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Mission Statement

Here at OT Components LLC, we value Customer Satisfaction, Employee Satisfaction, Honesty, and Quality above all. Our mission is to recognize and offer solutions to our valued business partners' supply chain demands. Our goal is to be the leading electronic components distributor by providing quality material and on-time deliveries.

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1. Introduction

On-Time Components LLC. (“OTC”) is a North American independent distributor with the dedication to offer only the highest quality electronic components. We hold the trust and time of our partners and employees in high regard that leads to our success in proudly achieving expectations reliably and consistently. The Quality Management strategies described in this manual provide the groundwork for maintaining the safety and quality of all that we do.

1.1 Description of the QSEs

The Quality Management approach included in this Quality Manual is based on the Quality System Essentials (QSE) and is mostly consistent with ISO standards. The QSEs represent the most fundamental elements for maintaining quality, safety, and efficiency within our company.

1.1.1 Documents and Records: This QSE describes the processes for creating and maintaining standardized documents and records so that they are up-to-date and accurate, readily accessible by staff members, and protected from unauthorized use.

1.1.2 Organization: This QSE describes how the organizational structure and quality management system ensure that customer’ needs and regulatory requirements are met.

1.1.3 Testing Measurement and Equipment: This QSE covers testing procedures.

1.1.4 Services & Personnel: This QSE describes how personnel are managed and provided with the tools needed to perform testing so that accurate and reliable test results are obtained.

1.1.5 Purchasing & Inventory: Availability of dependable suppliers and reliable testing houses globally ensures purchasing and delivering quality material.

1.1.6 Information Management: This QSE describes how customer related information is managed in order to maintain the accuracy, reliability, confidentiality, and accessibility of the data.

1.1.7 Occurrence Management: This QSE describes how nonconforming events are detected, investigated, resolved, and tracked.

1.1.8 Assessment: This QSE describes the internal and external assessments such as customer surveys that are conducted to evaluate the effectiveness of the company’s services.

1.1.9 Process Improvement: This QSE describes elements of a process improvement program that identifies and addresses opportunities for improvement and continues learning and upgrade.

1.1.10 Supplier Organization & Qualification: This QSE describes the supplier identification and qualification process.

1.1.11 Customer Service: This QSE describes how the company assesses and addresses its ability to meet the needs of customers.

1.1.12 Supplier Organization & Qualification: Supplier assessment cards/reviews.

1.1.13 Facilities & Safety: This QSE describes how the physical space of the company is maintained in a manner that ensures efficient workflow, accurate test results, shipping and personnel safety.

2. Terms and Definitions

2.1 Document: The term document will refer to any written policy, process, procedure, form, or job aid.

2.2 Record: All records include, but are not limited to: customer requisitions; worksheets quality control results and actions taken; external quality assessment (professional testing); equipment calibration and maintenance; software verification; staff training; internal and external audits and inspections; and occurrence, nonconformance, and complaint records and actions taken.

2.3 OFI: Opportunities for Improvement

2.4 Internal Customers: Includes all the OTC team members.

2.5 External Customers: Includes companies to whom we provide services.

2.6 Occurrence: An occurrence is a nonconforming event.

2.7 Counterfeit Parts: An unauthorized copy, imitation, substitute, or modified part, which is knowingly misrepresented as a specified genuine part of an original or authorized manufacturer

2.8 Certificate of Conformity (COC): Documented information that attests to product conformity; conformance to defined process, design, and customer requirements.

2.9 Test Report: Documented information from a third party test lab that shows objective evidence provided by either the manufacturer or a certified testing facility that the product conforms with specific design requirements, product or performance characteristics.

2.10 Product Safety: Maintaining the state of product so that it is able to perform it's designed or intended purpose without causing unacceptable risk of harm to persons or damage to property.

3. Purpose

Our main focus is to establish an honest relationship with our suppliers in order to build a broad and strong customer base all while maintaining a positive and kind attitude

throughout our path of workflow. We believe that satisfactory working relationships are the cornerstone of a successful business and as a result, we do not limit ourselves in our competitions by our promise of continuous improvement.

4. Policy

The management of OTC is committed to providing services in accordance with the customer regulatory requirements.The management is also committed to providing accurate, reliable, and timely services. Through our quality policy, we evaluate and improve the satisfaction of both our customers and suppliers.

5. Organizational Roles and Responsibilities

This Quality Manual applies to all management and personnel of OT Components LLC. OTC's management team is responsible for identifying and offering the necessary resources to ensure that all personnel are properly trained and committed to offering exceptional customer service;

a) The Senior Management & QA team up to ensure that each process is being carried out correctly and meeting its intended cause.
b) The Senior Management & QA are responsible and in authority to implement, maintain, and communicate changes to the Quality Management System.
c) The Senior Management & QA are responsible for leading personnel into the direction of constant improvement and consistent reliability.

6. Procedures for the Quality System Essentials:

6.1 Documents and Records

6.1.1 Creating and Implementing New Documents:

6.1.1.1 The need for a new document is identified and documented.

6.1.1.2 The new document is drafted.

6.1.1.3 The document is reviewed and approved by the CEO.

6.1.1.4 The new document is assigned a unique identification number and entered onto the Document Master List.

6.1.1.5 A Master File is created for the new document. The master copy of the document is retained in this file.

6.1.1.6 Staff are notified of the new document and trained as necessary.

6.1.2 Revising Existing Documents:

6.1.2.1 The need for a change to an existing document is identified and documented.

6.1.2.2 Changes to related documents are identified and requested.

6.1.2.3 The document is edited.

6.1.2.4 The new version of the document is reviewed and approved.

6.1.2.5 The Document Master List is updated.

6.1.2.6 The Master File is updated. The master copy of the obsolete version is marked as retired and filed. Working copies of the obsolete version are retrieved and destroyed.

6.1.2.7 Working copies of the new version are made from the new master copy and distributed as necessary.

6.1.2.8 Staff are notified of changes to the document and trained as necessary. Staff review and sign the document before they use it.

6.1.3 Document Control:

6.1.3.1 Each document is uniquely identified to ensure its traceability throughout the document life cycle.

6.1.3.2 Information for each document is entered on the Document Master List. The information is updated when there are changes to version numbers or when a document is retired.

6.1.3.3 A Master File is maintained for each document. The Master File includes the master copy of the current and all previous versions of a document.

6.1.3.4 Working copies of documents are made from the master copy only. All working copies are maintained in a controlled manner such that there is a method for tracking the location of all working copies to ensure that only the most current version of a document is in use. Working copies are destroyed in a controlled manner.

6.1.3.5 Retention times for all retired documents are established. There is a method for storing retired documents.

6.1.3.6 There is a method for documenting staff's knowledge of document

content.

6.1.4 Reviewing, Retaining, Storing, Retrieving, and Destroying Records:

6.1.4.1 Records are created. Records include the name of the individual creating the record and the date it was created.

6.1.4.2 Records are listed in a Records Index.

6.1.4.3 Records are reviewed and signed by the director or designee on a regular schedule (at least monthly).

6.1.4.4 Records are labeled and stored in a manner that maintains customer and supplier confidentiality, ensures only authorized individuals have access, and maintains the physical integrity of the record.

6.1.4.5 Retention times for records are established. Destruction of records is documented.

6.1.5 Modifying Records:

6.1.5.1 The need for a change to a record is identified.

6.1.5.2 Appropriate individuals are notified of the modification.

6.1.5.3 Modification of records is documented. Documentation should include the original record, the modified record, the individual who modified the record, the date of the modification, and the notification information.

6.2 Organizational Structure

6.2.1 Implementing Quality Management System

6.2.1.1 A Quality Manager is designated.

6.2.1.2 Internal and external customers' needs are identified. Resources are allocated for meeting those needs.

6.2.1.3 A Quality Manual is developed. All necessary policies, processes, and procedures are identified and developed. Information in the Quality Manual is communicated to all personnel. The Quality Manager or designee reviews the Quality Manual and other policies, processes, and procedures prior to implementation and at least annually thereafter.

6.2.1.4 The Quality Management System is reviewed at least annually.

6.2.1.5 All department managers work with each other to coordinate the

quality manual processes and procedures to all staff.

6.2.2 Organization Structure and Context

OT Components determine external and internal risks that are relevant to its growth and its strategic planning to achieve the intended result of its Quality Management System. OTC addresses the customer requirements and regulatory requirements. These external and internal issues include but are not limited to the following factors

a) Issues arising from legal, technological, competitive, market, cultural, social, and economic environments, whether international, national, regional, or local.
b) Issues related to values, culture, knowledge and performance of the organization.

6.2.3 Leadership and Commitment

Management's commitment to excellent customer service has been identified through our mission statement, quality policy, quality objectives, performance assessments, and risk assessments. OTC's management team is responsible for identifying and procuring the resources needed to fulfill the requirements of our customers.

6.3 Services & Personnel

6.3.1 Maintaining Adequate Staff Resources:

6.3.1.1 The employee needs are assessed.

6.3.1.2 Personnel are recruited and hired to fulfill those needs.

6.3.2 Job Descriptions:

6.3.2.1 Job qualification requirements and duties are determined and documented.

6.3.2.2 Job descriptions are developed and maintained so as to reflect these qualification requirements and duties.

6.3.2.3 Personnel are familiarized with their job descriptions.

6.3.2.4 Job descriptions are signed by applicable staff and documented in personnel files.

6.3.3 Documenting Personnel Qualifications:

6.3.3.1 Proof of licensure, certification, education records, and Curriculum Vitae are maintained in personnel files.

6.3.4 Employee Orientation and Training:

6.3.4.1 New employees are oriented to the company.

6.3.4.2 Personnel are trained for their duties.

6.3.4.3 Documentation of orientation and training is maintained in personnel files.

6.3.5 Employee Competency Assessments:

6.3.5.1 Methods for competency training are documented.

6.3.5.2 Frequency of competency assessments is documented.

6.3.5.3 Competency performance is assessed as scheduled (i.e. following initial training, at the end of the three month probation period, and annually thereafter) and documented in personnel files.

6.3.5.4 Competency failures/deficiencies are addressed. Corrective and/or preventive actions are documented in personnel files.

6.3.6 Continuing Education:

6.3.6.1 Continuing education requirements are documented and communicated to all personnel.

6.3.6.2 Opportunities for continuing education are available for personnel.

6.3.6.3 Completed continuing education is documented in personnel files.

6.4 Testing, Measurement & Equipment

6.4.1 Equipment Selection, Acquisition, Installation, Identification, and Inventory:

6.4.1.1 The need for new equipment is assessed.

6.4.1.2 Potential new equipment is evaluated.

6.4.1.3 New equipment is purchased and installed.

6.4.1.4 Equipment is assigned a unique identifier and included in an equipment inventory.

6.4.1.5 Documentation related to each piece of equipment is maintained in an equipment manual/file.

6.4.2 Preventive Maintenance:

6.4.2.1 A schedule for instrument/equipment preventive maintenance is determined for each piece of equipment.

6.4.2.2 Instrument maintenance is conducted and documented.

6.4.2.3 Management reviews documentation of preventive maintenance at least monthly.

6.4.3 Calibration:

6.4.3.1 Manufacturers' recommendations are used to develop calibration schedules and plans.

6.4.3.2 Calibration is conducted and documented as scheduled or for troubleshooting purposes.

6.4.3.3 Calibration records for each piece of equipment are reviewed by the Quality Manager as scheduled.

6.4.5 Equipment-Related Troubleshooting and Corrective Actions:

6.4.5.1 Troubleshooting schemes are developed, implemented, and documented.

6.4.5.2 Corrective actions are documented.

6.4.5.3 Documentation is reviewed for follow up.

6.4.6 Retiring Instruments:

6.4.6.1 The instrument is cleaned, decontaminated, packed, and removed for shipment or storage.

6.4.6.2 Records from retired instruments are maintained and stored.

6.5 Purchasing and Inventory

6.5.1 Use of Referral Supply Chain Partners:

6.5.1.1 Suppliers are evaluated and selected for their ability to meet regulatory and quality requirements.

6.5.1.2 Suppliers are required to complete the qualification process.

6.5.1.3 OTC tracks supplier performance and reliability.

6.5.1.4 Supplier assessment records are reviewed annually.

6.5.2 Identifying and Selecting Vendors:

6.5.2.1 New Suppliers are identified based on customer demand.

6.5.2.2 The ability of vendors to meet quality needs is evaluated.

6.5.2.3 Vendors are selected and approved.

6.5.3 Handling, Receiving & Shipping:

6.5.3.1 Electronics Components are received at the warehouse.

6.5.3.2 Receipt is documented on the inventory.

6.5.3.3 Acceptability of packaging is determined and inspected for damages during shipment.

6.5.3.4 Standard QC reports are entered into the system.

6.5.3.5 Acceptable packages are labeled, stored, and prepared for shipment according to the instructions in the customer PO.

6.6 Process Control:

6.6.1 Material Quality Control

6.6.1.1 Material quality control procedures exist for all analytic procedures.

6.6.1.2 Materials are selected, obtained, and stored.

6.6.1.3 Acceptability criteria is established and documented.

6.6.1.4 Materials are tested, and results are documented.

6.6.1.5 Corrective actions are performed and documented for any out of range results.

6.7 Information Management

6.7.1 Customer Confidentiality:

6.7.1.1 Customer information confidentiality is maintained.

6.7.1.2 Access to customer document information is controlled.

6.7.2 Accessing and Using Electronic Information:

6.7.2.1 The computer system facilities meet environmental conditions and safeguards for ensuring proper system operations.

6.7.2.2 Preventive maintenance for computer systems are conducted and documented.

6.7.2.3 Access to electronic information is restricted to authorized personnel.

6.7.3 Reporting Results:

6.7.3.1 Test results are reported to authorized recipients/customers.

6.7.3.4 Test reports are monitored for accuracy and authenticity.

6.7.3.5 Result reports are stored in a manner that limits access to authorized personnel only, facilitates easy retrieval, and maintains data integrity.

6.8 Occurrence Management

6.8.1 Identifying and Documenting Occurrences:

6.8.1.1 The management identifies and documents occurrences, including:

6.8.1.2 Complaints from internal and external customers.

6.8.1.3 Complaints regarding non-conformances related to materials.

6.8.1.4 Non-conformances identified in internal or external audits.

6.8.1.5 Information documented for management reviews.

6.8.1.6 Occurrence information is referred for remedial and corrective actions with suppliers.

6.8.1.7 Occurrence information is referred for process improvement as necessary.

6.8.2 Preventative Actions and Investigation of Occurrences:

6.8.2.1 Remedial actions are initiated in response to any occurrences that failed to meet the customer regulations.

6.8.2.2 Occurrences are investigated. Investigative steps are documented.

6.8.2.3 Additional corrective or preventive actions are performed and documented.

6.8.3 Analyzing Occurrence Information and Referral for Process Improvement:

6.8.3.1 Information regarding individual occurrences is tracked, categorized, and organized in a manner that facilitates analysis of the collective data.

6.8.3.2 The collective data is analyzed at least annually for trends in occurrence information.

6.8.3.3 OTC management reviews the occurrence data and allocates resources for root cause analysis and process improvement as necessary.

6.9 Assessment

6.9.1 Internal Supplier Audits:

6.9.1.1 Quality indicators are selected and analyzed (at least annually).

6.9.1.2 Data regarding quality indicators is collected and analyzed.

6.9.1.3 Quality indicator data is presented to the management.

6.9.1.4 Follow-up actions are initiated for additional opportunities.

6.9.2 External Quality Assurance:

6.9.2.1 OTC participates in audits/assessments conducted by external agencies. Information from audits is analyzed and submitted for managerial review. Follow-up actions are initiated as necessary.

6.10 Process Improvement

6.10.1 Identifying Opportunities for Improvement:

6.10.1.1 Problems within processes and opportunities for improvement are identified and documented.

6.10.1.2 Problems within processes and opportunities for improvement are prioritized according to the level of impact on customer needs.

6.10.2 Root Cause Analysis and Corrective/Preventive Action Plans:

6.10.2.1 Problems and opportunities for improvement are addressed and selected for additional analysis.

6.10.2.2 Root cause analysis is conducted.

6.10.2.3 Corrective and preventive action plans are developed and implemented.

6.10.3 Quality Improvement Evaluation:

6.10.3.1 Management evaluates the effectiveness of actions taken to improve performance.

6.10.3.2 Quality Manager conducts any additional follow-up actions resulting from the evaluation.

6.11 Customer Service

Customer Focus:

Customer Satisfaction – OTC evaluates Customer generated report cards, as well as surveys to determine how well their needs are being met. This data is compiled and reviewed with the Quality Management Team. Where appropriate, customers are contacted for more specific feedback. Areas for improvement are identified and addressed

6.11.1 Provision of Services:

6.11.1.1 Contracts are developed and maintained with all customers.

6.11.2 Identifying and Managing Customer Needs:

6.11.2.1 Customers and their needs are identified.

6.11.2.2 The need for new processes or changes to existing processes to meet customer needs is identified.

6.11.2.3 Referrals for process control and process improvement are made.

6.11.3 Managing Customer Complaints:

6.11.3.1 Customers submit complaints and suggestions, including anonymous submissions.

6.11.3.2 Complaints/suggestions are received and documented.

6.11.3.3 Complaints/suggestions are addressed appropriately.

6.11.3.4 Feedback is provided to the customer regarding how the complaint/suggestion was addressed.

6.11.3.5 Complaints are tracked and analyzed. Referrals are made for process improvement as necessary.

6.11.4 Monitoring Customer Satisfaction:

6.11.4.1 Customer satisfaction is evaluated by the management.

6.11.4.2 Customer satisfaction surveys are conducted and collected at least annually.

6.11.4.3 Information from customer satisfaction surveys or other evaluations is analyzed.

6.11.4.4 Referrals are made for process improvement as necessary.

6.12 Supplier Organization and Qualification

6.12.1 Evaluation of Suppliers

Capability, capacity, and condition of the supplier's physical manufacturing facilities and equipment. Deficiencies noted during a site capability evaluation visit shall be discussed with the supplier at the time of the survey and could have an impact on future purchase negotiations and order placement.

6.12.2 Customer Requested Supplier

Customer Requested suppliers must also meet all the requirements of OT Components supplier qualification process and procedures.

6.12.3 Supplier Scorecard

The supplier's performance will be continually evaluated by management team with emphasis on the following:

- Compliance of our Quality
- On-time delivery
- Customer service
- Communication
- Operational Performance

6.13 Facilities and Safety

6.13.1 Safety Training:

6.13.1.1 All personnel read and document understanding of the safety manual and other job-related safety documents.

6.13.1.2 New employees are trained in safety procedures and requirements at hire.

6.13.1.3 All personnel receive safety training at least annually.

6.13.1.4 Safety training and competency are documented in personnel files.

Appendix A

Revision History

Rev	Revised By	Date	Nature of Rev
0	N. Meza	10/10/21	Original Version
1	A. Escalante	11/10/21	Updated Organizational Structure
2	N. Meza	12/05/21	Updated Supplier Qualification
3	N. Meza	01/03/22	Current Organizational Structure