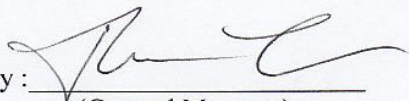


Section 4

Quality System Requirements

4.1 Management Responsibilities

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(General Manager)

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Date : January 11 2016

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4.1.1 Quality Policy

Advatek Systems Inc. is committed to providing a quality product and will meet or exceed all customers' expectations as well as all requirements of *Measurement Canada's Accreditation Standard S-A-01*.

Advatek Systems Inc. shall ensure that this policy is well understood, implemented and maintained throughout the organization.

Advatek Systems Inc. is committed to conduct all facets of this Quality Assurance Program according to procedure and to meet all *Measurement Canada* requirements.

A quality statement, as stated in the preface of this manual, will be made relevant through publication throughout the organization.

All employees will be trained so that they understand Advatek Systems Inc.'s objectives and the commitment required to achieve them. All relevant activities of the Quality Assurance Program shall be well understood.

Management of Advatek Systems Inc. shall visibly demonstrate commitment to the quality policy by:

- a) initiating, managing and following up on the implementation of the quality policy, including implementation and maintenance of the Quality Assurance Program;
- b) not accepting deviations from the quality policy in any part or aspect of the organization.

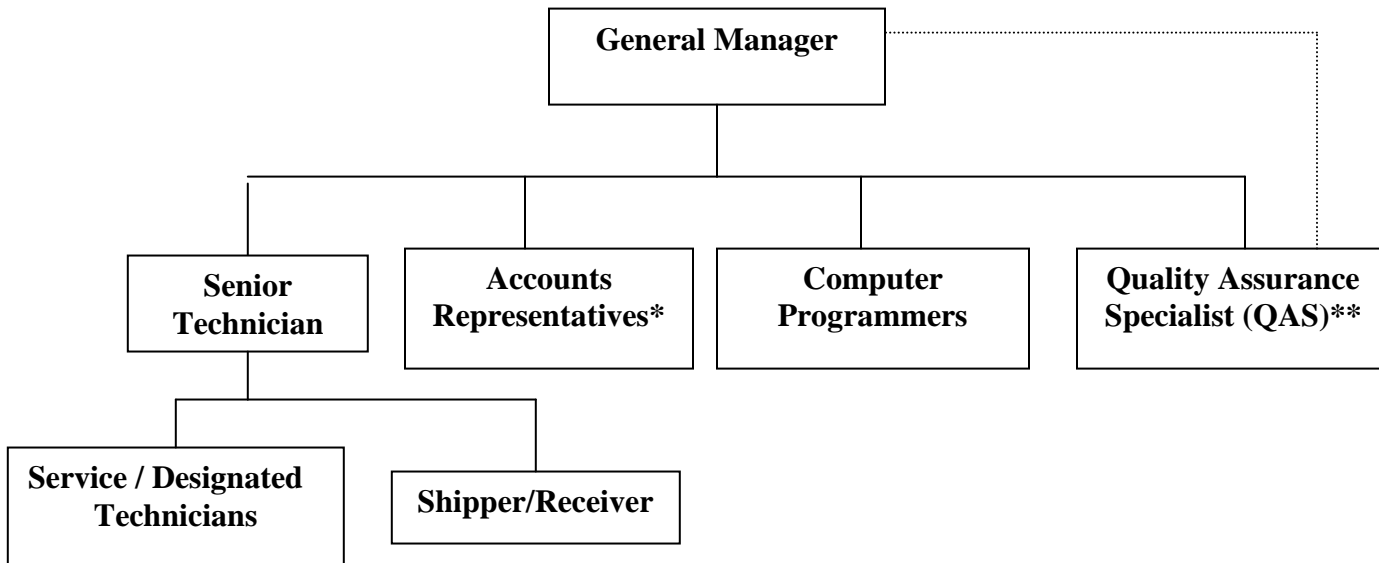
4.1.2 Organization

4.1.2.1 Responsibility and Authority

4.1.2.1.1 General

All Advatek Systems Inc. staff members that have activities relevant to the Quality Assurance Program have the freedom and the authority to ensure that quality is not compromised. More specifically, they have the freedom and the authority to:

- a) initiate nonconformance reports when nonconformances or potential nonconformances occur;
 - b) identify and record any problems relating to the product, process and Quality Assurance Program;
 - c) initiate, recommend or provide solutions through the designated channels;
 - d) verify the implementation of solutions;
 - e) control further processing, delivery or installation of nonconforming product until the nonconformance has been corrected.
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4.1.2.1.2 Organizational Chart

**The duties of the Accounts Representative are shared by most employees.*

*** The QAS and the Administrative Assistant is the same person.*

4.1.2.1.3 Responsibilities

Here is a detailed list of responsibilities as they apply to Advatek Systems Inc. staff members.

All Staff Members:

- shall follow all procedures as established in the Quality Assurance Manual, the Technical Procedures Manual as well as in all other pertinent documentation within the Quality Assurance Program.
- shall report any incomplete, ambiguous or conflicting documentation to the QAS for resolution (4.5.5.8).
- shall initiate a Nonconformance Report when actions, procedures, products or documentation do not conform to the requirements of the Quality Assurance Program.

Computer programmers:

- shall be considered for internal audit activities. If they are selected they shall be appropriately trained.

Accounts Representatives:

- shall ensure that his Order Forms contain all pertinent information required to fulfill his orders (4.3.5).
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Shipper/Receiver:

- a) shall perform the tasks of identifying, storing, handling, packaging and shipping within the Quality Assurance Program as established in the procedures of the Quality Assurance Manual (4.15).
- b) shall perform Receiving Inspections (4.10.6).

Recognized Technicians:

- a) shall have the authority to perform inspections and to sign and issue Inspection Certificates.
- b) shall verify that weight standards used for inspections are legally certified prior to usage (4.11.6.2).
- c) shall ensure that the weight standards remain accurate by performing correlation test.
- d) shall perform Receiving Inspections.

Service Technicians:

- a) shall ensure that their Work Orders are filled out properly and contain all necessary information (4.3.5).
- b) shall initial all their Work Orders when completed (4.3.8).
- c) shall service, repair, refurbish, clean, calibrate ... weighing devices as required with a view of bringing these devices into compliance with *Measurement Canada* requirements.
- d) shall perform the tasks of identifying, storing, handling, packaging and shipping within the Quality Assurance Program as established in the procedures of the Quality Assurance Manual (4.15).
- e) shall perform Receiving Inspections (4.10.6).
- f) shall ensure that his Order Forms contain all pertinent information required to fulfill his orders (4.3.5).

Senior Technician:

- a) shall ensure that applicable documentation is readily available to all areas and inspection test points where they apply (4.5...6).
- b) shall provide the QAS specifications for any new test equipment (4.11.6.1).
- c) shall service, repair, refurbish, clean, calibrate ... weighing devices as required with a view of bringing these devices into compliance with *Measurement Canada* requirements.
- d) shall ensure that weight standards are cleaned and painted in preparation to the annual certification (4.11).

General Manager:

- a) shall appoint a Management Representative (4.1.2.3).
 - b) shall conduct a Conflict of Interest Assessment (4.1.2.3).
 - c) shall select appropriate subcontractors (4.6.5).
 - d) shall ensure processes are developed and documented for any and all activities within the Quality Assurance Program (4.9.5).
 - e) shall provide to the QAS specifications for any new test equipment (4.11.6.1).
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- f) shall be considered for internal audit activities. If they are selected they shall be appropriately trained.
- g) has overall authority and responsibility over all aspects of the Quality Assurance Program.
- h) shall ensure that his Order Forms contain all pertinent information required to fulfill his orders (4.3.5).

Quality Assurance Specialist (QAS):

- a) has final authority on all quality matters and reports directly to the General Manager.
 - b) shall conduct Contract Reviews (4.3).
 - c) shall ensure that authorized personnel approve all documentation before being released (4.5.5.1).
 - d) shall maintain current copies of the *Weights & Measures Act, Regulations, Specifications, Bulletins, Notices of Approval* and other *Measurement Canada* documentation if applicable (4.5.5.2).
 - e) shall control the preparation, handling, issuance and removal of all documentation within the Quality Assurance Program (4.5.5.3).
 - f) shall ensure that applicable documentation is readily available at all areas and inspection test points where they apply (4.5.5.6).
 - g) has final authority to ensure that incomplete, ambiguous or conflicting documentation is resolved (4.5.5.7).
 - h) shall ensure that any changes or amendments to documentation receive the same level of authorization as the originals, unless specifically designated otherwise (4.5.6.1).
 - i) shall ensure that there are inspection and test procedures in place for all devices within the Quality Assurance Program (4.10.5).
 - j) shall identify and maintain a listing of all inspection, measuring and test equipment used in the Quality Assurance Program for the purpose of verifying and inspecting scales (4.11.5).
 - k) shall maintain all inspection, measuring and test equipment certificates (4.11.5.2).
 - l) shall ensure that test equipment and standards are calibrated and certified according to section 56 of the *Weights & Measures Regulations* (4.11.6.2).
 - m) shall address all nonconformances in an effective and timely manner (4.13.6).
 - n) shall ensure that all corrective and preventive actions are implemented in an effective and timely manner (4.14.5).
 - o) shall control all Quality Records (4.16.5).
 - p) shall plan and implement quality audits (4.17.5).
 - q) shall qualify internal auditors (4.17.5).
 - r) shall identify training needs and provide for the training of all personnel within the Quality Assurance Program (4.18.5).
 - s) shall ensure that all personnel performing inspection activities within the Quality Assurance Program shall be recognized by *Measurement Canada* (4.18.5).
 - t) shall perform Receiving Inspections (4.10.6).
 - u) shall ensure that his Order Forms contain all pertinent information required to fulfill his orders (4.3.5).
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4.1.2.2 Resources

Advatek Systems Inc. is committed to quality and, therefore, shall identify resource requirements and provide adequate resources including personnel, training, internal audits, materials and test equipments.

Work will be planned and scheduled by personnel for their respective areas and responsibilities in such a manner as to ensure it is properly conducted as following documented procedures and to allow sufficient time to perform the work.

All Advatek Systems Inc.'s employees will be trained and qualified to perform their respective duties within the Quality Assurance Program (4.18). Required equipment to perform duties shall be provided.

4.1.2.3 Management Representative

Advatek Systems Inc.'s General Manager will appoint someone to be the Management Representative. The QAS shall be appointed as the Management Representative unless the General Manger feels that there is a conflict of interest for the same person to carry out the responsibilities and duties of both these positions.

Measurement Canada will be notified in writing of the Management Representative appointment and a copy of this letter will be kept in Quality Records (4.16).

The Management Representative has the authority to ensure that the Quality Assurance Program will be developed, implemented and maintained as per *Measurement Canada's S-A-01*. The Management Representative will report to management on the performance of the Quality Assurance Program.

The Management Representative is responsible for the liaison with *Measurement Canada* for all matters concerning this accreditation.

The Management Representative is responsible to ensure that Advatek Systems Inc. is in compliance with all regulations, specifications, policies, procedures and programs and shall implement any amendments as they occur.

4.1.3 Management Review

4.1.3.1 Policy

It is Advatek Systems Inc.'s policy to review the Quality Assurance Program, at a minimum, annually to ensure that it continues to meet all requirements of *Measurement Canada's S-A-01* and to ensure that the Quality Assurance Program is effective.

Records of Management Review meetings shall be kept in Quality Records (4.16).

4.1.3.2 Process

The Management Review meetings will occur annually. The General Manager, the QAS and one technician shall form the Management Review Committee. The technicians will be assigned to the Management Review Committee on a rotating basis. The chair of the committee shall be the General Manager.

The agenda items that shall form part of Management Review Committee meetings are, at a minimum but not limited to:

- a) internal audit results;
- b) non-conformances;
- c) corrective actions;
- d) training requirements (for planning purposes);
- e) *Measurement Canada* audit results;
- f) customer feedback;
- g) internal feedback;
- h) resource requirements;
- i) the QAS's report on the effectiveness of the Quality Assurance Program;
- j) assessment of opportunities for improvement.

4.1.4 Attachments

None.
