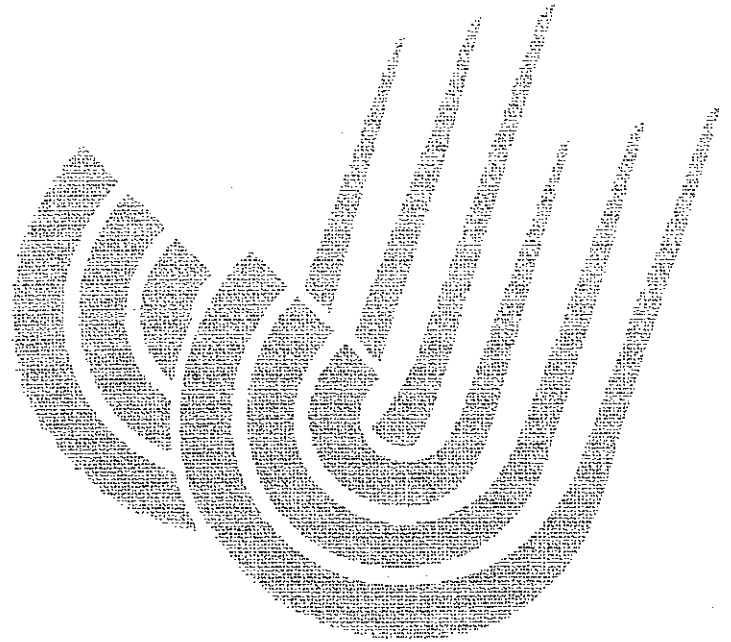


QUALITY MANUAL

REVISION 19

JJ CALIBRATIONS, Inc.
7007 SE Lake Road
Portland, OR 97267



Manual Number: QM-019

Issued To: _____

Operations Manager

Date

11 JUNE, 2010

President

Date

June 11, 2010

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Quality Manual Revision Log

Rev #	Date	Description
1	Oct 1984	Original Document.
2	Aug 1986	Document Hillsboro Move. Complete Revision.
3	May 1988	Incorporate/Beaverton Move. Reformat to Word Perfect 4.0. Complete Revision.
3.1	Jul 1988	Correct Typos. Complete Revision.
4.0	Aug 1990	Include CAR, Improved Vendor List, Reformat to Word Perfect 5.0. Complete Revision.
4.1	Jan 1991	Corrected Typos. Complete Revision.
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5	Oct 1993	Rewrite for inclusion of ISO requirements. Complete Revision.
5.1	Mar 1994	CAR004. Include Customer Approval of calibration subcontractors Inadvertently left out of rewrite Rev 4.2 to Rev 5. Affected pages 5 & 6.
6	Dec 1995	Reformat to allow easier cross-reference to ANSI/NCSL Z540-1-1994. Complete Revision.
7	Jan 1996	Make corrections found by accreditation audit.
8	Apr 1997	Correct references to updated SOPM. Reflect Company move.
9	Nov 1997	Include references to on-site calibrations.
10	Mar 2000	Re-format to Microsoft Word. Added corporate and quality values. Changed references to ISO/IEC Guide 25. Added section on Community Citizenship and Safety. Reformat to ISO 17025.
11	Jan 2001	Made corrections found by accreditation assessment. Added section for On-Site calibrations.
12	Aug 2002	Modified Organizational Chart to reflect appropriate personnel and job description changes.
13	Oct 2002	Amended portions of document to correct deficiencies found during accreditation audit; defined intellectual property in 3.7, added 2.12 to Document References, added 5.12 to Technical Requirement.
14	Mar2004	Minor changes, mistakes found in Quality Audit
15	Jan 2006	Wording changes found when compared to ISO 17025-2005.
16	Jan 2007	Correct problems found during A2LA audit and internal audit.
17	Jan 2008	Make changes called for by Horizon Auditor. Also incorporated findings from internal audits.
18	Jan 2009	Updated Document References. Updated formatting and look of Quality Manual.
19	June 2010	Updated Document References, format, Organizational Chart. Minor changes to Responsibilities & Authority in 3 headings.

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0 INTRODUCTION

JJ Calibrations, Inc. (hereinafter referred to as “the Company”) is an Oregon corporation engaged in the repair, calibration and maintenance of electronic and physical measurement equipment.

0.1 VISION

To be the best at making measurements we can be.

0.2 MISSION STATEMENT

Our mission is to help our clients make critical business decisions based on the accurate calibration of their precision measurement tools.

0.3 COMPANY DEFINITION OF QUALITY

We define quality as caring enough that our actions consistently give results that meet or exceed our clients’ needs, requirements and expectations.

0.4 CORPORATE VALUES

0.4.1 INTEGRITY: We are committed to integrity and fairness in all our relationships. We will try our best to always do what we say.

0.4.2 CLIENTS: We will always try to do everything reasonably possible to meet the wants, needs and expectations of our client, both internal and external.

0.4.3 VALUE: We will always strive to provide the highest accuracy calibration and quality repair at an affordable price.

0.4.4 EMPLOYEES: We treat our employees with respect and dignity.

0.4.5 EMPOWERMENT: We empower all of our employees to be responsible for their own actions and achievement of Company business and quality goals through the execution of their job.

0.5 JJ’s QUALITY VALUES

0.5.1 ACCOUNTABILITY: We take ownership of our actions

0.5.2 ACCURACY: In calibration and daily work

0.5.3 ADAPTABILITY: Ability to adapt to client needs

0.5.4 COMMITMENT: To the Company and its clients

0.5.5 DEPENDABILITY: Always being there for each other and our clients

0.5.6 HIGH STANDARDS: In work ethic and job performance

0.5.7 INTEGRITY: Doing what we say

0.5.8 TEAMWORK: Everyone doing their role yet supporting one another when needed

0.6 QUALITY MANUAL STATEMENT

0.6.1 This document is provided to give our clients confidence by adequate demonstration of the Company’s capabilities in servicing our clients’ measuring equipment (ME).

0.6.2 This Manual is the primary quality document for the Company. All procedures and other documents executed in implementation thereof shall be in addition to and not weaken or detract from its essence or intent.

0.6.3 Copies of this manual will be readily available to all employees to aid in the performance of their job.

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1 SCOPE

- 1.1 This document specifies a quality system to demonstrate our capability to deliver calibration and repair services.
- 1.2 This Quality Manual is based primarily on ISO/IEC 17025: 2005. It also conforms to the requirements of ANSI/NCSL Z540-1: 1994, ISO 10012-1: 1992(E), and Mil-Std-45662A (obsolete). In addition, it uses many terms from ISO 9000: 2000.
- 1.3 This document is primarily aimed at achieving customer satisfaction by providing customer oriented solutions at all stages of our operations by adherence to our corporate policies and procedures.

2 DOCUMENT REFERENCES

This is a living document requiring periodic changes to reflect new technology, changing client expectations and improvements to the quality system. For documents referenced in this manual the most recent edition applies.

- 2.1 ANSI/NCSL Z540-1: 1994: General requirements for calibration laboratories and measuring and test equipment, hereinafter referred to as ANSI Z540-1. (DCN 10039)
- 2.2 STANDARD OPERATING PROCEDURES MANUAL: JJ Calibrations, Inc. procedures for day to day operations. (DCN 200001)
- 2.3 VIM: 2008: International Vocabulary of Basic and General Terms in Metrology. (DCN 10089)
- 2.4 NCSL GLOSSARY: 1999: NCSL Glossary of Metrology Related Terms. (DCN 10044)
- 2.5 A2LA: September 2009: R101 General Requirements for Accreditation of ISO/IEC Laboratories. (DCN 10036)
- 2.6 A2LA: November 6 2009: P102 Policy on Measurement Traceability. (DCN 10058)
- 2.7 A2LA: August 6 2009: R103 General Requirements: Proficiency Testing Requirements for Accredited Testing and Calibration Laboratories. (DCN 10059)
- 2.8 A2LA: August 7 2009: R104 General Requirements for the Accreditation of Site Testing and Site Calibration Laboratories. (DCN 10033)
- 2.9 A2LA: August 2008: P101 A2LA Advertising Policy. (DCN 10060)
- 2.10 A2LA: May 5 2010: R205 Specific Requirements for Calibration Program Requirements (DCN 10061)
- 2.11 A2LA: September 2008: P104 Policy for Claims of Measurement Uncertainties for Onsite Calibration on Scopes of Accreditation (DCN 10022)
- 2.12 A2LA: April 2008: R103A Annex: Proficiency Testing for ISO/IEC 17025 Laboratories (DCN 10059)
- 2.13 A2LA: November 2008: R218 Applications for Calibration Scopes of Accreditation. (DCN 10065)
- 2.14 EA-4/02 Dec 1999: Expression of the Uncertainty of Measurement in Calibration (DCN 10025)
- 2.15 NIST 1994: Tech Note 1297: Guidelines for Evaluating and Expressing the Uncertainty of NIST Measurement Results (DCN 10024)

Organizational Chart

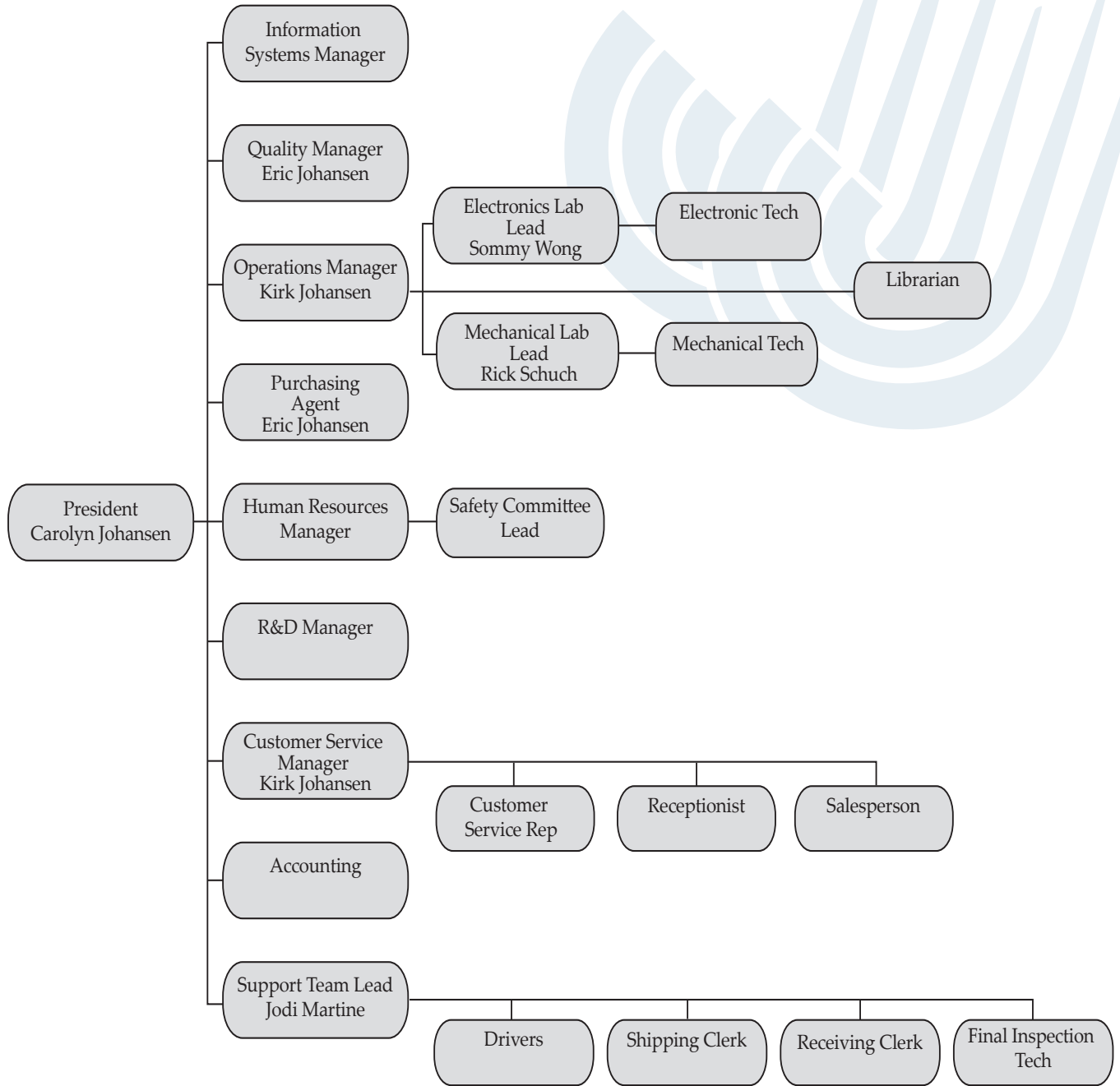


Table of Contents

0 INTRODUCTION	3
1 SCOPE.....	4
2 DOCUMENT REFERENCES.....	4
3 DEFINITIONS	7
4 MANAGEMENT REQUIREMENTS.....	10
4.1 ORGANIZATION and MANAGEMENT Policy.....	10
4.2 QUALITY SYSTEM	10
4.3 DOCUMENT CONTROL	11
4.4 REQUEST, TENDER and CONTRACT REVIEW.....	12
4.5 SUBCONTRACTING OF TESTS AND CALIBRATIONS	12
4.6 PURCHASING SERVICES and SUPPLIES	13
4.7 SERVICE TO THE CLIENT	13
4.8 COMPLAINTS.....	13
4.9 CONTROL OF NONCONFORMING CALIBRATION WORK.....	14
4.10 IMPROVEMENTS.....	14
4.11 CORRECTIVE ACTION.....	15
4.12 PREVENTIVE ACTION	15
4.13 RECORDS.....	16
4.14 INTERNAL AUDITS	16
4.15 MANAGEMENT REVIEWS	17
5 TECHNICAL REQUIREMENTS.....	18
5.1 GENERAL	18
5.2 PERSONNEL	18
5.3 ACCOMMODATION AND ENVIRONMENTAL CONDITIONS.....	19
5.4 CALIBRATION METHODS	19
5.5 EQUIPMENT	20
5.6 MEASUREMENT TRACEABILITY	20
5.7 SAMPLING:	21
5.8 HANDLING AND TRANSPORTATION OF CALIBRATION ITEMS.....	21
5.9 ASSURING QUALITY OF CALIBRATION RESULTS.....	21
5.10 REPORTING THE RESULTS	22
5.11 ON-SITE CALIBRATIONS.....	22
5.12 ADVERTISEMENT OF ACCREDITED LABORATORY STATUS	23
6 ORGANIZATIONAL COMMITMENT	24
6.1 COMMUNITY CITIZENSHIP.....	24
6.2 SAFETY and HEALTH.....	24

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3 DEFINITIONS

For the purposes of this manual the definitions given in the VIM: 2008 are the primary source. The following definitions also apply.

- 3.1 Audit: A systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled. (ISO 9000: 2000)
- 3.2 Calibration: Set of operations which establish, under specified conditions, the relationship between values of quantities indicated by a measuring instrument or measuring system, or values represented by a material measure or reference material, and the corresponding values realized by standards. (VIM: 2008)
 - 3.2.1 The result of a calibration permits either the assignment of values of measurands to the indications or the determination of corrections with respect to indication. (VIM: 2008)
 - 3.2.2 A calibration may also determine other metrological properties such as the effect of influence quantities. (VIM: 2008)
 - 3.2.3 The result of a calibration may be recorded in a document, sometimes called a calibration certificate or a calibration report. (VIM: 2008)
- 3.3 Calibration certificate or report: Document which presents calibration results and other information relevant to a calibration. (ANSI/NCSL Z540-1: 1994, NCSL GLOSSARY: 1999)
- 3.4 Calibration method: Defined technical procedure for performing a calibration or verification. (ANSI/NCSL Z540-1: 1994, NCSL GLOSSARY: 1999)
- 3.5 Certified reference material (CRM): Reference material, accompanied by a certificate, one or more of whose property values are certified by a procedure which establishes traceability to an accurate realization of the unit in which the property values are expressed, and for which each certified value is accompanied by an uncertainty at a stated level of confidence. (VIM: 2008)
- 3.6 Contract: Agreed requirements between a supplier organization or customer organization transmitted by any means.
- 3.7 Intellectual Property: A generic expression referring to PATENTS, TRADEMARKS, COPYRIGHTS, TRADE SECRETS, trade dress, and any other tangible personal property that is created through the intellectual efforts of its creator or creators.
- 3.8 Interlaboratory comparisons: Organization, performance and evaluation of calibrations on the same or similar items by two or more laboratories in accordance with predetermined conditions. (ANSI/NCSL Z540-1: 1994, NCSL GLOSSARY: 1999)
- 3.9 International (measurement) standard: Standard recognized by an international agreement to serve internationally as the basis for assigning values to other standards of the quantity concerned. (VIM: 2008)
- 3.10 Influence quantity: Quantity that is not the measurand that affects the result of the measurement. (VIM: 2008). Examples: ambient temperature; frequency of an alternating measured voltage.
- 3.11 Laboratory/calibration laboratory: Body that calibrates or performs calibrations and verifications. (ANSI/NCSL Z540-1: 1994, NCSL GLOSSARY: 1999)
 - 3.11.1 Permanent: Laboratory erected on a fixed location for a period expected to be greater than three years.
 - 3.11.2 Mobile: Fully equipped, self-contained, transportable testing or calibration laboratory capable of performing tests or calibrations under controlled environmental conditions.
 - 3.11.3 Site (referred to as On-Site herein): Calibration performed by staff of a laboratory or organization outside of the premises or grounds on which the permanent laboratory or the organization's permanent base or headquarters is located. Site calibrations are normally performed under two categories:
 - 3.11.3.1 Site calibrations performed by staff sent out on-site by an accredited, permanent laboratory.

- 3.11.3.2 Site calibrations performed on-site by organizations that do not have a permanent laboratory.
- 3.12 Limits of permissible error (of a measuring instrument): The extreme values of an error permitted by specifications, regulations, etc., for a given measuring instrument. (VIM: 2008) This term is frequently referred to as “tolerance” in the United States.
- 3.13 Measurand: A particular quantity subject to measurement. (VIM: 2008) As appropriate, this may be the “measured quantity” or the “quantity to be measured.” (ANSI/NCSL Z540-1: 1994, NCSL GLOSSARY: 1999)
- 3.14 Measurement:
- 3.14.1 The set of operations having the object of determining the value of a measurand. (ANSI/NCSL Z540-1: 1994, NCSL GLOSSARY: 1999)
- 3.14.2 Set of operations having the object of determining a value of a quantity. (VIM: 2008)
- 3.15 Measurement assurance: Measurement assurance is a technique that may include, but is not limited to:
- 3.15.1 Use of good experimental design principles so the entire measurement process, its components, and relevant influence factors can be well characterized, monitored and controlled.
- 3.15.2 Complete experimental characterization of the measurement process uncertainty including statistical variations, contributions from all known or suspected influence factors, imported uncertainties, and the propagation of uncertainties throughout the measurement process.
- 3.15.3 Continuously monitoring the performance and state of statistical control of the measurement process with proven statistical process control techniques including the measurement of well characterized check standards along with the normal workload and the use of appropriate control charts.
- 3.16 Measurement standard (etalon): Material measure, measuring instrument, reference material or measuring system intended to define, realize, conserve or reproduce a unit of one or more values of a quantity to serve as a reference. (VIM: 2008)
- 3.17 Measuring Equipment (ME): Measuring instrument, software, measurement standard, reference material or auxiliary apparatus or combination thereof necessary to realize a measurement process. (ISO 9000: 2000)
- 3.18 Measuring instrument: A device intended to be used to make measurements, alone or in conjunction with supplementary device(s). (VIM: 2008)
- 3.19 Mutual consent standard: An artifact or process that is used as a de facto standard by mutual consent of the supplier and customer when no recognized U.S. national standard is available. (ANSI/NCSL Z540-1: 1994, NCSL GLOSSARY: 1999)
- 3.20 National (measurement) standard: Standard recognized by a national decision to serve, in a country, as the basis for assigning the value to other standards of the quantity concerned. (VIM: 2008)
- 3.21 Organization: Group of people and facilities with an arrangement of responsibilities, authorities and relationships. (ISO 9000: 2000)
- 3.22 Process: Set of interrelated or interacting activities which transforms inputs into outputs (ISO 9000: 2000)
- 3.23 Product: Result of a process. (ISO 9000: 2000)
- 3.24 Proficiency testing: Determination of the laboratory calibration performance by interlaboratory comparisons or other means. (ANSI/NCSL Z540-1: 1994)
- 3.25 Quality: Degree to which a set of inherent characteristics fulfills requirements. (ISO 9000: 2000)
- 3.26 Quality manual:
- 3.26.1 A document stating the quality policy, quality system and quality practices of an organization. NOTE: The quality manual may call up other documentation relating to the

- laboratory's quality arrangements. (ANSI/NCSL Z540-1: 1994)
- 3.26.2 Document specifying the quality management system of an organization. (ISO 9000: 2000)
- 3.27 Quality management system:
- 3.27.1 The organizational structure, responsibilities, procedures, processes and resources for implementing quality management. (ANSI/NCSL Z540-1: 1994, NCSL GLOSSARY: 1999)
- 3.27.2 Management system to direct and control an organization with regard to quality. (ISO 9000: 2000)
- 3.28 Quality system review: A formal evaluation by management of the status and adequacy of the quality system in relation to quality policy and new objectives resulting from changing circumstances. (ANSI/NCSL Z540-1: 1994)
- 3.29 Reference material: Material or substance one or more of whose property values are sufficiently homogeneous and well established to be used for the calibration of an apparatus, the assessment of a measurement method, or for assigning values to materials. (VIM: 2008)
- 3.30 Reference standard: Standard, generally having the highest metrological quality available at a given location or in a given organization, from which measurements made there are derived. (VIM: 2008, NCSL GLOSSARY: 1999)
- 3.31 Requirement:
- 3.31.1 A translation of the needs into a set of individual quantified or descriptive specifications for the characteristics of an entity in order to enable its realization and examination. (ANSI/NCSL Z540-1: 1994)
- 3.31.2 Need or expectation that is stated, generally implied or obligatory. (ISO 9000: 2000)
- 3.32 Review: Activity undertaken to determine the suitability, adequacy and effectiveness of the subject matter to achieve established objectives. (ISO 9000: 2000)
- 3.33 Site: Location where site calibration takes place as defined in 3.9.3.
- 3.34 Tender: Offer made by an organization in response to an invitation to satisfy a contract award and/or to provide product.
- 3.35 Traceability: Property of a result of a measurement or the value of a standard whereby it can be related to stated references, usually national or international standards, through an unbroken chain of comparisons all having stated uncertainties. (VIM: 2008)
- 3.36 Uncertainty of measurement: Parameter, associated with the result of a measurement that characterizes the dispersion of the values that could reasonably be attributed to the measurand. (VIM: 2008, ANSI/NCSL Z540-1: 1994, NCSL GLOSSARY: 1999)
- 3.37 Validation: Confirmation, through the provision of objective evidence, that the requirements for a specific intended use or application have been fulfilled. (ISO 9000: 2000)
- 3.38 Verification: Evidence by calibration that specified requirements have been met. NOTE: The term "verification", as defined in this manual is frequently referred to as "calibration" in the United States. (ANSI/NCSL Z540-1: 1994, NCSL GLOSSARY: 1999)
- 3.38.1 In connection with the management of measuring equipment, verification provides a means for checking that the deviations between values indicated by a measuring instrument and corresponding known values are consistently smaller than the limits of permissible error defined in a standard, regulation or specification peculiar to the management of the measuring equipment.
- 3.38.2 The result of verification leads to a decision either to restore to service, to perform adjustments, to repair, to downgrade, or to declare obsolete. In all cases documentation of the verification performed is kept in the measuring instrument's individual record.
- 3.38.3 Confirmation, through the provision of objective evidence that specified requirements have been fulfilled. ISO 9000:2000)

4 MANAGEMENT REQUIREMENTS

4.1 ORGANIZATION and MANAGEMENT Policy

4.1.1 Policy - It is the policy of the Company to:

- 4.1.1.1 Operate in a legally responsible manner for its activities.
- 4.1.1.2 Operate in a manner that meets the requirements of the quality system.
- 4.1.1.3 This quality system shall cover not only work done at our permanent facility, but all work carried out by our technicians.
- 4.1.1.4 Define the responsibilities of key personnel in order to identify potential conflicts of interest.
- 4.1.1.5 Protect the confidentiality and proprietary rights of its clients, including the electronic transmission of results.
- 4.1.1.6 Provide managerial staff and technical personnel with the authority and resources needed to discharge their duties.
- 4.1.1.7 Protect the management and technical personnel from undue pressure and influences that may adversely affect the quality of their work.
- 4.1.1.8 Provide adequate supervision of testing and calibration staff by persons familiar with the methods, procedures, purpose and results of the calibration.
- 4.1.1.9 Define the organization and management structure of the laboratory, and the relationships between quality management, technical operations and support services.
- 4.1.1.10 Have technical management which has overall responsibility for the technical operations and the provision of the resources needed to ensure the required quality of laboratory operations.
- 4.1.1.11 Avoid involvement in any activity that would diminish confidence in its competence, impartiality, judgment, or operational integrity.
- 4.1.1.12 Appoint a member of staff as quality manager who, irrespective of other duties and responsibilities shall have defined responsibility and authority for ensuring that the management system related to quality is implemented and followed at all times; the quality manager shall have direct access to the highest level of management at which decisions are made on laboratory policy or resources.
- 4.1.1.13 Appoint deputies for key managerial personnel. Individuals may have more than one function and it may be impractical to appoint deputies for every function.
- 4.1.1.14 Top management shall ensure that appropriate communication processes are established within the laboratory and that communication takes place regarding the effectiveness of the management system.

4.2 QUALITY SYSTEM

4.2.1 Quality Policy

- 4.2.1.1 The management of JJ Calibrations is committed to good professional practice and to providing only the highest quality calibrations for its clients.
- 4.2.1.2 The Company is dedicated to a level of service that meets or exceeds its clients' needs, wants and expectations.
- 4.2.1.3 The objective of the quality system is to provide a vehicle to guide its service to its clients and to ensure the stability and survival of the organization.
- 4.2.1.4 All personnel concerned with calibration activities within the company are to familiarize themselves with the quality documentation and practice the policies and procedures in their work.
- 4.2.1.5 The management of JJ Calibrations is committed to compliance with ISO 17025:2005.
- 4.2.1.6 The management of JJ Calibrations is committed to creating a framework for establishing and reviewing our quality objectives for continuing suitability.

- 4.2.1.7 The Company is dedicated to communicating its quality policy to its organization in a manner so they understand it and adhere to it.
- 4.2.1.8 Top management shall provide evidence of commitment to the development and implementation of the management system and to continually improving its effectiveness.
- 4.2.1.9 Top management shall ensure that the integrity of the management system is maintained when changes to the to the management system are planned and implemented. We shall establish, document and maintain a quality system appropriate to the type, range and volume of calibration activities it undertakes.
- 4.2.1.10 The quality documentation shall be available for use by all laboratory personnel. This manual has been prepared to explain our commitment to good professional practices and quality of calibration services and shall be kept up to date.
- 4.2.1.11 We will constantly explore ways to upgrade capabilities and quality systems.
- 4.2.1.12 Management will ensure the objectives listed in the quality manual are communicated to, understood and implemented by all laboratory personnel concerned.
- 4.2.2 Quality Statement - Commitment to quality in every measurement.
- 4.2.3 Quality Documentation
- The elements of the Company's quality system are documented in this Quality Manual and other related documentation, the sum being entitled "Quality Documentation". The Quality Documentation consists of:
- 4.2.3.1 Quality Manual.
- 4.2.3.2 Standard Operating Procedures Manual.
- 4.2.3.3 Job Description Manual.
- 4.2.3.4 Work Instruction Manual.
- 4.2.3.5 Employee Manual
- 4.2.4 Responsibility & Authority
- The roles and responsibilities of the Operations Manager and the Quality Manager are defined herein and in the Job Description Manual.

4.3 DOCUMENT CONTROL

4.3.1 Policy

It is the policy of the Company to establish and maintain control of all documents that form a part of its quality documentation.

4.3.2 Strategy - The Company will have procedures to cover the following

- 4.3.2.1 Master listing of all controlled documents
- 4.3.2.2 Availability of all authorized editions of quality documents at essential locations.
- 4.3.2.3 Periodic review of documents to ensure ongoing suitability and compliance.
- 4.3.2.4 Effective disposition of obsolete documentation.
- 4.3.2.5 Unique identification of quality system documents generated by JJ Calibrations, Inc.
- 4.3.2.6 Procedures for document changes.
- 4.3.2.7 Obsolete documents retained for either legal or knowledge preservation purposes are suitably marked.

4.3.3 Responsibility & Authority

- 4.3.3.1 The Quality Manager is responsible and authorized for the approval of all quality documentation issued and/or amended.
- 4.3.3.2 The Operations Manager is responsible and authorized for the control and management of

Performance Tests.

4.3.3.3 The Librarian is responsible for the maintenance and upkeep of the library and DCN's, and disposal of obsolete DCN's

4.3.4 References - SOP 4.3

4.4 REQUEST, TENDER and CONTRACT REVIEW

4.4.1 Policy

It is the policy of JJ Calibrations, Inc. to review all requests, tenders or contracts for calibration services.

4.4.2 Strategy - The Company will have procedures to cover the following

4.4.2.1 Definition and documentation of calibration requirements.

4.4.2.2 Capability, capacity and resources of laboratory.

4.4.2.3 Selection of appropriate calibration and/or test method.

4.4.2.4 Resolution of tender and contract before commencing work.

4.4.2.5 Amendment of contracts, before and after commencement of work.

4.4.2.6 Record retention.

4.4.2.7 Review of subcontracted work.

4.4.2.8 Informing customer of any deviation from the contract.

4.4.3 Responsibility & Authority

Customer Service, Operations and Quality have the responsibility and authority to review tenders and contracts.

4.4.4 References - SOP 4.4

4.5 SUBCONTRACTING OF TESTS AND CALIBRATIONS

4.5.1 Policy

It is the policy of the Company to place work with a competent laboratory that complies with the requirements of ISO/IEC 17025, when possible. When it is impossible to find an accredited subcontractor one shown to be competent may be used.

4.5.2 Strategy - The Company will have procedures to cover the following:

4.5.2.1 Advise the client of its intent to subcontract any portion of the calibration to another party.

4.5.2.2 Record and retain details of its investigation of the competence and compliance of its subcontractors and maintain a register of all approved subcontractors.

4.5.2.3 The company is responsible to the customer for all subcontracted work, unless the customer or a regulatory authority has specified which subcontractor to use.

4.5.3 Responsibility & Authority

4.5.3.1 The Quality Manager has the responsibility and authority to approve subcontractors for calibration services.

4.5.3.2 The Company will always be responsible to its client for the work of all subcontractors, except where a client specifies the subcontractor.

4.5.4 References - SOP 4.5

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4.6 PURCHASING SERVICES and SUPPLIES

4.6.1 Policy

The Company will use only outside support services and supplies that adequately ensure total confidence in its calibrations, and maintain records of all suppliers from whom we obtain critical consumables, support services or supplies which affect the quality of calibrations.

4.6.2 Strategy - The Company will have procedures to cover the following:

4.6.2.1 Selection and purchasing of services and supplies that affect the quality of calibrations and tests.

4.6.2.2 Purchase, reception and storage of consumable materials relevant for tests and calibrations.

4.6.2.3 Verification of purchased equipment and consumable materials prior to use.

4.6.2.4 Evaluation of suppliers of critical supplies and services.

4.6.2.5 Review and approval of purchase orders for completeness, accuracy and technical content prior to issue.

4.6.3 Responsibility & Authority

The Quality Manager has the responsibility and authority to review and approve all purchasing documents.

4.6.4 References - SOP 4.6

4.7 SERVICE TO THE CLIENT

4.7.1 Policy

The company shall be willing to cooperate with customers or their representatives in clarifying the customer's request and in monitoring the laboratory's performance in relation to the work performed, provided that the laboratory ensures confidentiality to other customers.

4.7.2 Strategy - The Company will have procedures to cover the following :

4.7.2.1 Allowing the client reasonable access to witness tests/calibrations.

4.7.2.2 Preparation, packaging and dispatch of test/calibration items needed by the client for verification.

4.7.2.3 Contact and communication with the client.

4.7.2.4 Feedback from clients on how to improve its quality system.

4.7.2.5 Cooperating with customers in clarifying their needs and monitoring the company's performance.

4.7.3 Responsibility & Authority

The technicians and managers have the authority and responsibility to coordinate client test/calibration observations.

4.7.4 References - SOP 4.7

4.8 COMPLAINTS

4.8.1 Policy

It is the policy of the Company to promptly address and resolve all client complaints whether solicited or unsolicited.

4.8.2 Strategy - The Company will have procedures to cover the following:

4.8.2.1 Maintaining a record of all complaints and the actions taken to resolve them.

4.8.2.2 Where a complaint raises a concern regarding the Company's compliance with policies or procedures, or otherwise concerning the quality of the Company's calibrations, a corrective

action will immediately be initiated and completed.

4.8.3 Responsibility & Authority

4.8.3.1 All employees have the responsibility and authority to receive and log complaints from clients or other parties.

4.8.3.2 The Quality Manager has the responsibility and authority to resolve complaints.

4.8.4 References – SOP 4.8

4.9 CONTROL OF NONCONFORMING CALIBRATION WORK

4.9.1 Policy

When work does not conform to the procedures of the Company or the agreed upon requirements of the client, it is the policy of the Company to promptly evaluate the significance of the error of the results, take prompt remedial action and, where applicable, take corrective action.

4.9.2 Strategy - The Company will have procedures to cover the following:

4.9.2.1 Evaluation of the significance of the nonconforming work.

4.9.2.2 Remedial action.

4.9.2.3 Recall of work already released to the client.

4.9.2.4 Resumption of work halted.

4.9.2.5 Corrective action of the root cause of the nonconformity.

4.9.3 Responsibility & Authority

4.9.3.1 All employees have the responsibility and authority to stop nonconforming work.

4.9.3.2 The Operations Manager has the authority to resolve nonconforming work.

4.9.3.3 The Quality Manager has the responsibility and authority to evaluate the significance of the nonconforming work.

4.9.3.4 The Operations Manager has the responsibility and authority to take remedial action and/or make a decision as to whether to accept nonconforming work.

4.9.3.5 The Quality Manager has the responsibility and authority to recall nonconforming work already released to clients.

4.9.3.6 The Quality Manager has the responsibility and authority to issue corrective action requests.

4.9.3.7 All employees have the responsibility and authority to help identify the root cause of any deficiency.

4.9.3.8 The Operations Manager has the responsibility and authority to authorize resumption of work.

4.9.4 References - SOP 4.9

4.10 IMPROVEMENTS

4.10.1 Policy

It is the policy of the Company to strive for continuous improvement in the effectiveness of its management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventative actions and management reviews.

4.10.2 Strategy - The Company will have procedures for reviewing the following in the effort to improve effectiveness.

4.10.2.1 The quality documentation

4.10.2.2 Quality Objectives

- 4.10.2.3 Audit Results
- 4.10.2.4 Data collected
- 4.10.2.5 Corrective and preventative actions
- 4.10.2.6 Management reviews
- 4.10.3 Responsibility and Authority

It is the responsibility of the Quality Manager and the Management Team to review these documents and activities on a regular basis.

4.11 CORRECTIVE ACTION

4.11.1 Policy

It is the policy of the Company to initiate corrective action any time nonconforming work or departure from policies or procedures in the quality system has been identified. Required changes will be documented and implemented.

4.11.2 Strategy - The Company will have procedures to cover the following:

4.11.2.1 Root cause investigation.

4.11.2.2 Corrective actions shall be to a degree appropriate to the magnitude and the risk of the problem.

4.11.2.3 Identification of potential corrective action and selection of action most likely to eliminate problem and prevent recurrence.

4.11.2.4 Documentation of any corrective actions needed.

4.11.2.5 Monitoring corrective action results.

4.11.2.6 Special auditing of appropriate areas when nonconformance involve compliance with Company policy, procedures or ISO 17025:2005.

4.11.3 RESPONSIBILITY & AUTHORITY

4.11.3.1 The Quality Manager is responsible to assign Corrective Action Requests and to ensure resolution of all nonconformances.

4.11.3.2 Any employee or client of JJ Calibrations, Inc. has the authority and responsibility to identify a possible nonconformity.

4.11.3 REFERENCES - SOP 4.11

4.12 PREVENTIVE ACTION

4.12.1 POLICY

It is the policy of the Company to actively seek and find opportunities for needed improvement and potential sources of nonconformance, and to identify and correct them to prevent unnecessary nonconformance.

4.12.2 Strategy

The Company will have procedures to initiate preventive actions and application of controls to ensure they are effective.

4.12.3 Responsibility & Authority

4.12.3.1 Preventive action is a proactive process to identify improvement opportunities, rather than a reaction to the identification of problems or complaints.

4.12.3.2 Every employee of JJ Calibrations has the responsibility and authority to identify

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improvement opportunities and potential sources for nonconformance.

4.12.4 References - SOP 4.11

4.13 RECORDS

4.13.1 Policy

It is the policy of the Company to establish and maintain procedures for identification, collection, indexing, access, storage, maintenance and disposal of quality and technical records. Quality records shall include reports from internal audits and management reviews as well as records of corrective and preventative actions.

4.13.2 The Company will have procedures for all quality and technical records to:

4.13.2.1 General

4.13.2.1.1 Ensure legibility; prevent damage deterioration, and loss.

4.13.2.1.2 Ensure they are readily retrievable.

4.13.2.1.3 Establish retention times: all records, certificates and reports will be safely stored and held secure and in confidence to the client for a minimum of five years.

4.13.2.1.4 Secure records in confidence.

4.13.2.1.5 Protect and back-up data held on computers.

4.13.2.1.6 Prevent unauthorized access to or amendment of data on computers.

4.13.2.2 Technical

4.13.2.2.1 Provide retention including appropriate data.

4.13.2.2.2 Ensure that observations, data and calculations are clearly and permanently recorded and identifiable to the specific job.

4.13.2.2.3 Correct mistakes.

4.13.2.2.4 Ensure records for each calibration contain sufficient information to permit repetition of the calibration.

4.13.2.2.5 Ensure records include the identity of personnel involved in preparation and calibration.

4.13.2.2.6 If possible retain enough information to facilitate identification of factors affecting uncertainty.

4.13.3 Responsibility & Authority

It is the responsibility of the Operations Manager to insure that all technical records, certificates and reports are properly stored and secured. It is the responsibility of the Quality Manager to insure all quality documents are properly stored and secured.

4.13.4 References - SOP 4.13

4.14 INTERNAL AUDITS

4.14.1 Policy

It is the policy of the Company to periodically audit its facilities, processes and personnel to verify that operations continue to comply with the requirements of the quality system.

4.14.2 Strategy - The Company will have procedures to cover the following:

4.14.2.1 Annual audits of its activities.

4.14.2.2 Address all elements of the management system.

- 4.14.2.3 Auditing by trained and qualified staff, generally the Quality Manager or his designee.
- 4.14.2.4 Documenting audit findings and any corrective actions that arise from them.
- 4.14.2.5 Ensure that all operations performed are subject to client verification at unscheduled intervals.
- 4.14.2.6 Proficiency testing or other inter-laboratory comparisons.
- 4.14.2.7 Company's compliance with the requirements of ISO 17025:2005 will be fulfilled by an accredited third party.
- 4.14.2.8 Notify clients in writing if investigations show laboratory results may have been affected.
- 4.14.2.9 Wherever resources permit the auditor will be independent of the activity being audited.
- 4.14.3 Responsibility & Authority
 - 4.14.3.1 The Quality Manager has the responsibility and authority to plan and organize these audits.
 - 4.14.3.2 When audit findings cast doubt on the effectiveness of the operations or on the correctness or validity of the laboratory's test or calibration results, the laboratory shall take timely corrective action, and shall notify customers if investigations show that the laboratory results may have been affected.
- 4.14.4 References - SOP 4.14

4.15 MANAGEMENT REVIEWS

4.15.1 Policy

It is the policy of the Company for senior management to annually review the quality system and all audits of the quality system.

4.15.2 Strategy - The Review shall take account of:

- 4.15.2.1 Suitability of policies and procedures.
- 4.15.2.2 Reports from managerial and supervisory personnel.
- 4.15.2.3 Outcome of recent internal audits.
- 4.15.2.4 Corrective and preventative actions.
- 4.15.2.5 Assessments by external bodies.
- 4.15.2.6 Results of inter-laboratory comparisons and/or proficiency tests
- 4.15.2.7 Changes in volume and type of work.
- 4.15.2.8 Customer Feedback
- 4.15.2.9 Complaints
- 4.15.2.10 Recommendations for improvement.
- 4.15.2.11 Other relevant facts, such as quality control activities, resources and staff training.
- 4.15.2.12 Findings from management reviews and the actions that arise from them shall be recorded.
The management shall ensure that those actions are carried out within an appropriate and agreed timescale.

4.15.3 Responsibility & Authority

- 4.15.3.1 It is the responsibility of the Quality Manager to submit audits of the quality system to the Operations Manager for their review.
- 4.15.3.2 It is the responsibility of the Operations Manager of the Company to review the quality system audits and documents.

4.15.4 References - SOP 4.15

5 TECHNICAL REQUIREMENTS

5.1 GENERAL

5.1.1 Policy

It is the policy of the Company to control as many factors affecting the reliability of calibrations as reasonably possible.

5.1.2 Strategy - The Company will have procedures to cover the following:

- 5.1.2.1.1 Ensure competent personnel.
- 5.1.2.1.2 Control accommodation and environmental conditions.
- 5.1.2.1.3 Ensure calibration methods are adequate and validated.
- 5.1.2.1.4 Ensure equipment is appropriate and in working order.
- 5.1.2.1.5 Ensure measurement traceability.
- 5.1.2.1.6 Ensure safe handling of calibration items.
- 5.1.2.1.7 Include all of the factors in calculating uncertainties.

5.1.3 Responsibility & Authority

Each manager has the responsibility of identifying the training needs of their subordinates. Human Resources has the responsibility and authority to schedule and record training for all personnel, with the exception of OJT for the technical staff, which remains the responsibility of the Operations Manager.

5.1.4 References - SOP 5.1

5.2 PERSONNEL

5.2.1 Policy

It is the policy of the Company to ensure the competence of all personnel in their specific job functions.

5.2.2 Strategy

5.2.2.1 The Company will have procedures to cover the following:

- 5.2.2.1.1 Providing supervision for staff undergoing training.
- 5.2.2.1.2 Identifying training needs and providing training for personnel.
- 5.2.2.1.3 Using permanent personnel.
- 5.2.2.1.4 Maintaining records of training.
- 5.2.2.1.5 Maintaining job descriptions of key personnel.
- 5.2.2.1.6 Authority of personnel according to their training and competency.

5.2.2.2 The Company will maintain records for the following:

- 5.2.2.2.1 Relevant qualifications, training, skills and experience of the technical personnel.
- 5.2.2.2.2 Dates of training and/or authorization.

5.2.3 Responsibility & Authority

- 5.2.3.1 Human Resources has the responsibility and authority to hire sufficient personnel with appropriate education and technical knowledge to maintain the work contracted.
- 5.2.3.2 The Operations Manager has the responsibility and authority to identify training needs.
- 5.2.3.3 Human Resources has the responsibility and authority to keep personnel training records up to date.

5.2.4 References - JDM, SOP 5.2, and Computer training files.

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5.3 ACCOMMODATION AND ENVIRONMENTAL CONDITIONS

5.3.1 Policy

It is the policy of the Company to provide laboratory accommodation and environmental conditions to facilitate correct calibration performance.

5.3.2 Strategy - The Company will have procedures to cover the following:

5.3.2.1 Taking particular care for on-site calibrations.

5.3.2.2 Monitor, control, and record environmental conditions as appropriate.

5.3.2.3 Stoppage of calibrations where environmental conditions could jeopardize results.

5.3.2.4 Effective separation between neighboring areas when their activities are incompatible.

5.3.2.5 Defining and control access to and use of all areas affecting the quality of calibrations and measurements.

5.3.2.6 Taking adequate measures to ensure good housekeeping in the laboratories.

5.3.2.7 Recording the environmental conditions for on-site operations as the calibrations or tests occur.

5.3.3 Responsibility & Authority

5.3.3.1 All technicians have the responsibility and authority to record on-site environmental conditions.

5.3.3.2 All technicians have the responsibility and authority to stop work where environmental conditions could jeopardize the results.

5.3.4 References - SOP 5.3

5.4 CALIBRATION METHODS

5.4.1 Policy

It is the policy of the Company to use appropriate methods and procedures for all calibrations it performs.

5.4.2 Strategy - The Company will have procedures to cover the following:

5.4.2.1 Use and operation of all relevant equipment.

5.4.2.2 Handling and preparation of calibration items where the absence of such instructions could jeopardize the results.

5.4.2.3 Deviation from test and calibration methods, and the documentation of the deviation.

5.4.2.4 Up to date maintenance of instructions, standards and manuals readily available to the staff.

5.4.2.5 Selection of methods.

5.4.2.5.1 Manufacture methods.

5.4.2.5.2 Industry standard methods.

5.4.2.5.3 Laboratory developed methods.

5.4.2.5.4 Non-standard methods.

5.4.2.6 Validation of methods.

5.4.2.7 Best measurement capability.

5.4.2.8 Estimating uncertainty of measurement.

5.4.2.9 Control of data.

5.4.2.10 Informing the customer of method chosen.

5.4.2.11 Confirming it can properly operate standard methods before introducing the tests or calibrations.

5.4.3 Responsibility & Authority

5.4.3.1 All technicians are responsible to select the appropriate method for every calibration performed.

5.4.3.2 The Operations Manager is responsible to provide guidance in the selection process.

5.4.3.3 The Operations Manager is responsible to evaluate and approve the methods for content and validity.

5.4.4 References - SOP 5.4

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5.5 EQUIPMENT

5.5.1 Policy

It is the policy of the Company to have available all items of equipment, including reference materials, required for the correct performance of calibrations before beginning such calibrations and for achieving the accuracy required.

5.5.2 Strategy - The Company will have procedures to cover the following:

5.5.2.1 Unique identification of equipment.

5.5.2.2 Identify calibration status of each item of measuring equipment, including reference materials.

5.5.2.3 Maintain records of each item of equipment and all reference materials significant to the calibrations performed.

5.5.2.4 Calibration instructions for each item.

5.5.2.5 Proper documentation of work done.

5.5.2.6 Check new equipment for compliance to specifications.

5.5.2.7 Safe handling and transport of equipment.

5.5.2.8 Maintenance of equipment.

5.5.2.9 Remove defective equipment from service.

5.5.2.10 Interim checks whenever necessary.

5.5.2.11 Updating copies of calibration correction factors.

5.5.2.12 Updating calibration procedures as needed.

5.5.2.13 Allow only authorized personnel to operate equipment.

5.5.2.14 Safeguarding equipment, both hardware and software, from adjustments that would invalidate the calibrations.

5.5.2.15 Check the calibration status and function of standards that have been out of company control.

5.5.2.16 Examine the effect of any defect on previous tests and institute "Control of nonconforming Work" 4.9 when needed.

5.5.2.17 Check function and calibration status of equipment being returned to direct control of the laboratory.

5.5.3 Responsibility & Authority

5.5.3.1 All technicians are responsible for using equipment that is in current calibration status and appropriate for the type of calibrations performed.

5.5.3.2 Only technicians trained for the specific calibrations are authorized to use the equipment required.

5.5.4 References - SOP 5.5

5.6 MEASUREMENT TRACEABILITY

5.6.1 Policy

It is the policy of the Company to ensure that all equipment used for calibrations, or having a significant effect on the accuracy of a calibration shall be calibrated before being put into service in such a way that it is traceable to SI Units.

5.6.2 Strategy - The Company will have procedures to cover the following:

5.6.2.1 Calibration of its equipment to ensure traceability to SI Units whenever available, traceability to natural physical constants when an SI is not available.

5.6.2.2 Calibration of reference standards.

5.6.2.3 Choose appropriate calibration methods that are acceptable to all parties.

- 5.6.2.4 Traceability verification of reference materials.
- 5.6.2.5 Establishment of intervals for all Company equipment requiring calibration.
- 5.6.2.6 Subject reference standards and ME to in-service checks between calibrations, where relevant.
- 5.6.2.7 Transportation and storage of reference standards and materials.
- 5.6.3 Responsibility & Authority
 - 5.6.3.1 Keeping all company equipment calibrated is the responsibility of the Operations Manager.
- 5.6.4 References - SOP 5.6

5.7 SAMPLING:

N/A We do no sampling.

5.8 HANDLING AND TRANSPORTATION OF CALIBRATION ITEMS

5.8.1 Policy

Handle calibration items from the time we receive it until it is returned to the customer in such a way as to prevent damage, protect the integrity of the calibration and protect the identity and ownership of the item.

5.8.2 Strategy - The Company will have procedures to cover the following:

- 5.8.2.1 Avoid deterioration or damage to the calibration item during transportation, receipt, handling, storage, retention and/or disposal.
- 5.8.2.2 Record, upon receipt of the calibration item, the identity of the item, the condition of the calibration item, including any abnormalities or departures from standard condition as prescribed in the relevant calibration method.
- 5.8.2.3 Contact the client prior to proceeding if the item is not suitable for calibration, where the item does not conform to its description, or where the calibration required is not fully understood.
- 5.8.2.4 Identify calibration items and retain history of that item in a way it cannot be confused with another item.

5.8.3 Responsibility & Authority

- 5.8.3.1 It is the responsibility of all personnel to handle Company and client equipment at all times in a safe and proper manner to ensure its integrity.

5.8.4 References - SOP 5.

5.9 ASSURING QUALITY OF CALIBRATION RESULTS

5.9.1 Policy

It is the policy of the Company to ensure the quality of results by monitoring calibration methods, performance and results.

5.9.2 Strategy - The Company will have procedures to cover the following:

- 5.9.2.1 Participation in inter-laboratory proficiency tests.
- 5.9.2.2 Participation in intra-laboratory proficiency tests.
- 5.9.2.3 Recalibration of retained items.
- 5.9.2.4 Correlation of results for different characteristics of an item, where appropriate.
- 5.9.2.5 Analysis of quality control data where such data indicates a potential problem or

nonconformance.

5.9.3 Responsibility & Authority

5.9.3.1 The Quality Manager has the responsibility and authority to arrange proficiency tests and interim checks.

5.9.3.2 The Quality Manager has the responsibility and authority to monitor the methods, performance and results of calibrations.

5.9.4 References - SOP 5.9

5.10 REPORTING THE RESULTS

5.10.1 Policy

It is the policy of the Company to accurately, clearly, unambiguously and objectively report the results of each calibration on a Certificate of Calibration.

5.10.2 Strategy - The Company will have procedures to cover the following:

5.10.2.1 Issuing a Certificate of Calibration and, where applicable, a Data Sheet for each calibration.

5.10.2.2 Determining Company calibration intervals.

5.10.2.3 Opinions and interpretations offered to clients.

5.10.2.4 The identification of calibration results from subcontractors.

5.10.2.5 The electronic transmission of results.

5.10.2.6 Format of reports and certificates.

5.10.2.7 Amendments to reports and certificates.

5.10.3 Responsibility & Authority

It is the responsibility of the Quality Manager to ensure Calibration Certificates and Reports meet the requirements of this manual.

5.10.4 References - SOP 5.10

5.11 ON-SITE CALIBRATIONS

5.11.1 Policy

It is the policy of the Company to provide on-site calibrations with the same integrity as provided at the permanent lab. This includes ensuring that relevant parts of the quality documentation and up-to-date calibration procedures exist and are available to all staff performing on-site calibrations.

5.11.2 Strategy - The Company will have procedures to cover the following for on-site calibrations:

5.11.2.1 Maintain a listing of calibrations the Company is capable of performing onsite.

5.11.2.2 Maintain an up-to-date record of site laboratories and the purpose for which they are used, including the identification of any mobile laboratories.

5.11.2.3 Identify on-site calibrations as such. To permanently record and report the results of calibrations undertaken on-site.

5.11.2.4 Have approved signatories for all calibrations performed on-site.

5.11.2.5 Provide trained and competent personnel for on-site calibrations.

5.11.2.6 Ensure equipment used for on-site calibrations are fit for use and are checked prior to and directly after on-site use including borrowed or rented equipment.

5.11.2.7 Ensure the environment will not invalidate the calibration status of standards used on-site.

5.11.2.8 Audit and review on-site efforts, operations and calibrations.

- 5.11.2.9 To update and supply calibration procedures for staff while working on-site.
- 5.11.2.10 To calculate the measurement uncertainty.
- 5.11.2.11 To ensure the security and confidentiality of calibration data obtained and held on-site.
- 5.11.3 Responsibility & Authority
 - 5.11.3.1 The Operations Manager is responsible for and has the authority to schedule and arrange on-site audits.
 - 5.11.3.2 The Operations Manager is responsible for and has the authority to ensure the training files are up-to-date for all staff performing on-site calibrations.
 - 5.11.3.3 The calibration technician is responsible for and has the authority to decide what standards to take and to determine a hostile or unstable environment.
- 5.11.4 References - SOP 5.10

5.12 ADVERTISEMENT OF ACCREDITED LABORATORY STATUS

5.12.1 Policy

It is the policy of this company to affect control over the intellectual property of the Accrediting body (including but no limited to: Titles, Logos, copy written documents/software, proprietary information, patented designs, etc), released by the Accrediting body for the use of their credited Entities, to use/disseminate said intellectual property in a manner consistent with the policies, procedures and Legal precepts set forth by the Accrediting body regarding said dissemination of intellectual property released by the Accrediting body for the use of their Accredited Entities.

5.12.2 Strategy

The Company will have procedures to cover the control over the use/dissemination of intellectual property of the Accrediting body released by the Accrediting body for the use of their Accredited Entities.

5.13.3 Responsibility & Authority

5.12.3.1 The Accrediting body has the responsibility and authority of creating policies and procedures governing the use/dissemination of their intellectual property.

5.12.3.2 The Accrediting body has the responsibility and authority of designating the type and amount of their intellectual property they will release for use/dissemination by the Company.

5.12.3.3 The Accrediting body has the responsibility of informing the Company of the policies and procedures, changes to the policies and procedures and effective dates thereof, or any Legal precepts, changes to any legal precepts and effective dates thereof, regarding the use/dissemination of the Accrediting body's intellectual property released by the Accrediting body for the use of their Accredited entities.

5.12.3.4 The President, the Research & Development Manager, the Quality Manager and the Operations Manager have the responsibility and authority of controlling the use/dissemination of intellectual property of the Accrediting body released by the Accrediting body for the use of their Accredited Entities in a manner consistent with the policies, procedures and legal precepts set forth by the Accrediting body regarding the use/dissemination of said intellectual property.

5.12.4 References - SOP 5.12

6 ORGANIZATIONAL COMMITMENT

6.1 COMMUNITY CITIZENSHIP

6.1.1 Policy

It is the policy of the Company to be dedicated to finding and implementing ways to enhance the lives of others in our community, and to be a responsible community citizen.

6.1.2 Strategy

The Company will find ways to get involved in the community and will provide time and resources for its employees to get involved in the community through Company sponsored activities.

6.1.3 Responsibility & Authority

6.1.3.1 It is the responsibility of every Company employee to treat our clients' and our vendors' facilities as if they were our own, to respect their community citizenship commitment and to honor their community citizenship activities.

6.1.3.2 All employees of the Company have the responsibility and authority to initiate action that could result in positive community involvement.

6.1.4 References - SOP 6.1

6.2 SAFETY and HEALTH

6.2.1 Policy

It is the policy of the Company to be dedicated to good safety practices and to provide information and resources in order for its employees to follow good health practices.

6.2.2 Strategy

6.2.2.1 The Company will establish safety procedures to prevent injuries.

6.2.2.2 The Company will provide a safety committee dedicated to continually reviewing the facility and Company practices with a focus on identifying potential safety hazards and taking proactive measures to eliminate those hazards.

6.2.3 Responsibility & Authority

6.2.3.1 It is the responsibility of every Company employee to practice safe work habits and follow safety procedures in their daily work routine at JJ's facilities and our clients' as well.

6.2.3.2 All employees of the Company have the responsibility and authority to initiate action that could result in preventive safety measures.

6.2.4 References - SOP 6.2