

First Edition

QUALITY MANUAL



216 Via Fabricante
San Clemente, CA 92672

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From Trust One Components

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Quality Manual Approval

Trust One President Peter Shaw	Date: 05/01/06	Approval PS
ISO Management Representative: Concurrence: Nick D. Freischlag	Date: 05/14/06	NDF

Quality Manual Revision Status

Revision	Description and/or Reason for Change	Date	Approval
N/C	Initial Release, First Edition to conform with ISO 9001-2000	05/14/06	NDF

Table of Supporting Documentation

Document Title	Document Number	Source of Control
Quality management systems – Requirements	ANSI/ISO/ASQ Q9001-2000	American Society for Quality
Quality management systems – Guidelines for performance improvements	ANSI/ISO/ASQ Q9004-2000	American Society for Quality
Quality management systems – Fundamentals and vocabulary	ANSI/ISO/ASQ Q9000-2000	American Society for Quality
Company Standard Practice – Control of Nonconforming Material	CSP 8.3.1	Trust One Components
Company Standard Practice – Document Control	CSP 4.2.3	Trust One Components
Company Standard Practice – Auditor Qualifications	CSP 8.2.2.1	Trust One Components
Company Standard Practice – Internal Audits	CSP 8.2.2	Trust One Components
Company Standard Practice – Quality Records	CSP 4.2.4	Trust One Components
Company Standard Practice – Corrective Action	CSP 8.5.2	Trust One Components
Company Standard Practice – Preventive Action	CSP 8.5.3	Trust One Components
Procurement Process – Quotation Process	CSP 7.4.2.1	Trust One Components
Company Standard Practice – Procurement Process - Purchasing Process	CSP 7.4.2.2	Trust One Components
Company Standard Practice – Sales Order Development	CSP 7.2.1	Trust One Components
Company Standard Practice - Receiving Process	CSP 7.5.1.1	Trust One Components
Company Standard Practice – Order pulling/ Shipping Process	CSP 7.5.1.2	Trust One Components
Company Standard Process – Inventory Control	CSP 7.5.5	Trust One Components
Company Standard Process – ESD Policy	CSP 7.5.5.1	Trust One Components
Company Standard Practice – Control of Calibration	CSP 7.6.1	Trust One Components
Company Standard Practice – Scrap Control	CSP 8.3.2	Trust One Components
Company Standard Practice – RMA Process	CSP 8.3.2.1	Trust One Components
Company Standard Practice – Training	CSP 6.2.2	Trust One Components

Quality Policy

It is the Policy of Trust One Components to provide defect-free product and services that meet or exceed Customer expectations, assuring Total Customer Satisfaction through Continual Process Improvement

1.0 Scope

1.1 General

Trust One Components, a California Corporation, distributes electronic components, hardware and computer peripheral products worldwide from the organization's facilities in San Clemente, California. Trust One Components has been in business since 2006.

1.2 Application

The processes, systems and requirements described in this Quality Manual pertain to all departments of Trust One Components, irrespective of the location at which a process is applied.

The following sub-clauses are outside the scope of this Quality Management System due to the nature of Trust One Components' products and services:

Design Control (ISO 9001:2000 Standard sub-clause 7.3)

Customer Property (ISO 9001:2000 Standard sub-clause 7.5.4)

2.0 Normative Reference

The following normative documents contain provisions which, through reference in this text, constitute provisions of this manual.

ISO 9001:2000, Quality management systems – Requirements

3.0 Terms and definitions

For the purposes of this manual and associated documentation, the term “RMA” is defined as “Return Material Authorization”; the terms and definitions given in the following document also apply:

ISO 9000:2000, Quality management systems- Fundamentals and vocabulary

4.0 Quality Management System

4.1 General Requirements

Trust One Components distributes electronic components and related products worldwide and performs no design, manufacturing or calibration of equipment. Trust One Components does not receive Customer product and performs verification inspection in-house, out-sourcing any required testing, burn-in and remarking of distributed products.

The primary processes of Trust One Components are administration, sales and purchasing, and the warehouse processes of receiving, inventory control and shipping.

Trust One Components provides components and related products to a Customer defined requirement. The sequence of tasks begins with sales determining the requirement. The next step is the source search for available products, the quotation to the Customer, and finally the purchase of the product to fill the requirement. Support operations include development and administration of Quality system, planning, training, management review,

resource management, monitoring and measuring, internal auditing, nonconforming product control and continual improvement.

This Quality manual covers the determination of the criteria and methods needed to:

- Ensure that the operation and control of the Quality management processes are effective
- Assure the availability of resources and information necessary to support the operation of the processes
- Measure, monitor, and analyze these processes
- Implement actions necessary to achieve planned results and continual improvement

Some processes, such as testing and internal auditing, are outsourced. The suppliers of services and the external auditors, when used, are Trust One Components qualified and monitored.

4.2 Documentation Requirements

4.2.1 General

The Quality policy of Trust One Components as stated on page 6 is to provide defect free products and services that meet or exceed Customer expectations, assuring Total Customer Satisfaction through Continual Improvement.

The Quality Objectives of Trust One Components are the reduction of RMA's, on-time delivery of products and the measurement of Customer Satisfaction.

Specific metrics and numeric goals are documented in the management review records.

4.2.2 Quality Manual

This Quality manual describes the Quality Management System of Trust One Components. It covers the sales, purchasing, receiving and shipping of products provided by Trust One Components. The processes performed by Trust One Components can be verified by subsequent monitoring or measurement.

Therefore, sub clause 7.5.2 “Validation of processes for production and service provision” is not addressed in this Quality manual.

Traceability, including inspection status, of the products provided to the Customer by Trust One Components is controlled by and contained in the receiving and shipping documentation that accompanies products. When required by the Customer, traceability to the original source of manufacture is provided by certification and original manufacturer’s packaging. This is described in Standard Practice 7.5.3, a document maintained separately from this manual. This manual describes the records that will be maintained.

4.2.3 Control of Documents

Standard Practice 4.2.3 describes the procedure used by Trust One Components to control documents. This procedure describes the controls used to:

- Approve documents for adequacy prior to issue
- Review and update as necessary and re-approve documents
- Ensure that changes and the current revision status of documents are identified
- Ensure that relevant versions of applicable documents are available at points of use
- Ensure that documents remain legible and readily identifiable
- Ensure that documents of external origin are identified and their distribution controlled
- Prevent the unintended use of obsolete documents that apply suitable identification to them if they are retained for any purpose

4.2.4 Control of Records

Standard Practice 4.2.4 describes the procedure used by Trust One Components to control records. The procedure describes how records are kept legible, readily identifiable, and retrievable. The procedure defines the controls used for the

identification, storage, protection, retrieval, retention time, and disposition of records.

5.0 Management Responsibility

5.1 Management Commitment

All employees are trained in the importance of meeting Customer requirements. At this point, there are no statutory or regulatory requirements. The Quality policy is stated in this manual and the Quality objectives are developed in Management Review meetings. Management reviews are conducted following 5.6. Resources are managed under 6.1.

5.2 Customer Focus

The Top Management ensures that Customer requirements are determined and met with the aim of enhancing Customer satisfaction through sections 7.2.1, 8.2.2, and other sections of this Quality manual.

5.3 Quality Policy

The Quality policy stated in this manual is appropriate to the purpose of the organization. It includes a commitment to comply with requirements and continually improve the effectiveness of a Quality Management System. It provides a framework for establishing and reviewing objectives. It is communicated within the organization. All employees have been trained in the Quality policy and all new employees are trained at the time of hire. This training is documented in the training records. The understanding of the Quality policy is evaluated through daily contact and evaluated and documented during internal audits.

5.4 Planning

5.4.1 Quality Objectives

The Quality objectives of Trust One Components are documented in the Management Review minutes.

5.4.2 Quality Management System Planning

The Quality Management System has been planned and is described in the Quality manual. The integrity of the Quality Management System is maintained through training and implementation, as applicable, when changes are planned.

5.5 Responsibility, Authority, and Communication

5.5.1 Responsibility and Authority

The organization consists of a Top Management Team, President and Vice Presidents; a Sales Team; a Procurement Team; and a Warehouse Team. The organization has been in place since 2006 and the responsibilities and authorities are well known. As additional employees are hired, their responsibilities and authorities will be developed and communicated.

5.5.2 Management Representative

The management representative is the Quality Assurance Manager. He is responsible for ensuring that the processes needed for the Quality Management System are established, implemented, and maintained. The management representative reports to the president on the performance of the Quality Management System and any need for improvements. The management representative has and will continue to ensure the promotion of awareness of Customer requirements throughout the organization.

5.5.3 Internal Communication

The department managers communicate verbally on a regular basis. Communication related to Customer requirements, other key and Customer communications, and supplier communications are documented. These documents are maintained in the appropriate files.

5.6 Management Review

5.6.1 General

The top managers review the Quality Management System at least annually to ensure its continuing suitability, adequacy, and effectiveness. The review assesses opportunities for improvement and the need for changes to the Quality Management System, including the Quality policy and Quality objectives.

5.6.2 Review Input

The management review includes information on results of audits, Customer feedback, service performance, service conformity, status of preventative and corrective actions, and follow-up actions from previous management reviews, changes that could affect the Quality Management System and recommendations for improvement in order to meet the Quality Objectives.

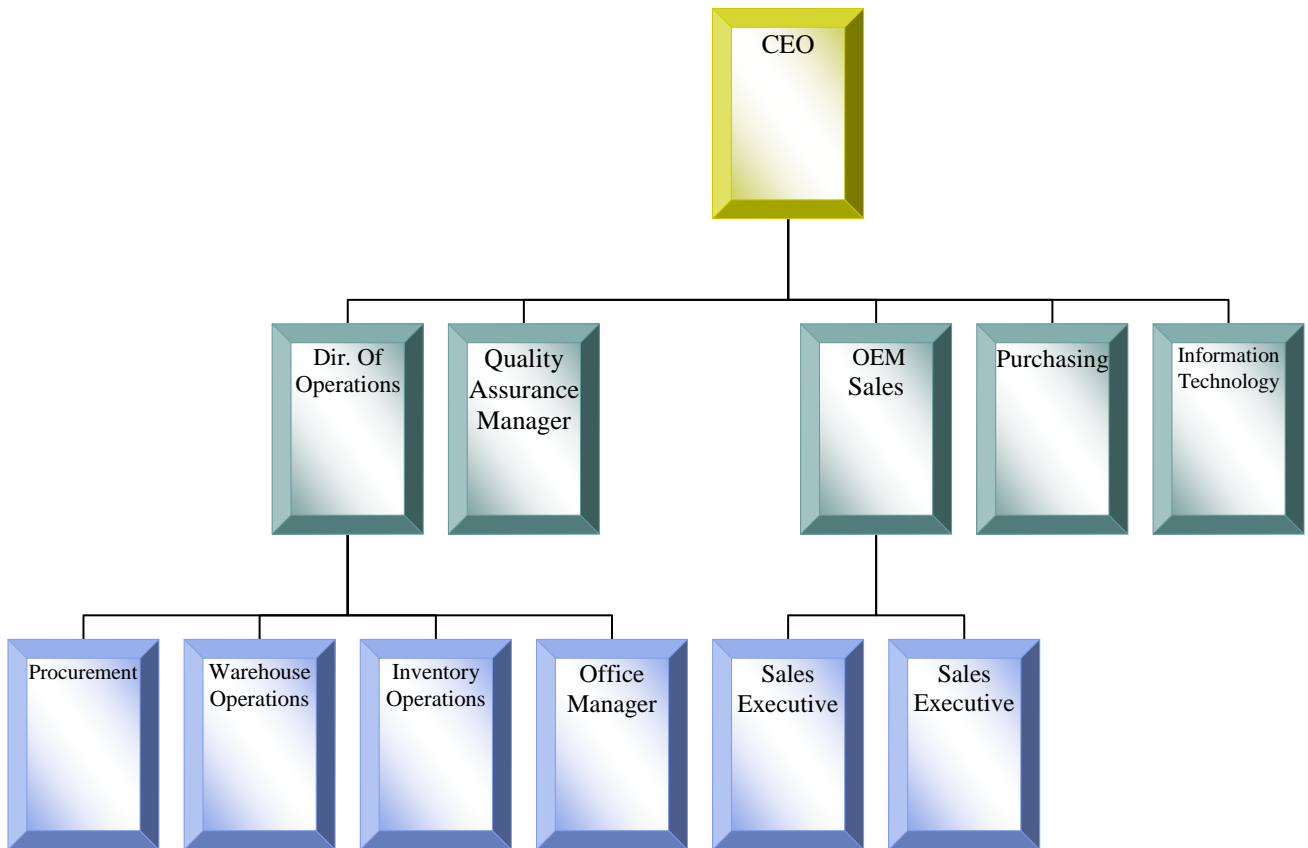
5.6.3 Review Output

The output from the management review includes any decisions and actions related to improvement of the effectiveness of the Quality Management System and its processes, improvement of the service related to Customer requirements, and resource needs.

Output from the management review may become a source for Preventative Action as described in CSP 8.5.3.

Trust One Components

Corporate Organization



6.0 Resource Management

6.1 Provision of Resources

Trust One Components has implemented and maintained the Quality Management System and has continually improved its effectiveness. Trust One Components has and will continue to enhance Customer satisfaction by meeting Customer requirements.

6.2 Human Resources

6.2.1 General

Personnel performing work affecting product Quality have been and will continue to be competent on the basis of appropriate education, training, skills, and experience.

6.2.2 Competence, Awareness, and Training

Department managers must:

- Be able to effectively communicate verbally and through written word, as evidenced by a high school diploma or equivalent documentation
- Thoroughly understand the ISO 9001 Quality Management System, as evidenced through prior experience documented in their training records
Warehouse personnel must be able to:
- Read, understand and process Trust One Components documents, as evidenced through training and evaluations performed by warehouse manager and documented in the warehouse person's training records

- Receive, inventory and ship products using standard warehouse equipment through training and/or experience, as documented in their personnel record

Personnel are trained internally or externally through appropriate, specialized training facilities when training needs are identified. These training needs are usually limited to management training, safety training, and the use of warehouse equipment. All training is documented in employee training records listing the date(s) of training, the subject and the trainer. The effectiveness of the training is evaluated by the appropriate department manager/supervisor through routine communications and evaluations conducted during audits and documented in the audit reports.

The departmental managers are aware of the relevance of their activities and how they contribute to the achievement of the Quality objectives. This same awareness is communicated and evaluated with new personnel when they are hired. Personnel records hold the appropriate records of education, training, skills, and experience.

6.3 Infrastructure

Trust One Components has been in business since 2006, and current buildings, workspace, equipment, utilities, and support services have been and will continue to be adequate for the needs of the business.

6.4 Work Environment

Trust One Components current work environment has been and will continue to be adequate to achieve conformity to service requirements.

7.0 Product Realization

7.1 Planning of Product Realization

The necessary processes, documents, and product-specific resources are set forth throughout these Product realization sections of this Quality manual.

The required verification, validation, monitoring, inspection, and test activities specific to Trust One Components writing services and the criteria for Product acceptance are covered under sections 7 and 8 of this Quality manual.

7.2 Customer-Related Processes

7.2.1 Determination of Requirements Related to the Product

An inventoried product is sold to the Customer and subjected to the same criteria as purchased product. It is verified to the purchase order and counted in the same way as product purchased specifically for the Customer.

Verbal orders are not accepted.

7.2.2 Review of Requirements Related to the Product

This is accomplished by presenting the details of the requirement and the solution. Records of the review are documented on the Sales Order by initial and date. When there are special requirements, those requirements are listed on the Sales Order. Sales Orders are not processed without a confirming Purchase Order from the Customer unless waived by management.

Any changes to the requirements authorized by the Customer are documented to the Sales Order with the approving contact information including names and dates.

7.2.3 Review of Requirements Related to the Product

Product information and inquires, and contracts or order handling, including amendments, are covered in 7.2.2.

Customer comments and complaints are filed when brought to the attention of the Quality Representative by sales team members or Customer service representatives.

7.3 Design and Development

Trust One Components does not engage in the design and development of the products provided to Customers through its distribution process. Therefore, Design and Development is excluded at this time.

7.4 Purchasing

7.4.1 Purchasing Process

Trust One Components purchases products for re-sale to meet Customers' specific requirements or for inventory. Products are purchased from distributors and/or brokers selected on their ability to supply products to Trust One Components and Customer requirements. Only basic types of supplier Quality assurance techniques, such as verification of the product manufacturer, part number, date code, package type, quantities and delivery timeliness can be verified.

Functional testing of products is not performed unless required by the Customer.

7.4.2 Purchasing Information

There are no requirements for qualification of personnel or Quality Management System requirements for product purchases.

Auditors are required to be qualified by Trust One Components or certified Quality auditors when internal audit services are purchased.

Products are ordered using the manufacturer's part number and industry recognized designators. Products are purchased from manufacturers and distributors.

7.4.3 Verification of Purchased Product

Products received in factory-sealed packaging are verified by label information only. Other lots are inspected by comparative and cosmetic inspection to verify they conform to purchase order requirements.

Records of inspection are maintained on or with the shipping documents and supplier invoices. The record is signed by personnel performing the inspection and verification.

7.5 Production and Service Provision

7.5.1 Control of Production and Service Provisions

The information describing the characteristics of product is on the Sales Order and Purchase Order. These documents may refer to additional Customer requirements, specifications, industry standards or special instructions that apply to the products.

When required, products are sent to approved, outside services or testing facilities to comply with requirements beyond in-house capability.

Monitoring and measuring are described under 8.2.3 and 8.2.4.

There are no post-delivery activities performed by Trust One Components.

7.5.2 Validation of Processes for Production and Service Provisions

All processes are verified by reviewing and comparing receiving and shipping documentation to the original product requirements within the Sales Order and Purchase Order.

7.5.3 Identification and Traceability

Products are identified by the manufacturer markings and by the purchase order. When products are placed in stock, they are assigned a stock location and that location contains a labeled bin identifying the contents of that location.

7.5.4 Customer Property

Trust One Components does not receive Customer goods and property.

7.5.5 Preservation of Product

Products are protected from damage during handling, inspection and shipping by utilizing ESD safe work areas and packing materials.

7.6 Control of Monitoring and Measuring Devices

Trust One Components utilizes no equipment that is subject to calibration control.

8.0 Measurement, Analysis and Improvement

8.1 General

Measurement, monitoring, analysis and improvement to demonstrate the conformity of the product is discussed under 8.2.4 and other portions of section 8.

Measurement, monitoring, analysis, and improvement to insure the conformity of the Quality Management System and to continually improve its effectiveness are discussed throughout section 8.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

Trust One Components utilizes an electronic log to record Customer comments and complaints. This log is used as measurement of the performance of Trust One Components Quality Management System.

8.2.2 Internal Audit

Trust One Components conducts internal audits on an annual basis to determine whether the Quality Management System conforms to Trust One Components requirements, this Quality manual, and related procedures and the requirements of ISO 9001. The audits are also to determine if the Quality Management System is effectively implemented and maintained.

The entire Quality Management System is audited at the time of audit. A checklist has been developed following ISO 9001 and this Quality manual. Standard Quality auditing methods following ISO audit guidelines are used. Outsourced services may be contracted to perform internal audits in whole or in part. All auditors require approval of top management.

Standard practice 8.2.2, “Internal Audit”, contains the responsibilities and requirements for planning and conducting audits, reporting the results and maintaining records. The procedure also describes the corrective and preventive action and the correction processes used in response to the audits and describes how follow-up, verification and related reporting are accomplished.

8.2.3 Monitoring and Measurement of Processes

Customer comments, nonconformance reports and vendor evaluations are used to identify Trust One Components processes that need to be monitored and/or measured. Appropriate statistical tools, such as trend analyses are used as applicable.

8.2.4 Product Measurement and Monitoring

Product characteristics are identified, measured and monitored at appropriate stages according to established procedures. Results of such measuring and monitoring are recorded to provide evidence of product conformity to acceptance criteria. Records include the authority responsible for the product release, upon completion of verification activities, unless otherwise approved by the Customer.

8.3 Control of Nonconforming Product

Trust One Components ensures that product that does not conform to requirements, or is suspected of not conforming, is identified and controlled to prevent unintended use or delivery as described in Standard Practices 8.3.1 and 8.3.2.

Identified nonconforming product is reviewed for correction according to established procedures. Depending on the nature of the nonconformity, products may be corrected, re-assigned for another purpose, or declared unusable and scrapped. Records of these reviews, and any actions taken, including disposition, are maintained. Authority for any of these actions is described in lower level

documentation. Corrected, or re-assigned product is re-verified to demonstrate conformity.

Lower level procedures enable Trust One to take appropriate action in the event of nonconformity detected after delivery.

8.4 Analysis of Data

Procedures for data collection are contained in lower level documentation. These procedures include analysis of data for determination of overall Quality Management System suitability, effectiveness, and identification of improvement opportunities. This analysis is made as part of the process of Management Review of the Quality System.

Data analysis provides information on:

- Customer satisfaction level;
- Conformance to Customer requirements;
- Characteristics and trends of processes and products indicating opportunities for improvement;

8.5 Improvement

8.5.1 Continual Improvement

Trust One Components continually improves the effectiveness of the Quality Management System through the management review process that includes the review of the Quality policy and Quality objectives, audit results, analysis of data, and corrective and preventive action.

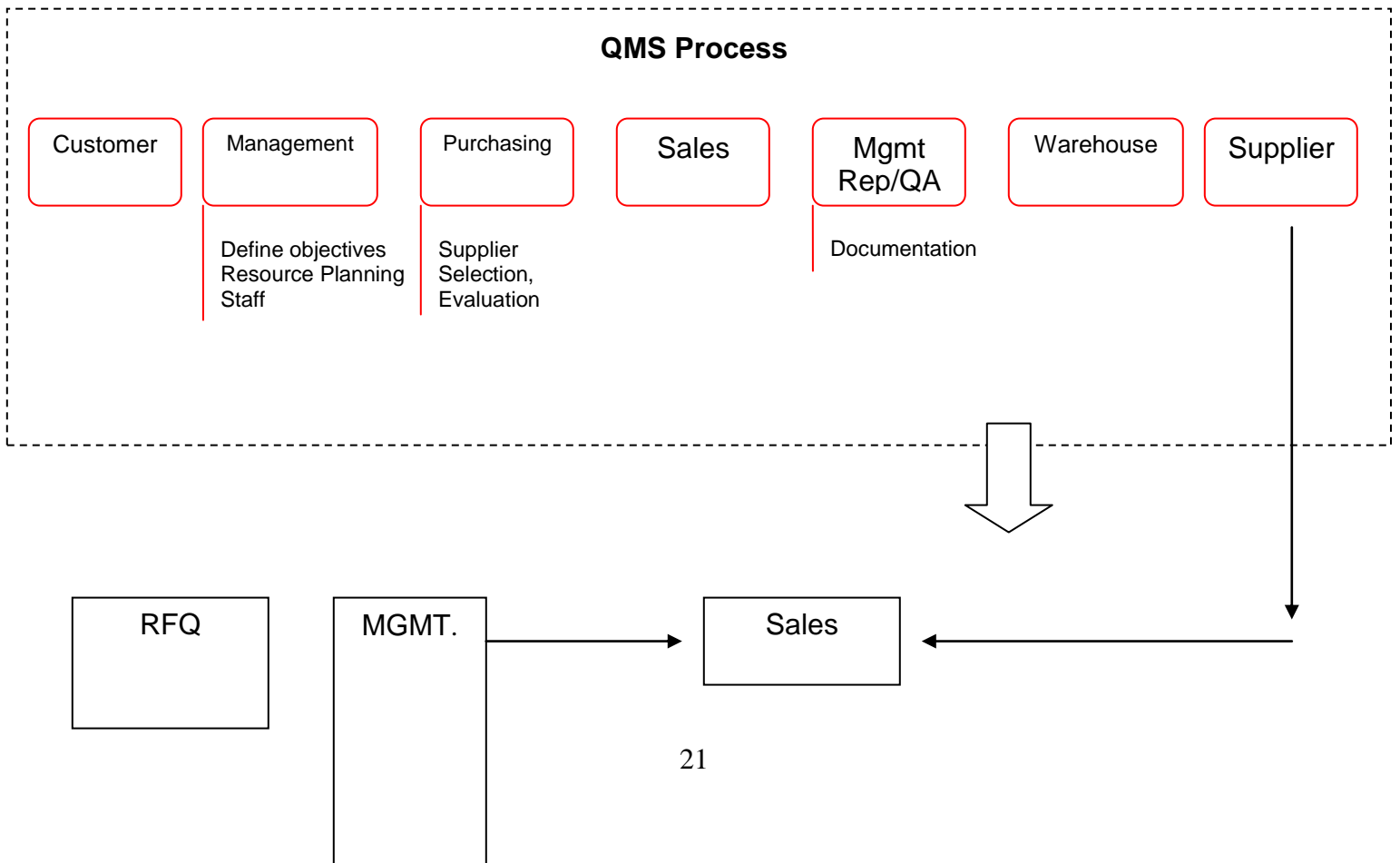
8.5.2 Corrective Action

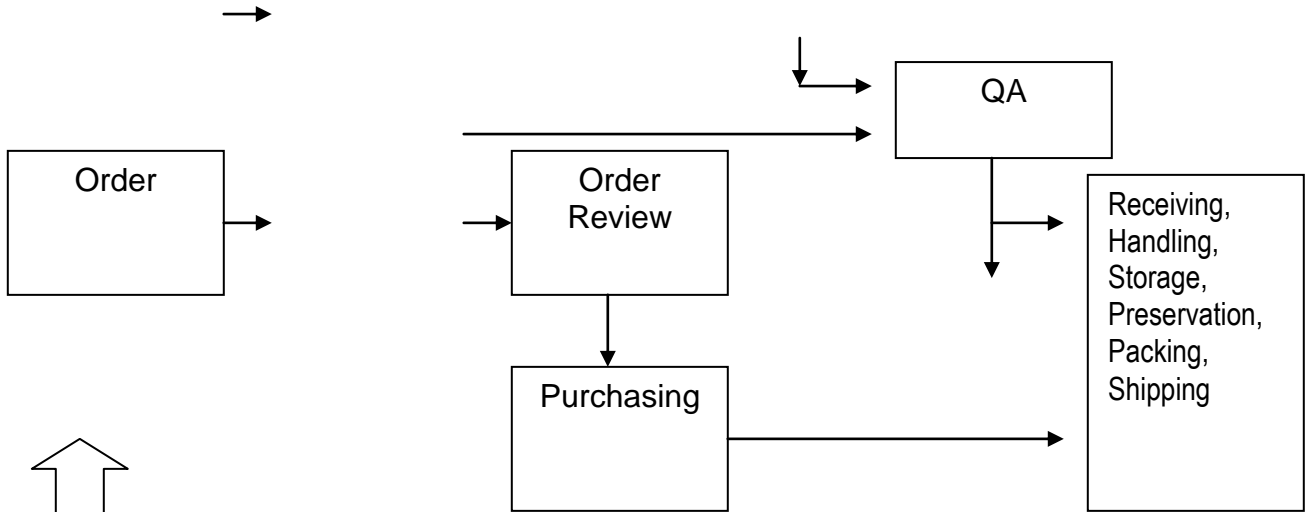
Action is taken to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered. The Quality Manager determines when actions are necessary.

Standard Practice 8.5.2, Corrective Action, describes the Trust One Components corrective action procedure. Corrective actions are documented in an electronic log. The procedure defines the requirements for reviewing nonconformities do not recur, determining and implementing action needed, and reviewing the action taken.

8.5.3 Preventive Action

Trust One Components determines action to eliminate the cause of potential nonconformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of potential problems as determined by the Quality Manager. Standard Practice 8.5.3, Preventive Action, describes the preventive action process. The procedure defines the requirements for determining potential nonconformities, determining and implementing action needed, and reviewing preventive action taken. Preventive action records are maintained in an electronic preventive action log.





Measurement, Analysis and Improvement Process

