



# Quality Management System Manual

WORLD CLASS QUALITY DONE RIGHT

Revision P  
QM-0402001

440 Fortune Blvd  
Milford, MA 01757  
(508) 381-2544  
<http://www.comarkcorp.com>

## Quality Manual Revision History

<b>Revision</b>	<b>Date</b>	<b>Nature of Change</b>	<b>Author/Approver</b>
G	7/1/2010	Remove references to ANSI specification in Introduction section. Add reference to QOP-04-01 and -02 in Documentation Requirements section.	VP Quality
H	8/1/2011	Update Comark structure to reflect organizational changes.	VP Quality
I	10/15/12	Update the Comark Certificate of Registration.	VP Quality
J	12/31/12	Update the New Product Development Process.	VP Quality
K	2/15/16	E010664 - Add Document # QM-0402001, add new Quality Policy, Org Structure, and NPI Process	VP Quality
L	9/19/16	E011187 – Replace Comark header with Comark smarter automation, replace Quality Policy Page, Replace Page 11 view of EF-0727002 Rev A with Rev B version	VP Quality
M	4/24/2017	Update Quality Policy, and President Name	VP Quality
N	8/30/2017	E011982 - Update President Name	Head of Quality
P	4/3/19	PCN013011 Update certification, remove specific QMS document numbers	P. Brennan

# INTRODUCTION

Comark LLC developed and implemented a Quality Management System to better satisfy the needs of its customers and to improve management of the company. The Quality Management System complies with the international standard ISO 9001:2015. It covers the design, production, and servicing of the company's products.

The manual is structured by sections corresponding to quality management system requirements of the ISO 9001:2015 standard. Each section states the general policy expressing the commitment to implement the basic principles of the Quality Management System element that is the subject of the section. The general policy statement is supported by more specific policies, procedures, and work instructions which carry out the referenced policy requirements.

The purpose of this manual is to define and describe the Quality Management System, to define the authorities and responsibilities of the management personnel affected by the system, and to provide general procedures for all activities comprising the Quality Management System.

Another purpose of this manual is to present our Quality Management System to our Customers and to inform them what specific controls are implemented to assure product quality.

# QUALITY POLICY

The top management of Comark has defined and documented its Quality Policy. This policy includes the organization's commitment for meeting customer requirements and continuous improvement.

## **Quality Policy Statement:**



## **QUALITY POLICY**

### **World Class Quality Done Right**

COMARK is committed to providing value to our customers and to meeting or exceeding their requirements and expectations.

Our goal is to provide high quality, defect free products and services delivered on time.

We will measure and continuously improve our business performance and capabilities with focus on our customers by maintaining the effectiveness of our Quality Management System, improving key processes, setting annual improvement objectives, and complying with regulatory requirements.

This Policy is fully endorsed and supported by the COMARK Management Team and all employees share the responsibility in meeting the objectives set forth in the Policy.



# CERTIFICATE



This is to certify that

## Comark Corporation

440 Fortune Blvd.  
Milford, MA 01757  
United States of America

has implemented and maintains a **Quality Management System**.

Scope:

COMARK LLC designs, manufactures and services high value-add, ruggedized computers, display solutions, and industrial sensors for mission critical automation and control applications in demanding environments enhancing safety, efficiency, and the flow of information.

Through an audit, documented in a report, it was verified that the management system fulfills the requirements of the following standard:

## ISO 9001 : 2015

Certificate registration no.	10001389 QM15
Date of original certification	1996-08-27
Date of certification	2018-05-11
Valid until	2021-05-10



DQS Inc.

Brad McGuire  
Managing Director



Accredited Body: DQS Inc., 1130 West Lake Cook Road, Suite 340, Buffalo Grove, IL 60089 USA

# Quality Management System

## General Requirements

Comark LLC has established documented, implemented, and continues to maintain the Quality Management System (QMS) in accordance with the ISO 9001:2015 Standard. The Comark LLC QMS includes processes applicable across the entire scope of the system.

Through planning, Comark assures resources are adequately allocated to support process needs and there are a number of methods employed to ensure the QMS processes remain effective.

Comark collects and analyses data from key processes to determine corrective and preventive action needs on a continual basis. Processes are in place to continually monitor the effectiveness of the QMS and to take swift action when improvement opportunities present themselves.

## Documentation Requirements

The QMS Management System is documented starting with this Quality Manual and supported through the policies, procedures, work instructions and forms that make up the system of planning, operation, and control of processes.

Quality System documents are controlled by the Comark change control process. These documents are approved prior to distribution and are updated as necessary. There is a centralized on-line QMS document repository ensuring only current documents are available at any point of use.

Records are maintained at key processes to provide evidence of conformity.

## Management Responsibility

- Executive Management has the following responsibilities to ensure the Quality Management System is effective in supporting the business goals and objectives and for achieving customer satisfaction:
  - Defining and communicating a Quality Policy
  - Establishing goal and objectives aligned with the Quality Policy and to continuously improve the QMS.
  - QMS Planning and review is aligned with annual business plans
  - Defining roles and responsibilities for the QMS
  - Defining a Management Representative that is responsible for oversight and reporting of the QMS
  - Communicating the status of the QMS

Through at least twice-yearly reviews, Senior Management evaluates the effectiveness of operations and assigns actions to assure business and Customer goals are achieved.

During these reviews the adequacy of objectives and resources is also assessed. Product goals, process performance, and Customer Satisfaction are key focus areas of these

reviews. Key indicators are reviewed that provide insight into the operation of the company. The minutes of these sessions are recorded.

The Head of Quality Assurance is assigned as Management Representative to ensure that all process needs of the QMS are carried out, that Management remains aware of the performance of the QMS and that action is taken to improve the system.

### **Resource Management**

Comark LLC continually reviews resource needs to meet company objectives. Human resources, facility, and equipment needs are evaluated to position the company to meet requirements.

Comark employs a competent, well-trained staff to carry out the tasks required to meet our Customer's needs, accomplish the goals of our Quality Policy, and to meet business objectives. Comark makes training available to all employees to enhance their skills and provides professional development opportunities. Comark maintains records of employee training to better plan training needs and ensure appropriate work assignments.

### **Product Realization**

Comark uses a formal New Product Introduction (NPI) process with cross functional phases gates to design and develop products. The NPI process is maintained as part of the QMS. NPI includes concept, design, Verification & Validation and Operations Validation phases.

### **Customer-related processes**

Product requirements, whether required by Customers, regulatory agencies, or Comark itself, are recorded in product specifications or other appropriate means. Reviews of product requirements are conducted through contract review process and product planning activities. Satisfaction of intended requirements is validated through, qualification testing, first article inspections, and other Customer or Agency required processes.

### **Purchasing**

Comark selects Suppliers and Subcontractors aligned with business needs and values which are based on established criteria. Performance of these suppliers are measured and reported upon. Corrective actions are managed where nonconformance exist. Comark requires suppliers to support relevant environmental standards and maintain an effective counterfeit prevention program.

### **Customer property**

Comark has defined processes and methods to identify, manage, and store Customer property.

### **Preservation of Product**

Material from receipt through shipment is clearly identified and protected from damage. QMS procedures define handling, protection from electrostatic discharge (ESD) and shelf life requirements to ensure high quality products are delivered.

## **Control of Monitoring and Measuring Equipment**

Comark has defined methods to ensure products are selected and calibrated, or otherwise confirmed fit for use in all operations affecting product quality. Calibration records are maintained and reviewed for compliance. All required equipment calibrations are traceable to appropriate national standards.

## **Measure, Analysis and Improvement**

Comark collects and analyses data from key process steps and other appropriate sources to demonstrate conformity to product requirements, our Quality Management System and Customer requirements, and to improve the effectiveness of the QMS.

One of the key measures in this area is Customer Satisfaction as measured through on-time delivery metrics, product returns, and Customer feedback.

Planned Internal audits are conducted to assure the entire QMS is audited throughout the course of each year. The internal audit team is structured so that employees do not audit their own area. Audit results are reported and findings are recording in our corrective action database.

Products are evaluated at established process steps to ensure compliance with all requirements. Non-conforming material is segregated and dispositioned to correct the discrepancy, remove from use, return to vendor, and to seek root cause and implement corrective actions where appropriate. After repair activities product is validated before returning to stock.

## **Improvement**

Comark continually strives to improve performance through the use of customer feedback, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

The Comark corrective action procedure is established to eliminate the cause of nonconformities in order to prevent recurrence. Quality techniques are employed to guide employees toward root cause determinations. Further, Comark continues to strive toward prevention of nonconformities through improved methods and procedures. Comark values customer satisfaction as a major goal.