

MadgeTech, Inc. Quality Management System Overview

1. Purpose

- 1.1. The intent of this document is to provide insight into the scope and content of our Quality Management System that is clearly understood by our employees, customers, suppliers and third-party auditors.

2. Scope

- 2.1. We use this document to communicate to internal and external parties, a high-level review of who MadgeTech is, what we do, how we do it and the various contexts of the organization.

3. Responsibility

- 3.1. The Quality Manager is responsible for the content of this procedure and for assuring periodic audits are conducted and required corrections are made.
- 3.2. Department Managers are responsible for assuring all personnel are aware of this procedure and share the contents with interested outside parties as requested.

4. Glossary/ Definitions

- 4.1. Relevant Interested Party; those that provide significant risk to organizational sustainability if their needs and expectations are not met

5. Related Documents

- 5.1. MadgeTech QMS Procedure No. 200001, Quality Management System Documentation Matrix
- 5.2. MadgeTech QMS Procedure No. 205300, Organizational Chart
- 5.3. ISO/IEC 17025 General Requirements for the competence of testing and calibration laboratories
- 5.4. ISO 9001 Quality Management System

6. Context of the Organization

- 6.1. Who we are
 - 6.1.1. MadgeTech is a privately held US Corporation offering solutions for the measurement and collection of critical data throughout the world.
 - 6.1.2. Our Mission Statement has been the cornerstone of MadgeTech for over a decade.

The mission of MadgeTech is to be the industry leader in providing state-of-the-art data logging solutions. We use our creativity, ingenuity and relentless pursuit of the latest technology available to lead our industry. We will offer our customers quality products, on time delivery and unsurpassed customer service.

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6.1.3. Our Vision Statement describes where we are going, this is reviewed frequently, so adjustments can be made as events, technology and demands arise.

MadgeTech's Vision Statement:

We will realize our goal of continuous, sustainable growth by staying focused on key objectives;

- Cultivating meaningful relationships with our customers
- Supporting our employees through career growth and development opportunities
- Fostering an atmosphere of candor and openness to collectively solve problems
- Seek to grasp and implement new technologies as quickly as possible
- Continually implementing efficiency improvements throughout the organization

6.2. What we do

6.2.1. We provide data logging solutions and accessories across the globe for a variety of industries. Our devices measure, monitor and record critical information such as;

- Temperature
- Humidity
- Pressure
- Current/Voltage
- Shock
- Wind

6.3. How we do it

6.3.1. Our Engineering staff designs, develops and tests all products as well as our proprietary software. They work on-site, with a very hands-on approach to assure successful product realization.

6.3.2. The Marketing team manages our website and distributor portals creating valuable customer experiences and interactions throughout the world.

6.3.3. MadgeTech employs a Technical Support Team who assist our customers remotely, as well as on site to provide their IQ/OQ/PQ needs.

6.3.4. MadgeTech maintains a high level of quality control over our products and services through vertical integration. Our on-site capabilities include;

- State of the art Mydata JetPrinter and Surface Mount Technology Pick and Place equipment which produces our electrical assemblies. This in-house capability allows full control over the design, delivery and quality of our electronic circuitry.
- Notable equipment in our machine shop and probe fabrication departments include; Swiss turning center, Mazak Mill-Turn Center and Laserstar Industrial Laser Welder fabricating precise, critical components.

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- Within MadgeTech we operate our own ISO/IEC: 17025 Accredited Calibration Laboratory that is responsible for the highly accurate calibration of our data loggers, utilizing state of the art equipment and software.

6.4. The Internal Context

6.4.1. We recognize that top management's most basic role is make strategic decisions for the organization. The staff utilizes a SWOT diagram to regularly recognize areas of concern internally and externally. Decisions are made with those strengths, weakness, opportunities and threats in mind.

6.4.2. We recognize our organization is an ever evolving, constantly improving entity. We understand the need to perform PDCA efforts across the organization. We fully understand the interconnectedness of our processes and use SIPOC diagrams to illustrate them. (See Appendix A for PDCA diagram.)

6.4.3. We use decisions to proactively manage uncertainties – those positive and negative consequences that the uncertain future may bring. These decisions are made in various forums, mostly as a management team.

6.4.4. The culture at MadgeTech is one where employee engagement and involvement is constantly sought out. We strive to achieve common goals that are communicated through;

- Vision Statement
- Mission Statement
- Strategic Objectives
- Organizational Chart
- Standard Operating Procedures

6.5. The External Context

6.5.1. Regulatory requirements – products are sold globally into various controlled environments. The engineering department determines what regulations apply as products are being developed and monitors changes in the regulations, the Quality Manager assures compliance to those regulations.

6.5.2. Economic impacts – we minimize potential impacts caused by instability and volatility in global economies by sourcing components in the United States whenever possible. This sourcing approach reduces unforeseen delays in our supply chain caused by embargos, tariffs, transportation and mis-communication. The ability to readily interact with our supply chain fosters strong relationships.

6.5.3. Trends - Marketing and Sales have their eyes and ears on the pulse of the market, looking for risks and opportunities for future development. These ideas are brought back to the team to consider. Competitive awareness is gained through participation in Tradeshows and Industry Associations, as well as competitive research and analysis. Additionally, both the Engineering and Technical teams are looking for trends or gaps in the market where we can provide new solutions.

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6.6. Understanding the needs and expectations of interested parties

6.6.1. MadgeTech maintains a Stakeholder Register to clearly define who the interested parties are, along with each of their expectations. This register includes those positions within the organization responsible for assuring stakeholder expectations are continuously met.

6.6.2. This register is reviewed during our Annual Quality Management Review, or sooner if needed.

6.6.3. Applicable Industry, Regulatory and Legal standards are stored in our Document Control system. The owner of this system is responsible for assuring the latest revision of these standards is maintained.

6.7. Scope of the Quality Management System

6.7.1. Our QMS is inclusive of all areas of the business. Documentation requiring control and accessibility is managed using M-Files, a content management system.

6.7.2. We document those business systems and their Interactions using a PDCA diagram (See Appendix A) and in MadgeTech QMS Procedure No. 200001, Documentation Matrix.

6.7.3. MadgeTech QMS is in full compliance with all clauses of ISO9001:2015.

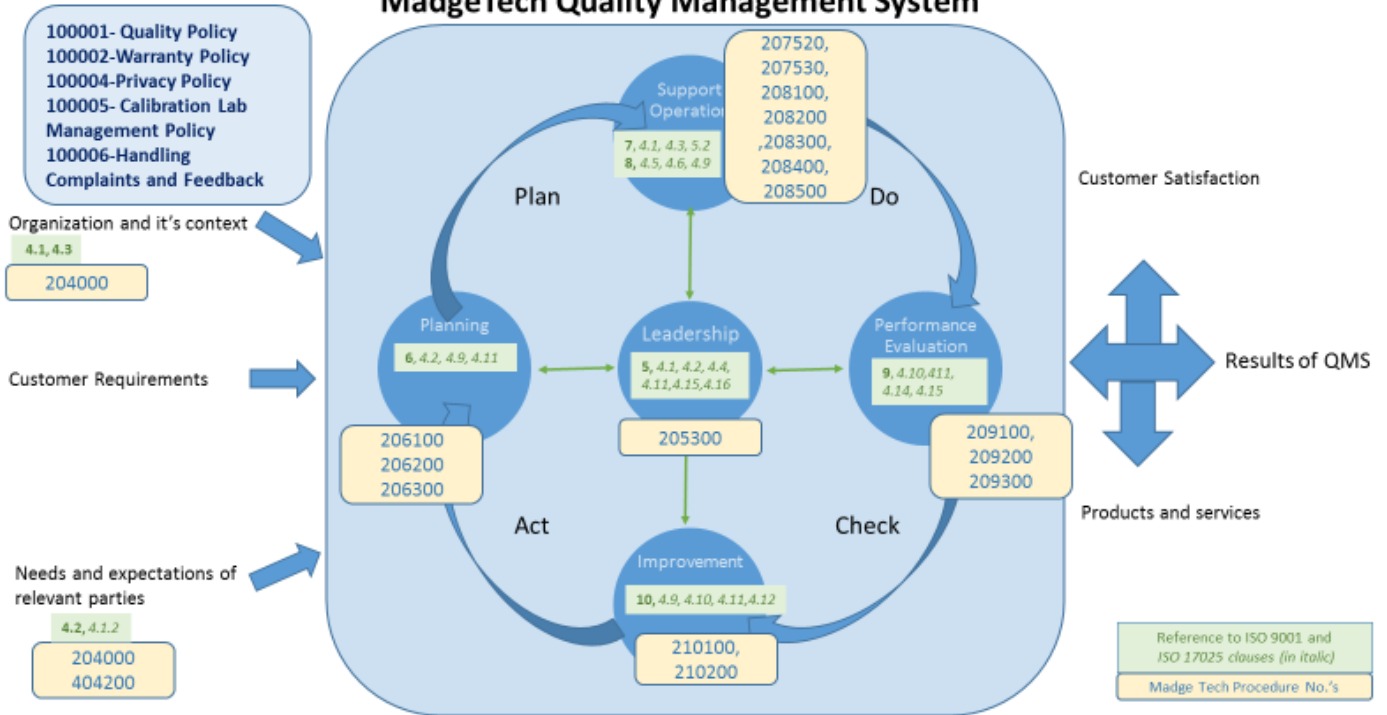
6.7.4. Our QMS incorporates most clauses found in ISO/IEC 17025:2017. Exceptions to this standard are those clauses applicable to testing only, as MadgeTech does not provide this service.

6.7.5. Those Calibration Laboratory activities declared on our Scope of Accreditation to ISO/IEC 17025 are managed to the requirements of the latest version of the ISO/IEC 17025 standard.

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Appendix A

MadgeTech Quality Management System



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REVISION BLOCK

Revision	Changes Made to Document	Issued- Revised by	Revision Date
000	Original	Dianne Moulton	12/31/2018

SIGNATURE BLOCK

Title	Printed Name	Signature	Date
President	Norm Carlson		1/18/19
VP of Engineering and Operations	Bruce Holso		1/18/19
Human Resource Manager	Nancy Gauthier		1/18/19
Marketing Manager	Meredith Orbacz		1/18/19
Quality Manager	Dianne Moulton		1/18/19

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