



Quality Management System

ISO 9001:2015

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AMS - JRC

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Quality Management System Approval

The following AMS-JRC management personnel have endorsed this Quality Program:

President and CEO	Date: _____
General Manager	Date: _____
Quality Manager	Date: _____
Purchasing Manager	Date: _____
Production Manager	Date: _____
Sales Manager	Date: _____
Engineering	Date: _____
Accounting	Date: _____

Revision History

Revision Level	Description of Change or Issue	Effective Date
0	Initial Document Release	

Introduction

AMS-JRC is a contract manufacturer of electronic assemblies, wiring harnesses, and custom cables for industrial and consumer-end markets. Our manufacturing processes are to satisfy the customer’s need for electronic assemblies at the best possible value for the dollar. AMS-JRC is committed to the strategic supply of top quality electronic assemblies and cabling products and to providing excellent customer service to the industry.

A well integrated leadership team and highly experienced workforce, working together toward continuous improvement in products and processes, makes AMS-JRC a desirable place of employment and a responsible neighbor for the surrounding community.

Personnel of AMS-JRC fully endorse and support the quality management system described in this document. Employees are directed to maintain the integrity of the QMS and report any unresolved quality issues or discrepant conditions before such matters can compromise product quality, customer satisfaction, or the quality management system. Personnel are encouraged to seek improvements in their daily work processes and convey these improvements to management.

1.0 Scope

The Quality Management System that has been established, documented, and implemented by AMS-JRC is described in our Quality Management System. This QMS addresses the requirements of ISO 9001:2015 including service. Sequencing and numbering of this document parallels the corresponding paragraphs of ISO 9001.

2.0 Normative Reference

The following normative reference documents have been utilized in the development of our quality management system.

ISO 9000:2015 Quality management systems – Fundamentals and vocabulary Fourth Edition

ISO 9001:2015 Quality management systems – Requirements (Update)

ISO 9004:2000 Quality management systems – Guidelines for performance improvements

3.0 Terms and Definitions

The terms and definitions provided in ISO 9000 and ISO 9015 have been adopted as standard definitions. Terms or definitions unique to AMS-JRC are defined in individual Quality Procedures (QP's).

4.0 Context of the Organization

4.1 Understanding the Organization and its Context

AMS-JRC determined the external and internal issues that are relevant to its purpose and strategic direction that affects its ability to achieve the intended result(s) of our QMS. AMS-JRC will also monitor and review information regarding these external and internal issues should they occur.

4.2 Understanding the Needs and Expectations of Interested Parties

Due to the effect or potential effect on the organizations ability to consistently provide products and services that meet our customer and applicable statutory and regulatory requirements AMS-JRC has determined:

- a) the interested parties relevant to the QMS
- b) the requirements of these interested parties relevant to the QMS
- c) AMS-JRC monitors and reviews the information about these interested parties and their relevant requirements.

4.3 Determining the Scope of the Quality Management System

AMS-JRC determined the boundaries and applicability of the QMS to establish its scope. When determining this scope AMS-JRC considered the:

- a) internal and external issues (*refer to 4.1*)
- b) products and services of the organization

4.4 Quality Management System and its Processes

4.4.1 AMS-JRC has established, implemented, maintained, and will continually improve a QMS which included the processes needed and their interactions in accordance with this Standard. Through our quality management system we:

- a) determined the inputs required and the outputs expected from these processes.
- b) determined the sequence and interactions of these processes
- c) determined and apply criteria and methods needed to ensure the effective operation and control of these processes.
- d) determined the resources needed for these processes and ensure their availability
- e) assigned the responsibilities and authority for these processes.
- f) addressed the risks and opportunities as determined in accordance with the requirements of *6.1*
- g) evaluated these processes and implement any changes necessary to ensure these processes achieve their intended results.
- h) improved the processes and the QMS

4.4.2 to the extent necessary, AMS-JRC:

- a) maintains documented information to support the operation of out processes
- b) retains documented information to have confidence that the processes and being performed as planned.

5.0 Leadership

5.1 Leadership and Commitment

AMS-JRC has implemented a quality management system that is continuously monitored and maintained for effectiveness, improvement opportunities, and assessing risk (as applicable) in accordance with the requirements of ISO 9001:2015. Customer, statutory or regulatory requirements are communicated to the organization to assure customer satisfaction.

5.1.1 General

Top management demonstrated leadership and commitment with the QMS by:

- a) taking accountability for the effectiveness of the QMS;
- b) ensuring that the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of our organization;
- c) ensuring the integration of the QMS requirements into our business processes;
- d) promoting the use of the process approach and risk-based thinking;
- e) ensuring the resources needed for the QMS are available;
- f) communicating the importance of effective quality management and of conformity to the QMS requirements;
- g) ensuring that the QMS achieves its intended results;
- h) engaging, directing, and supporting persons to contribute to the effectiveness of the QMS;
- i) prompting improvement
- j) supporting other relevant management roles to demonstrate leadership as it applies to their areas of responsibility.

Through the Quality Policy and other established quality objectives, top management of AMS-JRC is committed to continually improve our processes and the effectiveness of the quality management system.

Regular management reviews are conducted to evaluate the quality management system and ensure the availability of appropriate resources.

5.1.2 Customer Focus

AMS-JRC demonstrated its leadership and commitment with respect to customer focus by ensuring that:

- a) customer and applicable statutory and regulatory are determined, understood, and are constantly met.
- b) the risk and opportunities that affect conformity of products and services and the ability to enhance customer satisfaction is determined and addressed;
- c) the focus on customer satisfaction is maintained.

5.2 Policy

5.2.1 Establishing the Quality Policy

Top management has established, implemented, and maintained a Quality Policy that:

- a) is appropriate to the purpose and context of our organization that supports strategic direction;
- b) provided a framework for setting quality objectives;
- c) includes a commitment to satisfy applicable requirements;
- d) includes a commitment to continual improvement of the QMS.

5.2.2 Communicating the Quality Policy

Our quality policy is:

- a) available and maintained as documented information;
- b) communicated, understood, and implied within our organization;
- c) available to relevant interested parties as appropriate.

Our established quality Policy as posted and communicated is as follows:

AMS-JRC is dedicated to complete customer satisfaction. We manufacture the highest quality electronic assemblies at the best possible value. We are committed to continuous improvement and our quality system is frequently monitored to ensure its effectiveness. At AMS-JRC, we start and finish with QUALITY.

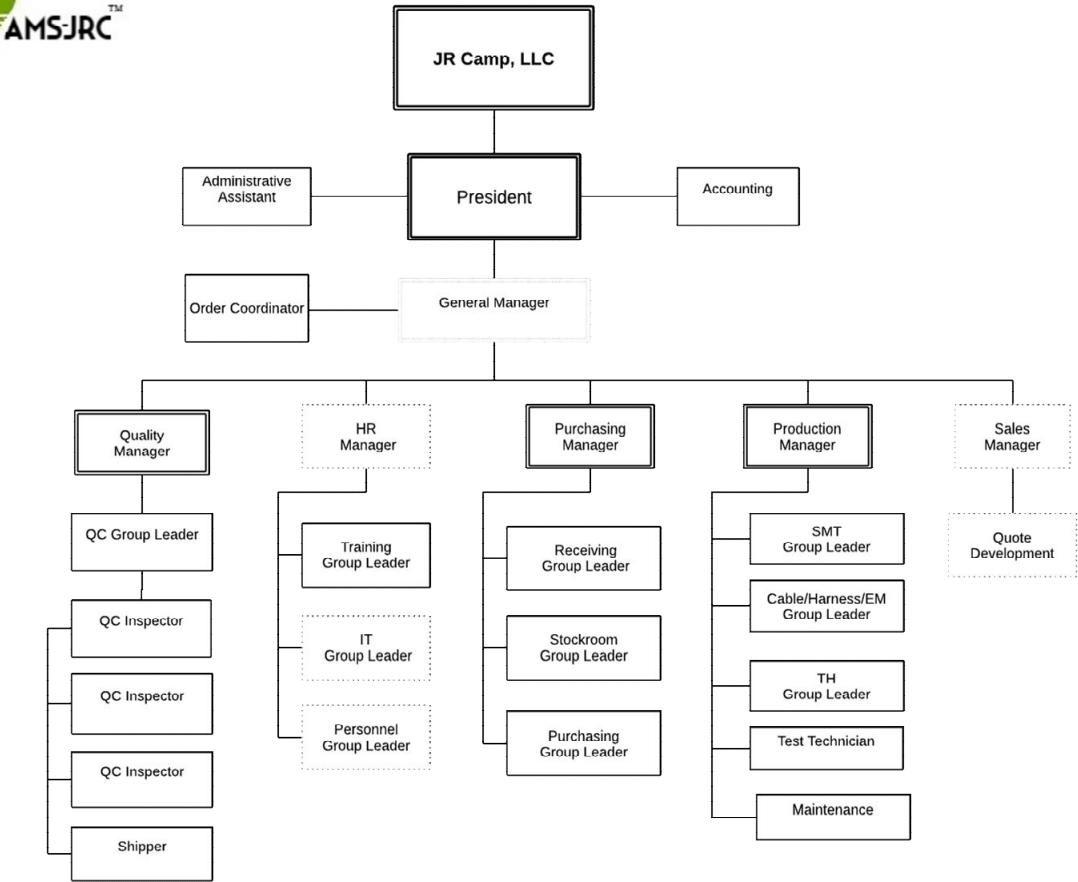
5.3 Organizational Roles, Responsibilities, and Authorities

Top management has ensured that responsibilities and authorities for relevant roles are assigned, communicated and understood with our organization. Top management has assigned the responsibility and authority for:

- a) ensuring that the QMS conforms to the requirements of this international standard;
- b) ensuring that the processes are delivering their intended outputs;
- c) reporting the performance of the QMS and opportunities for improvement in particular to top management (refer to 10.1)
- d) ensuring the promotion of customer focus throughout the organization;
- e) ensuring that the integrity of the QMS is maintained when changes to the QMS are planned and implemented.



Organizational Chart



06/07/19

The **President** has primary responsibility for promoting efforts to make AMS-JRC a growth oriented company that will achieve a position of sustained profitability over the long term. The President is additionally responsible to position AMS-JRC to meet the increased cash requirements necessary to support expected increases in sales. Directs the AMS-JRC staff to capture and deliver the best practices of continuous improvement in a way that blends operational issues with human resource considerations.

The **General Manager** has primary responsibilities to direct the management team and coordinating the day to day activity based on customer issues, production demands, and the general functions of the organization.

The **Production Manager** has primary responsibility for planning, directing, and establishing production priorities for products in keeping with effective operations and cost factors. Additionally, the Production Manager is responsible for scheduling maintenance on all production equipment, and facilities maintenance.

The **Purchasing Manager** has the primary responsibility for developing material & labor quotations for jobs; maintaining the Approved Suppliers List and maintaining Stockroom inventory at levels required by Production needs.

The **Quality Manager** ensures that the quality management system is relevant to AMS-JRC customers and is aligned with applicable industry standards. The Quality Manager also serves as the company liaison with external parties on matters relating to the quality management system and overall product quality.

The **Sales Manager** is responsible for developing, promoting and maintaining the company's sales goals through good customer service, quality relations with new/existing accounts and providing sales coverage.

The **Accounting Manager** oversee the general accounting function including accounts payable, accounts receivable, general ledger, payroll, cost accounting, credit and collections, month-end and year-end closings, and financial statement preparation. Also aids in the collection of data and final presentation of business plans for potential new business ventures.

Engineering has primary responsibility for planning, directing and coordinating activities concerned with design, construction, and modification of product designs.

Any Employee managing, performing or verifying work affecting quality has the authority and organizational freedom to initiate action to prevent occurrence of potential non-conforming conditions. These same people are assigned responsibility and authority to identify and document quality related problems, stop work and control continued processing when quality related problems exist.

Individual Quality Procedures detail specific responsibilities and authorities for individuals involved in the process activity.

6.0 Planning

6.1 Actions to Address Risks and Opportunities

- 6.1.1 AMS-JRC considered issues referred to in 4.1 and 4.2 and determine risk opportunities that need addressed to:
- a) give assurance that the QMS can achieve its intended results;
 - b) enhance desirable effects;
 - c) reduce or prevent undesirable effects;
 - d) achieve improvement.
- 6.1.2 AMS-JRC planned:
- a) actions to address risk and opportunities;
 - b) and how to:
 - 1) integrate and implement the actions into our QMS (*refer to 4.4*);
 - 2) evaluate the effectiveness of these actions.

6.2 Quality Objectives and Planning to Achieve Them

- 6.2.1 AMS-JRC established its quality objectives and relevant functions, levels and processes necessary to fulfill our QMS. The quality objectives are:
- a) consistent with our quality policy;
 - b) measurable;
 - c) account for applicable requirements;
 - d) relevant to the conformity of products and services to enhance customer satisfaction;
 - e) monitored;
 - f) communicated
 - g) updated as appropriate
- 6.2.2 When planning to achieve our quality objectives, AMS-JRC will determine:
- a) what will be done;
 - b) what resources will be required;
 - c) who will be responsible;
 - d) when it will be completed;
 - e) how the results will be evaluated.

6.3 Planning and Changes

- When AMS-JRC has determines a need for changes to the QMS, the changes will be carried out in a planned manner and will consider the:
- a) purpose of the change(s) and their potential consequences;
 - b) its effect of the integrity of the QMS;
 - c) available resources;

- d) allocation or reallocation of responsibilities and authority.

7.0 Support

7.1 Resources

7.1.1 General

AMS-JRC has determined and provided the needed resources to establish, implement, maintain, and continually improve the QMS. AMS-JRC will consider:

- a) the capabilities of and constraints on the existing resources;
- b) what needs to be obtained from external providers.

7.1.2 People

AMS-JRC determined and provided personnel necessary for the effective implementation for our QMS and for the operational control of our processes.

7.1.3 Infrastructure

AMS-JRC determined, provided, and maintained the infrastructure necessary for the operation for our operation and processes to achieve conformity of our products and services.

7.1.4 Environment for the Operation of Processes

AMS-JRC determined, provided, and maintains an environment necessary for the operation and our operational processes to achieve conformity of our products and services. AMS-JRC will take into account as applicable:

- a) A non-confrontational, calm, and non-discriminatory social atmosphere;
- b) A stress-reducing, burnout prevention, emotionally protective, and psychological atmosphere;
- c) And control of temperature, heat, humidity, light, airflow, noise, and physical atmosphere.

7.1.5 Monitoring and Measurement Resources

7.1.5.1 General

AMS-JRC determined and provided the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements. AMS-JRC will retain appropriate documentation as evidence of fitness for the purpose of monitoring and measuring resources. We will ensure that the resources provided are:

- a) suitable for the specific type of monitoring and measuring of activities being undertaken;
- b) maintained to ensure their continued fitness for their purpose.

7.1.5.2 Measurement and traceability

When AMS-JRC determined that the traceability is a requirement and an essential part of providing confidence in the validity of the measurement results, the measuring equipment will be:

- a) calibrated, verified (or both) at specific intervals or prior to use against measurement standards that are traceable to an international or national measurement standards. When no such standard exists, the basis used for calibration or verification will be retained as documented information.

- b) identified in order to determine its status
- c) safeguarded against adjustments, damage, or deterioration that would invalidate the calibration status and subsequent measurement result(s)
 - 1) AMS-JRC will determine the validity of previous measurements that resulted in an adverse effect when measuring equipment is found to be unfit for its intended purpose, will take appropriate action as necessary.

7.1.6 Organizational Knowledge

AMS-JRC determined the knowledge necessary for the operation of its processes and has achieved conformity of its products and services. This knowledge is maintained and made available to the extent necessary. The organizational knowledge is based on:

- a) internal sources as noted in the standard;

b) external sources also as noted in the standard.

7.2 Competence

AMS-JRC has:

- a) determined the necessary competence of person(s) performing work under its control that affects the performance and effectiveness of the QMS;
- b) ensured that these person(s) are competent on the basis of education, training, or applicable experience;
- c) where applicable, take actions to acquire the necessary competence and evaluate the effectiveness of the actions taken;
- d) retain appropriate documentation as evidence of competence.

7.3 Awareness

AMS-JRC has assured that person(s) performing work under our control are aware of:

- a) the quality policy;
- b) relevant quality objectives;
- c) their contribution to the effectiveness of the QMS including the benefits of improved performance;
- d) the implications of non-conforming with the requirements of the QMS.

7.4 Communication

AMS-JRC has determined the internal and external communications relevant to our QMS system including:

- a) on what will be communicated;
- b) when to communicate;
- c) with whom to communicate;
- d) how to communicate;
- e) who communicates.

7.5 Documented Information

7.5.1 General

AMS-JRC's QMS has included:

- a) Documented information required by the ISO 9001-2015 standard;
- b) Documented information has been determined by AMS-JRC for the effectiveness of our QMS and is supported by documentation that consists of the following:

Quality Procedures (QP's) –directly support and provide additional detail for the cross-functional requirements of this quality management system.

Quality Records –provide the objective evidence determined by AMS-JRC to be necessary to record the results or activities performed.

Assembly Instructions (AI's) –identify how to perform specific operations or tasks necessary to produce product and/or control processes.

7.5.2 Creating and Updating

When creating and updating documented information, AMS-JRC ensures:

- a) identification and description;
- b) format;
- c) review and approval for suitability and accuracy.

7.5.3 Control of Documented Information

7.5.3.1 Documented information required by our QMS and the ISO 9001-2015 standard are controlled to ensure that it is:

- a) available and suitable for use where and when needed;
- b) adequately protected from loss of confidentiality, improper use or loss of integrity.

7.5.3.2 For the control of documented information AMS-JRC has addressed the following activities, as applicable:

- a) distribution, access, retrieval, and use;
- b) storage and preservation including preservation and legibility;
- c) control of changes (version and revision changes);
- d) retention and disposition.

8.0 Operation

8.1 Operational Planning and Control

AMS-JRC has planned, implemented, and controlled the processes (*refer to 4.4*) needed to meet the requirements for the provisions of product and services, and implemented the actions determined in *clause 6* by:

- a) determining the requirements for the products and services;
- b) established the criteria for the:
 - 1) processes;
 - 2) acceptance of products and services;
- c) determined the resources needed to achieve conformity to the product and service requirements to;
- d) implement control of the processes in accordance with the criteria;
- e) determine, maintained, and retained documented information to the extent necessary to:
 - 1) have confidence that the process has been carried out as planned;
 - 2) demonstrate the conformity of products and services to their requirements.

The output of this planning will be suitable for the operations at AMS-JRC. We will control the planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects as necessary. We will also ensure that outsourced processes are controlled (*refer to 8.4*).

8.2 Requirements for Products and Services

8.2.1 Customer Communications

Communication with customers will include:

- a) providing information relating to products and services;
- b) handling inquiries, contracts or orders, including changes;
- c) obtaining customer feedback relating to products and services, including customer complaints;
- d) handling or controlling customer property;
- e) establishing specific requirements for contingency actions when relevant.

8.2.2 Determining the Requirements for Products and Services

When determining the requirements for the products and services to be offered to our customers, AMS-JRC has ensured that the:

- a) Requirements are defined;
 - 1) any applicable or statutory and regulatory requirements;
 - 2) those considered necessary by AMS-JRC
- b) AMS-JRC will meet the claims offered.

8.2.3 Review of the Requirements for Products and Services

8.2.3.1 AMS-JRC ensures that it has the ability to meet the requirements for the products and services to be offered to our customers. We will conduct a review before committing to supply products and services to a customer to include:

- a) requirements specified for deliver and post delivery activities;
- b) requirements that may not be stated but necessary for the intended specified or intended use when known;
- c) requirements specified by AMS-JRC
- d) statutory and regulatory requirements applicable to the products and services;
- e) contract or order requirements differing from previously expressed.

AMS-JRC ensures that contract or order requirements differing from those previously get defined and resolved.

The customer's requirements are confirmed before acceptance when the customer does not provide a documented statement of their requirements.

8.2.3.2 AMS-JRC retains documented information as applicable:

- a) on the results of the review;
- b) on any new requirements for the products and services.

8.2.4 Changes to Requirements for Products and Services

AMS-JRC ensures that the relevant documented information is amended and that relevant individuals are made aware of the change when the requirements for the product and services are changed.

8.3 Design and Development for Requirements for Products and Services (DOES NOT APPLY TO AMS-JRC)

8.4 Control of Externally Provided Processes, for Requirements for Products and Services

8.4.1 General

AMS-JRC ensures that externally provided processes, products and services conform to requirements. AMS-JRC has determined control to be applied to externally provided processes,

products and services when:

- a) products and services from external providers are intended for incorporation into our own products and services;
- b) products and services are provided directly to our customer(s) by external providers on the behalf of AMS-JRC;
- c) a process or part of a process is provided by an external provider as a result of the decision by AMS-JRC.

AMS-JRC has determined and applied criteria for the evaluation, selection, monitoring, and re-evaluation of external providers based on their ability to provide processes for products and services in accordance with requirements. We will retain documented information of these activities and any necessary actions arising from the evaluation.

8.4.2 Type and Extent of Control

AMS-JRC has ensured the externally provided processes; products and services do not affect our ability to consistently deliver conforming products and services to our customers.

- a) AMS-JRC has ensured that externally provided processes remain within control of our QMS
- b) defined both the controls that are intended to apply an external provider and those it intends to apply to the resulting output.
- c) consideration is taken into account for:
 - 1) the potential impact on our ability to consistently meet customer and applicable statutory and regulatory requirements;
 - 2) the effectiveness of the controls applied by the external provider;
- d) determined the verification or other activities necessary to ensure that the externally provided processes, products and services meet requirements.

8.4.3 Information for External Providers

AMS-JRC ensures the adequacy of requirements prior to our communications with the external provider. We will communicate to the external provider its requirements for:

- a) the processes, products and services to be provided;
- b) the approval of:
 - 1) products and services;
 - 2) methods, processes, and equipment;
 - 3) the release of products and services;

- c) competence, including any qualifications
- d) the external provider's interactions with AMS-JRC
- e) control and monitoring the external providers performance
- f) verification or validation of activities that AMS-JRC or our customers intends to perform at the external provider's premises.

8.5 Production and Service Provisions

8.5.1 Control of Production and Service Provisions

AMS-JRC has implemented production and service provisions under controlled conditions and will include as applicable the:

- a) availability of documented information that will define;
 - 1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed;
 - 2) the results to be achieved;
- b) availability and use of suitable monitoring and measuring resources;
- c) implementation of monitoring and measurement activities at the appropriate stages to verify that the control off the processes or outputs and acceptance criteria for products services are met;
- d) use of suitable infrastructure and environment for the operational processes;
- e) appointment of competent persons including any required qualifications;
- f) validation and periodic revalidation of the ability to achieve the planned results of the processes for production and service provisions where the resulting output cannot be verified buy subsequent monitoring and measurement;
- g) implement of actions to prevent human error;
- h) implementation of release, delivery, and post-delivery activities.

and

be

8.5.2 Identification and Traceability

AMS-JRC uses suitable means to identify outputs when necessary to ensure the conformity of products and services.

AMS-JRC has identified the status of outputs with respect to monitoring and measurements throughout production and service provision.

AMS-JRC controls the unique identification of the outputs when traceability is a requirement and will retain the documented information that is necessary to enable traceability.

8.5.3 Property Belonging to Customers or External Providers

AMS-JRC exercises care with property belonging to customers or external providers while it is in our control or being used. It can include materials, components, tools, equipment etc.

AMS-JRC has identified verified, protected, and safeguarded customers' or external providers' property provided to us for use or incorporation into products and services.

When the property of a customer or external provider is lost, damaged, or otherwise rendered unsuitable for use, AMS-JRC will report this to our customer or external provider and retain documented information on what occurred.

8.5.4 Preservation

AMS-JRC preserves the outputs during production and service provisions to the extent necessary to ensure product conformity. It will include identification, handling, contamination control packaging, storage etc.

8.5.4 Post-delivery Activities

AMS-JRC meets the requirements for post-delivery activities associated with the products and services. We will determine the extent of post-delivery activities that are required and will consider:

- a) statutory and regulatory requirements;
- b) potential undesirable consequences associated with our products and services;
- c) nature, use and intended lifetime of our products and services;
- d) customer requirements;
- e) customer feedback.

8.5.6 Control of Changes

AMS-JRC reviews and controls changes for production and service provisions to the extent necessary to ensure continuing conformity to requirements.

AMS-JRC retains documented information describing the results of the review changes to person(s) authorizing the change and any necessary actions from the review.

8.6 Release of Products and Services

AMS-JRC implemented planned arrangements at appropriate stages to verify that the product and service requirements have been met.

The release of products and services to the customer will be halted until the planned arrangements have been satisfactorily been completed unless otherwise approved by a relevant authority and as applicable by the customer.

AMS-JRC retains documented information on the release of products and services and includes:

- a) evidence of conformity with acceptance criteria;
- b) traceability to persons authorizing the release.

8.7 Control of Nonconforming Outputs

8.7.1 AMS-JRC ensures that outputs that do not conform to our requirements are identified and controlled to prevent unintended use or delivery.

AMS-JRC takes appropriate actions based on the nature of the nonconformity and its effects on the conformity of products and services. This also applies to nonconforming products and services detected after delivery of products; during or after the provision services.

AMS-JRC handles nonconforming outputs in one or more of the following manners:

- a) correction;
- b) segregation, containment, return or suspension of provision of products and services;
- c) customer notification
- d) obtaining authorization for acceptance under concession. Conformity of the requirements are verified when nonconforming outputs are corrected.

8.7.2 AMS-JRC retains documented information that:

- a) describes the nonconformity;
- b) describes the actions taken;
- c) describes the concessions obtained;
- e) identifies the authority deciding the action regarding the nonconformity.

9.0 Performance Evaluation

9.1 Performance Evaluation

9.1.1 General

AMS-JRC determined:

- a) what needs to be monitored and measured
- b) the methods for monitoring, measurement, analysis, and evaluation are needed to ensure valid results:
- c) when the monitoring and measuring will be performed;

- d) when the results of the monitoring and measuring will be analyzed.

AMS-JRC evaluates the performance and effectiveness of our QMS during our quarterly and annual reviews or unless is brought to the attention of the management team requiring immediate action or change.

AMS-JRC retains appropriate documented information as evidence of the results.

9.1.2 Customer Satisfaction

AMS-JRC monitors customers' perceptions to the degree which their needs and expectations are fulfilled. We have determined the methods used for obtaining, monitoring, and reviewing this information. We achieve this through (but not limited to) an annual customer survey, meeting(s) with customers, on site plant tours, and or customer feedback.

9.1.3 Analysis and Evaluation

AMS-JRC analyses and evaluates appropriate data arising from monitoring and measurement. The results of the analysis are used to evaluate:

- a) conformity of products and services;
- b) the degree of customer satisfaction;
- c) the performance and effectiveness of the QMS
- d) if planning had been implemented effectively;
- e) the effectiveness of actions taken to address risk and opportunities;
- f) the performance of external providers
- g) the need for improvements to the QMS

9.2 Internal Audit

9.2.1 AMS-JRC conducts internal audits at planned intervals to provide information on whether the QMS System conforms to:

- 1) our own requirements for the QMS
- 2) the requirements if this international standard;
- 3) is effectively implemented and maintained.

9.2.2 AMS-JRC has:

- a) planned, established, implemented, and maintained and audit program that includes, frequently, methods, responsibilities, planning requirements, and reporting. We take into consideration the importance of the processes concerned, changes effecting AMS-JRC and the results of the previous audit(s);
- b) defined the audit criteria and scope
- c) selected auditors and conducted audits to ensure objectivity and impartiality of the audit process;
- d) ensure that the results of the audits are reported to the relevant management;
- e) take appropriate correction and corrective action without delay;
- f) retain documented information as objective evidence of the implementation of the audit program and the audit results.

9.3 Management Review

9.3.1 General

AMS-JRC reviews our QMS at planned intervals to ensure its continuing suitability, adequacy, effectiveness and alignment with our strategic direction.

9.3.2 Management Review Inputs

The management review conducted at AMS-JRC id carried out taken into consideration:

- a) the status of actions from previous management reviews;
- b) changed in internal and external issues relevant to our QMS;

- c) information on the performance and effectiveness of our QMS including trends in:
 - 1) customer satisfaction and feedback from relevant interested parties;
 - 2) the extent our quality objective have been met;
 - 3) process performance and conformity of products and services
 - 4) nonconformities and corrective actions;
 - 5) monitoring and measurement results;
 - 6) audit results;
 - 7) the performance of internal providers;
- d) adequacy of resources;
- e) the effectiveness of actions taken to address risk and opportunities (*refer to 6.1*);
- f) opportunities and improvement.

9.3.3 Management Review Outputs

The output of our management review includes decisions and actions related to:

- a) opportunities for improvement;
- b) a need for changes to the QMS;
- c) needed resources.

AMS-JRC retains all documented information as objective evidence for the results of our management reviews.

10.0 Improvement

10.1 General

AMS-JRC has determined and selected opportunities for improvement and has implemented any necessary actions to meet customer requirements and enhance customer satisfaction including but not limited to:

- a) improving products and services to meet requirements and address future needs and expectations;
- b) correcting, preventing, or reducing undesirable effects;
- c) improving the performance and effectiveness of our QMS.

10.2 Nonconformity and Corrective Action

10.2.1 When nonconformity occurs, including any arising complaints, AMS-JRC:

- a) reacts to the nonconformity as applicable:
 - 1) take action and control to correct it;
 - 2) deal with the consequences;
- b) evaluates the need for action to eliminate the cause(s) of the nonconformity so that it does not recur or occur elsewhere by:
 - 1) reviewing and analyzing the nonconformity;
 - 2) determining the cause(s)
 - 3) determining if similar nonconformities exist or could potentially occur;
- c) implementing any action needed;
- d) reviewing the effectiveness of the corrective action taken;
- e) updating risks and opportunities determined during planning if necessary;
- f) making changes to the QMS if necessary.

Corrective actions are appropriated to the effects of the nonconformity encountered.

10.2.2 AMS-JRC retains the documented information as objective evidence of the:

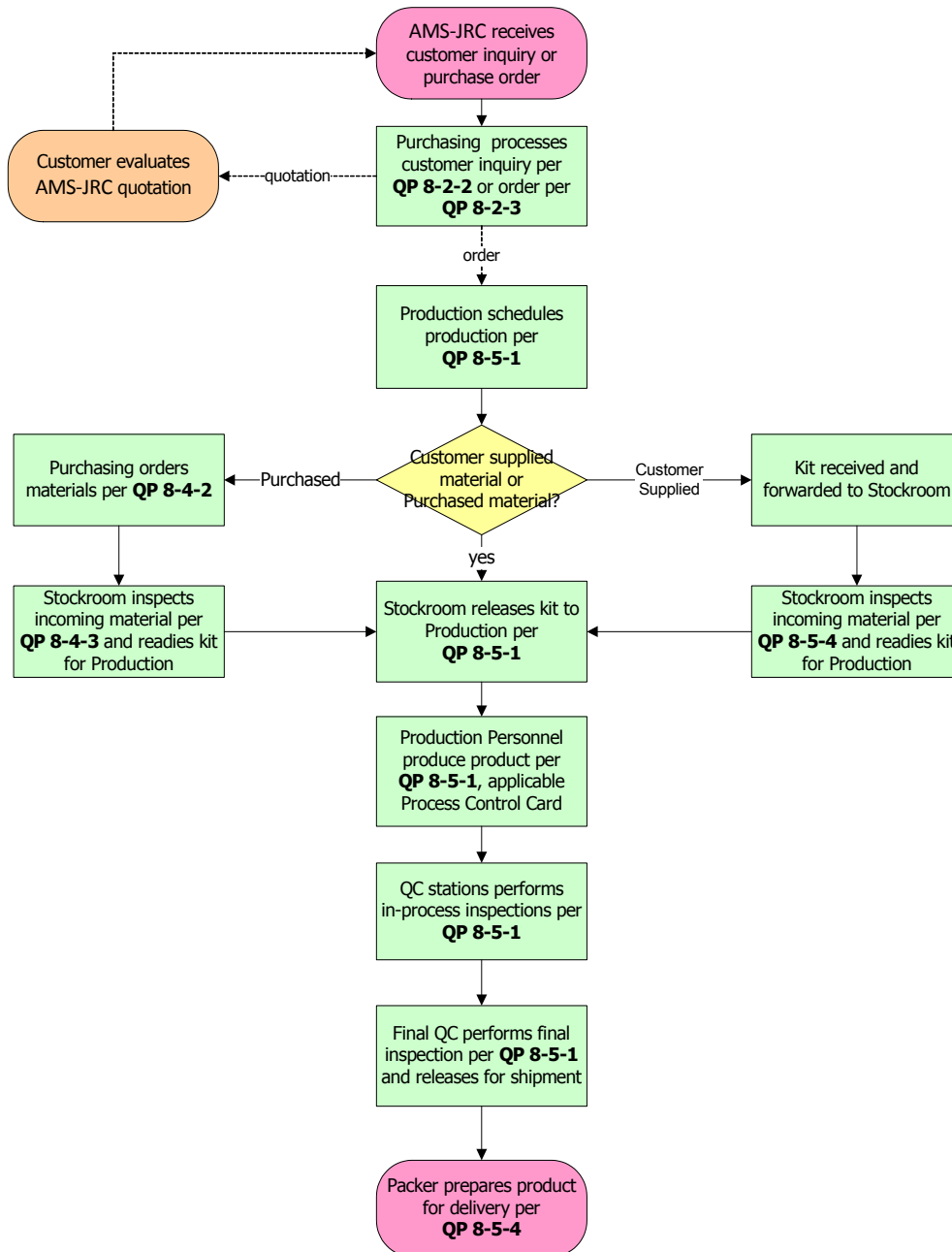
- a) nature of the nonconformity and any subsequent actions taken;
- b) results of any corrective action.

10.3 Continual Improvement

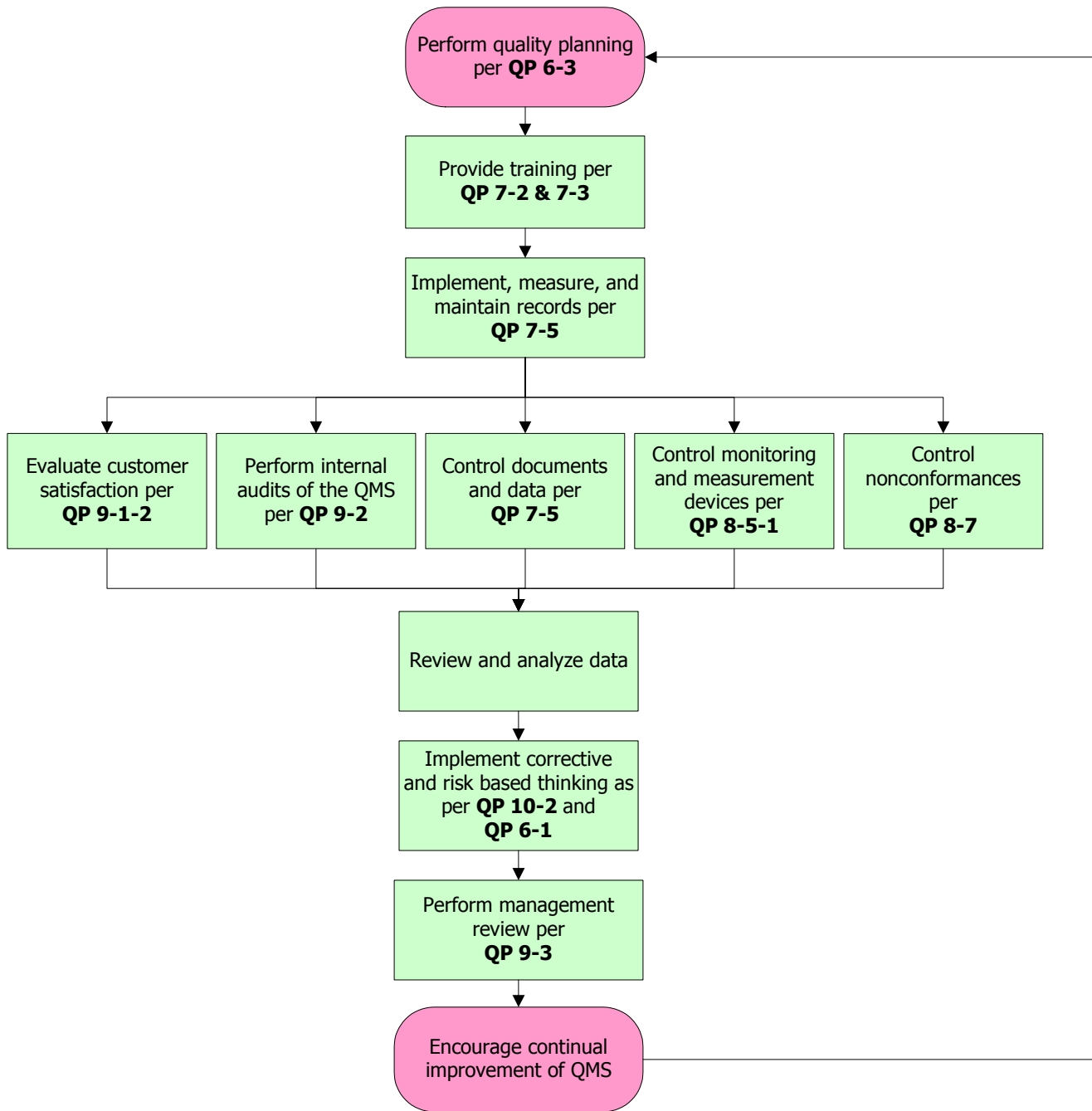
AMS-JRC continually improves the stability, adequacy, and effective of the QMS

We consider the results of our analysis and evaluations and the input from our management review to determine if there are needs and opportunities that need to be addressed, as part of our continuous improvement process.

Figure 1
Order/Production Process

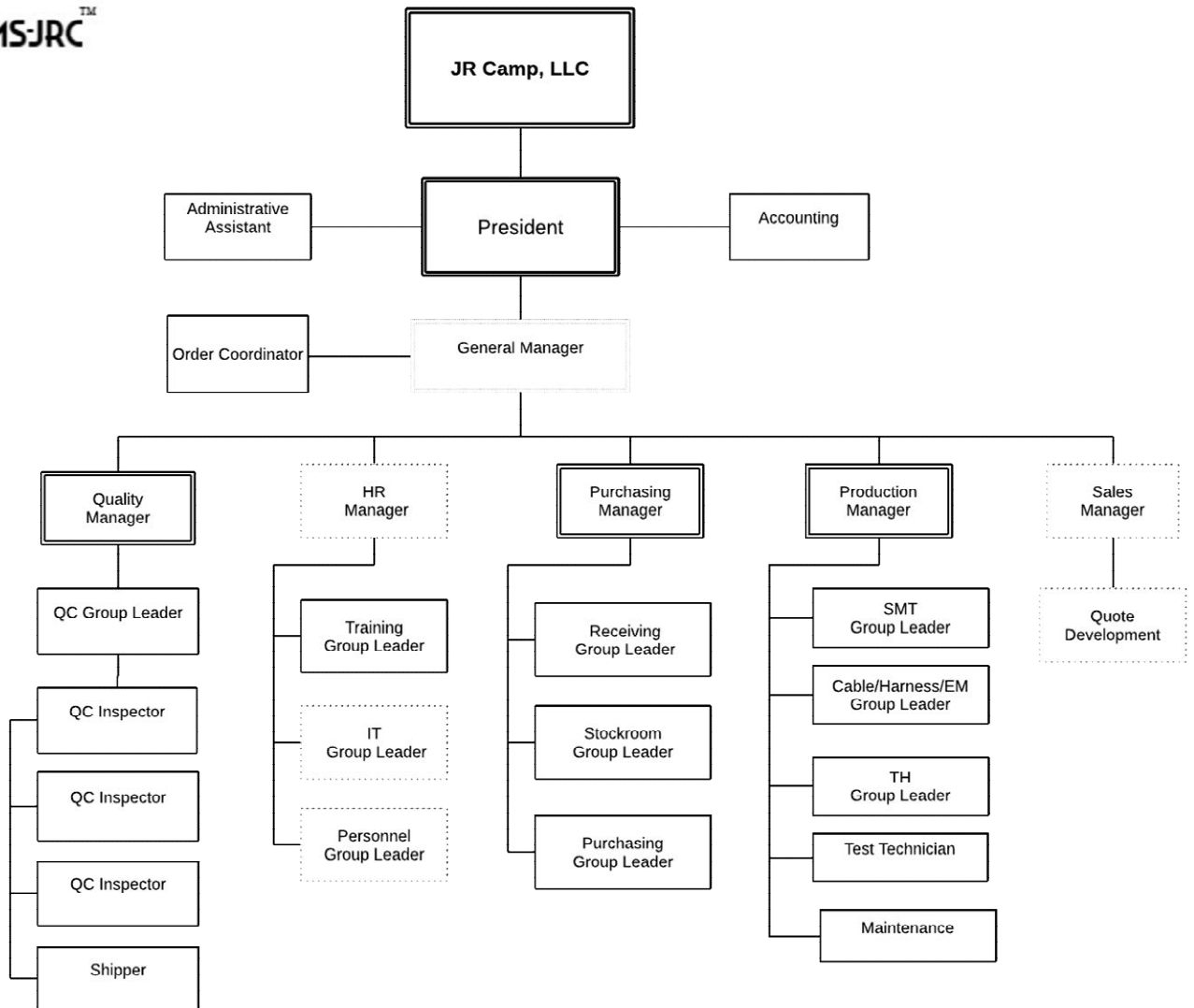


**Figure 2
Management Process**





Organizational Chart



06/07/19



Quality Policy:

AMS-JRC is dedicated to complete customer satisfaction. We manufacture the highest quality electronic assemblies at the best possible value. We are committed to continuous improvement and our quality system is frequently monitored to ensure its effectiveness.

At AMS-JRC, we start and finish with QUALITY

