.

Customer requirements are confirmed before acceptance by the exchange of contracts, purchase orders via appropriate electronic or hard copy formats.

8.2.4 Changes in Requirements

Canalta Controls Ltd. ensures that all relevant documented information; relating to changes in product or service requirements, is authorized and amended where necessary, and that all relevant personnel are made aware of the documented requirement changes.

8.3 Design & Development

8.3.1 General

The design and development activity transforms the inputs requirements into conforming product or service outputs. Canalta Controls Ltd. has implemented a design and development process to allow for effective product or service provision as outlined in the procedure: CA-QA-QSP-006_Control of Design & Development.

Supporting documentation:

Ref.	Title & Description
06	CA-QA-QSP-006_Control of Design & Development

8.4 Control of Suppliers & External Processes

8.4.1 General

The purchasing process is essential to our organization's ability to provide our customers with products and services that meet their requirements. Canalta Controls Ltd. ensures that all purchased products or services that are incorporated in to our final products; conform to our specified requirements. This procedure is outlined in CA-QA-QSP-007_Control of Purchasing & Procurement.

Supporting documentation:

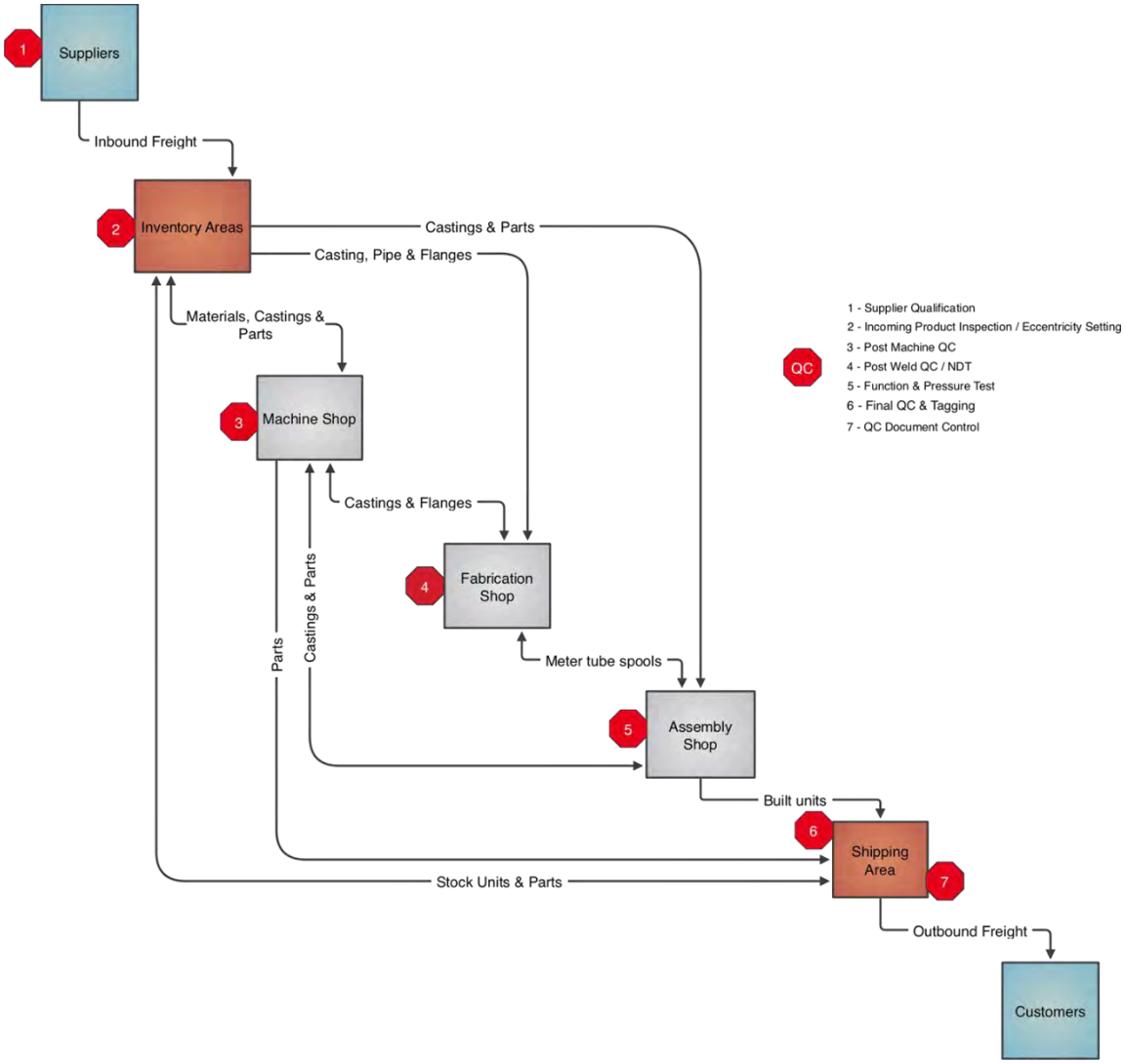
Ref.	Title & Description
07	CA-QA-QSP-007_Control of Purchasing & Procurement

8.5 Production & Service Provision

8.5.1 Control of Production & Service Provision

The Operations Manager is responsible for and has the authority to ensure production and service procedures are implemented. The process control activities are systematically controlled and verified at regular quality control checkpoints as per the Material Realization & Quality Control Points process flow below:

Material Realization & Quality Control Points



The following controlled conditions are applied where applicable:

- Quality control checks are performed using appropriate measuring equipment;
- Handling, storage and transportation;
- Evidence of completed inspections;
- Detailed process work instructions and specifications for all products;
- Criteria for workmanship, competence and plant maintenance.

In cases where special processes are employed where the results of which cannot be easily checked, including any processes where deficiencies become apparent only after the product is in use, validation demonstrates the ability of these processes to achieve planned results by:

- Defining qualification criteria and approval of special processes prior to use;
- Defining criteria for review and approval of the processes;

- Approval of equipment and qualification of personnel;
- Use of specific methods and procedures;
- Requirements for records;
- Revalidation.

8.5.2 Identification & Traceability

In order to preserve the conformance of products to customer requirements during internal processing and delivery, Canalta Controls Ltd. identifies the product throughout the product realization process in accordance with the Material Identification and Traceability Procedure.

- Stored equipment and materials are identified as to type, description and inspection status;
- Unacceptable items are identified as such and are removed from the normal work flow;
- All enquiries are identified with a unique estimate number, allocated on receipt;
- Subsequent orders are identified by contract number.

8.5.3 3rd Party Property

We identify, verify, protect and maintain customer property provided for use. The Quality Manager ensures that lost, damaged or unsuitable customer property is recorded and immediately reported to the customer.

In cases where the customer provides drawings, specifications, etc. they are reviewed and stored in the respective customer job file. Customer property can also include customer-owned materials, tools (including packaging), tooling (including test/inspection tooling and equipment), and intellectual property.

8.5.4 Preservation

Canalta Controls Ltd. ensures that all products and materials are handled and stored appropriately at all stages of the development cycle to prevent damage or deterioration:

- Components and products are handled and stored in a manner that prevents damage or deterioration, pending use or delivery;
- Each department ensures controls are implemented to prevent mixing conforming and non-conforming materials;
- Packing ensures specified or original manufacturing packaging is utilized;
- All products are suitably packed to prevent deterioration or damage during storage and delivery.

8.5.5 Post-Delivery Activities

Canalta Controls Ltd. determines customer requirements before acceptance of an order. Customer requirements include the following:

- Previous customer requirements which pertain to current part numbers being ordered;
- Requirements not stated by the customer but necessary for specified use or intended use;
- Statutory and regulatory requirements related to the product;
- Requirements required for delivery and post-delivery activities such as replacement parts.
- Any additional requirements determined by Canalta Controls Ltd.

8.5.6 Control of Changes

Top Management ensures the integrity of the Quality Management System is maintained when changes to the QMS are planned and implemented. Planning for changes must involve the Top Management and include an

adequate review of the QMS requirements. Changes to the scope of the QMS may require re-certification of the affected quality management system.

8.6 Release of Products & Services

The Quality Manager has overall responsibility for planning and implementing the inspection and test activities needed to verify that product requirements are met at appropriate stages of the product realization process.

Products are not used until they are inspected or verified as conforming to requirements, except when the product is released under positive-recall procedures pending completion of all required measurement and monitoring activities.

When the organization uses sampling inspection as a means of product acceptance, the plan is statistically valid and appropriate for use. The plan precludes the acceptance of lots whose samples have known nonconformities. When required, the plan is submitted for customer approval.

Documented information is retained to indicate the person authorizing the release of the product. Product release and service delivery does not proceed until all the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority, and where applicable by the customer.

Measurement and acceptance criteria that are necessary for product acceptance are retained as documented information; subsequent acceptance records form the production documentation evidence which includes the following information:

- Criteria for acceptance and rejection;
- Locations in the process sequence where measurement and testing operations were performed;
- Types of measurement instruments used, including any instructions associated with their use;
- Test records showing actual test results where required by the specification or acceptance test plan.

8.7 Control of Non-Conforming Outputs

It is our organization's policy to detect, control and rectify any aspect of an output that does not conform as quickly and efficiently as possible. Where necessary, any product or service output that does not conform to requirements is properly identified and controlled to prevent unintended use or delivery. The non-conformity is analyzed and the cause(s) are investigated.

Improvement actions are implemented to ensure the non-conformance does not reoccur. Once the non-conforming outputs are corrected, the outputs are then verified for conformity against requirements. Documented information concerning the nature of any non-conformances, the resolving authority, and the resulting corrective actions is retained. Where necessary, details concerning any authorized concessions are documented as evidence of acceptance.

Products are not released or delivered until all planned inspections and tests have been completed and that documented information exists to provide evidence of conformity with acceptance criteria and identifying the person(s) authorizing release.

Supporting documentation:

Ref.	Title & Description
08	CA-QA-QSP-008_Control of Non-Conformity & Corrective Action

9 Performance Evaluation

9.1 Monitoring, Measurement, Analysis & Evaluation

9.1.1 General

Canalta Controls Ltd. applies suitable methods for determining which aspects of the quality management system and its processes are to be monitored, measured and evaluated.

Data is analyzed to assess achievement of the organization's strategic priorities and customer requirements.

Canalta's Strategic Priorities:

1. Improve Customer Satisfaction
2. Ensure Regulatory Compliance
3. Improve Product Quality
4. Improve Operational Efficiency
5. Increase Flexibility & Innovation
6. Waste Reduction
7. Increase Profitability & Revenue Growth
8. Improve Employee Satisfaction
9. Increase Positive Community Contribution

9.1.2 Customer Satisfaction

Canalta monitors information and trends relating to customer perception as to whether the organization has fulfilled the customers' requirements. Customer Satisfaction Surveys, complaints and other feedback are monitored as outlined in the following procedure: CA-QA-QSP-009_Control of Customer Satisfaction.

Supporting documentation:

Ref.	Title & Description
09	CA-QA-QSP-009_Control of Customer Satisfaction

9.1.3 Analysis and Evaluation

Top Management and other managers and supervisors collect and analyze data using appropriate techniques to determine the suitability and effectiveness of key quality management system processes applicable to their area(s) of responsibility and to identify opportunities for improvement.

9.1.3.1 Key Performance Indicators

A process is effective if the desired results are measurably achieved. Their effectiveness is measured in terms of achieving targets based on metrics. The following Key Performance Indicators are monitored quarterly and/or yearly to ensure Canalta is achieving its desired goals and objectives.

Table 6: Key Performance Indicators

Improve Customer Satisfaction	Ensure Regulatory Compliance	Improve Product Quality
❖ Customer Feedback	❖ Regulatory Non-Compliances (OH&S, Fire, Bylaw)	❖ Non-Conformance Reports / Production Volume
❖ Customer Complaints	❖ WCB Injury Reports	❖ Warranty Related Sales Returns
❖ Customer Audit Results	❖ Regulatory Audit Results	❖ External Providers Audit Results
Improve Operational Efficiency	**Increase Flexibility & Innovation**	**Waste Reduction**
❖ Revenue / Profit per Man Hour	❖ New Items Under Construction	❖ Inventory Rework Levels
❖ Inventory Turnover Rate	❖ R & D Expenditures	❖ Write-Off as a % of Revenues
Increase Profitability & Revenue Growth	**Improve Employee Satisfaction**	**Increase Positive Community Contribution**
❖ Booked Orders in CDN & (USA) USD	❖ Employee Turnover Rate	❖ Expenditures (Donations)
❖ Total Revenue CDN & USA (USD)	❖ Safety Rating (TRF)	

9.2 Internal Audit

Internal audit results are critical inputs that help to assess the effectiveness of our quality management system. Canalta's internal audit program is based upon a strategy that investigates each area and process to determine whether the quality management system conforms to our organization's planned arrangements and to the requirements of the applicable quality standards.

Supporting documentation:

Ref.	Title & Description
10	CA-QA-QSP-010_Control of Internal Audits

9.3 Management Review

9.3.1 General

To ensure the continuing suitability, adequacy, and effectiveness of our quality management system in meeting our organization's strategies, Top Management conducts management reviews at planned internals. The primary inputs that are reviewed comprise data from target areas and key performance indicators that are gathered at key quality data points from various processes. Subsequent recommendations for improvement are based on the evaluation of such measurements.

Conformance is primarily assured through internal audits and demonstrated through a review of both internal and external audit results and our demonstrated ability to detect, correct and to prevent problems.

The primary outputs of management reviews are the decisions and actions necessary to make changes or improvements to our quality management system and the provision of resources needed for implementation. Responsibilities for required actions are assigned to the management team. Any decisions made during the review, assigned actions and their due dates are recorded in the management review.

Supporting documentation:

Ref.	Title & Description
11	CA-QA-QSP-011_Control of Management Reviews

10 Improvement

10.1 General

In order to determine and select opportunities for improvement or to implement any necessary actions to meet the requirements of customers and relevant interested parties, or to enhance customer satisfaction, Canalta Controls Ltd. drives improvement via the analysis of relevant data. The data inputs for the improvement process include:

1. Risk and opportunity evaluations;
2. Assessment of the changing needs and expectations of interested parties;
3. The conformity of existing products and services;
4. The effectiveness of our QMS;
5. Supplier performance;
6. Levels of customer satisfaction, including complaints and feedback;
7. Internal and external audit results;
8. Corrective action and non-conformance rates;
9. Data from process and product characteristics and their trends.

Canalta Controls Ltd. also ensures that opportunities for improvement from daily feedback on operational performance are evaluated by the Quality Manager which are typically implemented through the corrective action system. Opportunities for improvement from analysis of longer-term data and trends are evaluated and implemented through the management review process and are prioritized with respect to their relevance for achieving our quality objectives.

The overall effectiveness of continual improvement program (including corrective actions taken as well as the overall progress towards achieving corporate level improvement objectives) is assessed through our management review process.

10.2 Non-Conformity & Corrective Action

Evidence of non-conformance, customer dissatisfaction or process weakness is used to drive our continual improvement system. Since problems may already exist, they will require immediate correction and possible additional action aimed at eliminating or reducing the likelihood of its recurrence.

The Quality Manager, who has responsibility and authority for implementing corrective actions, is notified promptly of product or process non-conformities. Investigating and eliminating the root cause of these failures is a critical part of our continual improvement process.

Canalta Controls Ltd. takes action to eliminate the cause of non-conformities in order to prevent their recurrence as outlined in the following procedure: CA-QA-QSP-008_Control of Non-Conformity & Corrective Action.

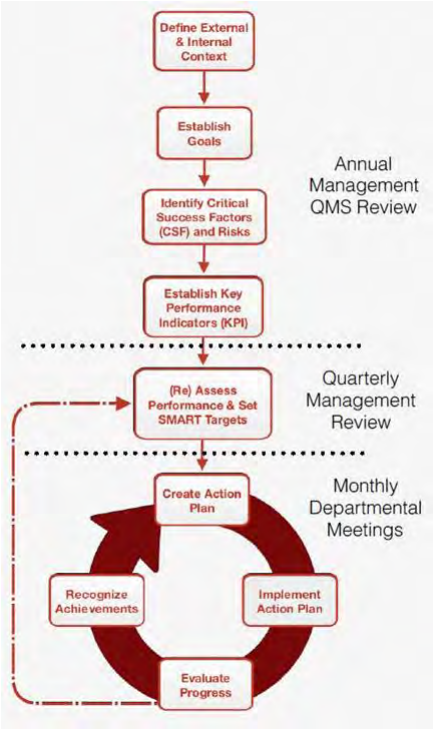
Supporting documentation:

Ref.	Title & Description
08	CA-QA-QSP-008_Control of Non-Conformity & Corrective Action

10.3 Continual Improvement

Canalta Controls Ltd. continually improves the effectiveness of its quality management system through the effective application of the corporate policies, objectives, auditing and data analysis, corrective and preventive actions and management reviews.

The continual improvement process begins with the establishment of our corporate policies and objectives for improvement, based on objectives contained in our business plan and customer targets and goals. Customer satisfaction, internal audit data, process and product performance data, and the cost of poor quality or risk control are then compared against objectives or KPIs to identify additional opportunities for improvement.



Canalta's continuous improvement program assesses, validates, implements and subsequently re-assesses activities towards improving the strategic, operational and quality goals of the organization, while reducing the associated risks.

Achieved through periodic reviews of:

1. Internal and External Organizational Factors
2. Strategic Priorities
3. Critical Success Factors & Risks
4. Policies / Objectives
5. Key Performance Indicators

The overall effectiveness of continual improvement program, including corrective actions taken, as well as the overall progress towards achieving corporate level improvement objectives, are assessed through our management review process.

Appendices

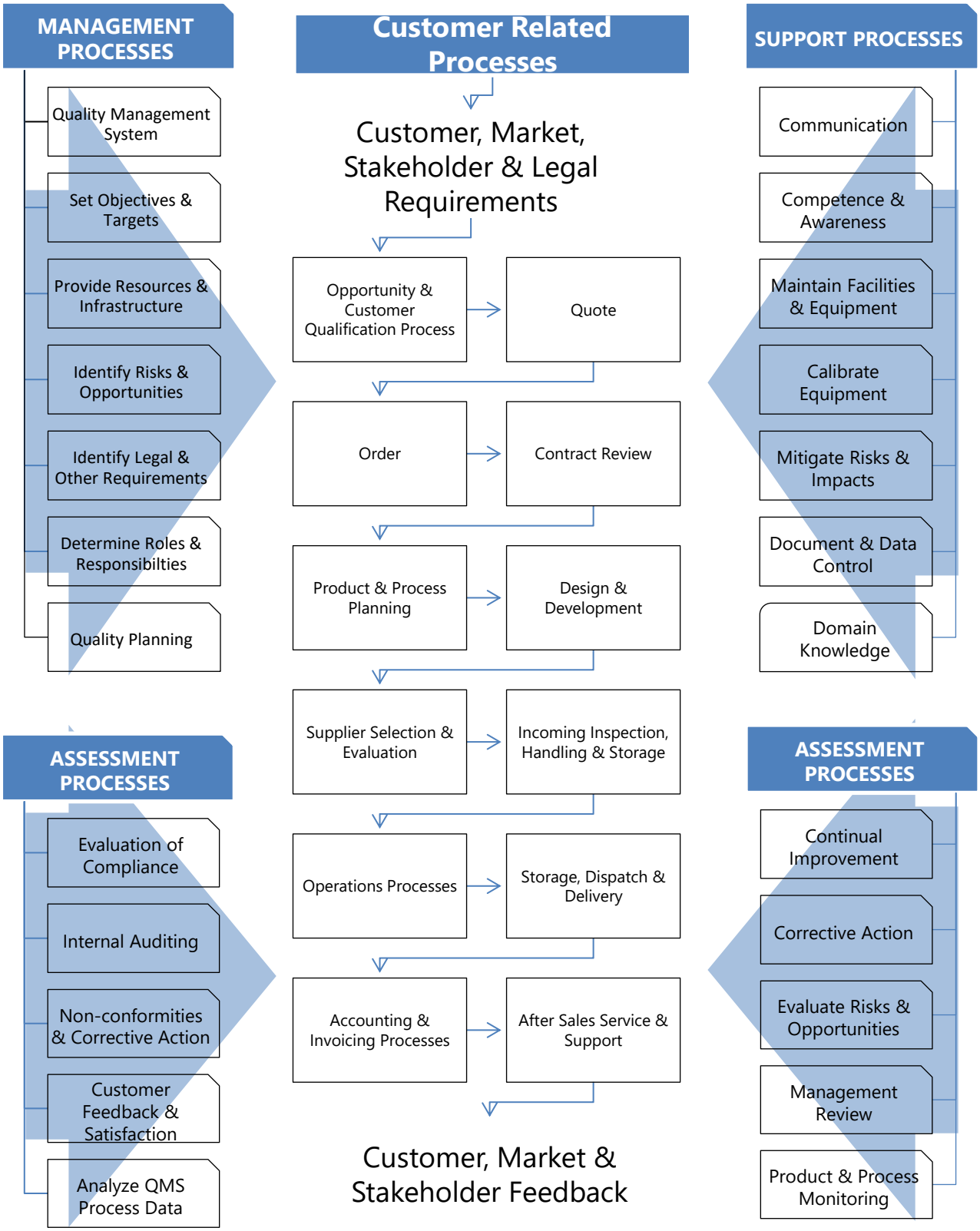
A.1 Correlation Matrix

This section provides a matrix to correlate the requirements of ISO 9001:2015 against the relevant sections in this document and should be used to determine where the new and amended clauses are located.

ISO 9001:2015		This Document	
4.0	Context of the Organization	4.0	About our Organization
4.1	Understanding the Organization and its Context	4.1	Organizational Context
4.2	Needs and Expectations of Interested Parties	4.2	Relevant Interested Parties
4.3	Scope of the Quality Management System	4.3.1	Management System Scope
4.4	Quality Management System and its Processes	4.3.2	Management System Processes
5.0	Leadership	5.0	Leadership & Governance
5.1	Leadership and Commitment	5.1	Leadership and Commitment
5.1.1	Quality Management System	5.1.1	Quality Management System
5.1.2	Customer Focus	5.1.2	Customer Focus
5.2	Quality Policy	5.1.3	Quality Policy
5.2.1	Establishing the Quality Policy	5.1.3.1	Establishing & Communicating
5.2.2	Communicating the Quality Policy	5.1.3.2	Quality Policy Statement
5.3	Roles, Responsibilities and Authorities	5.2	Roles, Responsibilities and Authorities
6.0	Planning for the Quality Management System	6.0	Management System Planning
6.1	Actions To Address Risks and Opportunities	6.1	Addressing Risk & Opportunities
6.2	Quality Objectives & Planning To Achieve Them	6.2	Quality Objectives
6.3	Planning of Changes	6.3	Planning for Change
7.0	Support	7	Support
7.1	Resources	7.1	Resources
7.1.1	General	7.1.1	General
7.1.2	People	7.1.2	People
7.1.3	Infrastructure	7.1.3	Infrastructure
7.1.4	Environment for the Operation Of Processes	7.1.4	Operational Environment
7.1.5	Monitoring and Measuring Resources	7.1.5	Monitoring and Measuring Tools
7.1.6	Organizational Knowledge	7.1.6	Organizational Knowledge
7.2	Competence	7.1.2.1	Competence
7.3	Awareness	7.1.2.2	Awareness
7.4	Communication	5.3	Communication
7.5	Documented Information	4.3.4	Documented Information
7.5.1	General	4.3.4.1	Management System Documents
7.5.2	Creating and Updating		
7.5.3	Control of Documented Information		
8.0	Operation	8.0	Product & Service Development
8.1	Operational Planning and Control	8.1	Operational Planning and Control
8.2	Requirements for Products and Services	8.2	Customer Requirements
8.2.1	Customer Communication	8.2.1	Customer Communication
8.2.2	Determining Requirements Related to Products	8.2.2	Determining Requirements

ISO 9001:2015		This Document	
8.2.3	Review of Requirements Related to the Products	8.2.3	Review of Requirements
8.2.4	Changes to Requirements for Products/Services	8.2.4	Changes in Requirements
8.3	Design and Development of Products	8.3	Design and Development of Products
8.3.1	General	8.3.1	General
8.3.2	Design and Development Planning		
8.3.3	Design and Development Inputs		
8.3.4	Design and Development Controls		
8.3.5	Design and Development Outputs		
8.3.6	Design and Development Changes		
8.4	Externally Provided Products & Services	8.4	Control of Suppliers & External Processes
8.4.1	General	8.4.1	General
8.4.2	Type & Extent of Control of External Provision		
8.4.3	Information for External Providers		
8.5	Production and Service Provision	8.5	Production & Service Provision
8.5.1	Control of Production and Service Provision	8.5.1	Control of Production & Service Provision
8.5.2	Identification and Traceability	8.5.2	Identification & Traceability
8.5.3	Customer or External Provider's Property	8.5.3	3rd Party Property
8.5.4	Preservation	8.5.4	Preservation
8.5.5	Post-Delivery Activities	8.5.5	Post-Delivery Activities
8.5.6	Control of Changes	8.5.6	Control of Changes
8.6	Release of Products and Services	8.6	Release of Products and Services
8.7	Non-conforming Process Outputs and Products	8.7	Control of Non-Conforming Outputs
9.0	Performance Evaluation	9.0	Performance Evaluation
9.1	Monitoring, Measurement, Analysis & Evaluation	9.1	Monitoring, Measurement, Analysis & Evaluation
9.1.1	General	9.1.1	General
9.1.2	Customer Satisfaction	9.1.2	Customer Satisfaction
9.1.3	Analysis and Evaluation	9.1.3	Analysis and Evaluation
9.2	Internal Audit	9.2	Internal Audit
9.3	Management Review	9.3	Management Review
9.3.1	General	9.3.1	General
9.3.2	Management Review Inputs		
9.3.3	Management Review Outputs		
10.0	Improvement	10.0	Improvement
10.1	General	10.1	General
10.2	Non-Conformity and Corrective Action	10.2	Non-Conformity & Corrective Action
10.3	Continual Improvement	10.3	Continual Improvement

A.2 Sequence & Interaction of Processes



A.3 Organizational Chart