



ALTRONIC RESEARCH INC.

P.O. BOX 249, YELLVILLE, ARKANSAS, U.S.A. 72687-0249

www.altronic.com

QUALITY MANUAL

TABLE OF CONTENTS

<u>TITLE</u>	<u>PAGE</u>
Scope	3
Context of the Organization.....	4
Leadership	6
Planning	6
Support	6
Operation	7
Performance evaluation.....	8
Improvement	8

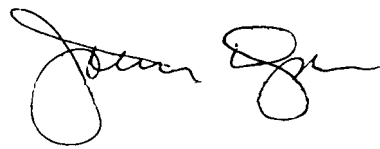
Scope

It is the policy of Altronic Research Inc. to provide the highest quality products and services to our customers.

To ensure that all work is carried out in a manner that provides the highest quality of products and services to our customers, Altronic Research Inc. has put into effect a Quality Management System.

This Quality Manual describes our Quality Management System which complies with the requirements of International Standard for Quality Management Systems: ISO 9001:2015.

All staff is required to be familiar with and understand the Quality System relevant to their own work for Altronic Research Inc. and to follow and comply with the requirements.

A handwritten signature in black ink, appearing to read "John Dyess". The signature is fluid and cursive, with a large initial "J" and "D".

John Dyess, President
Altronic Research Inc.

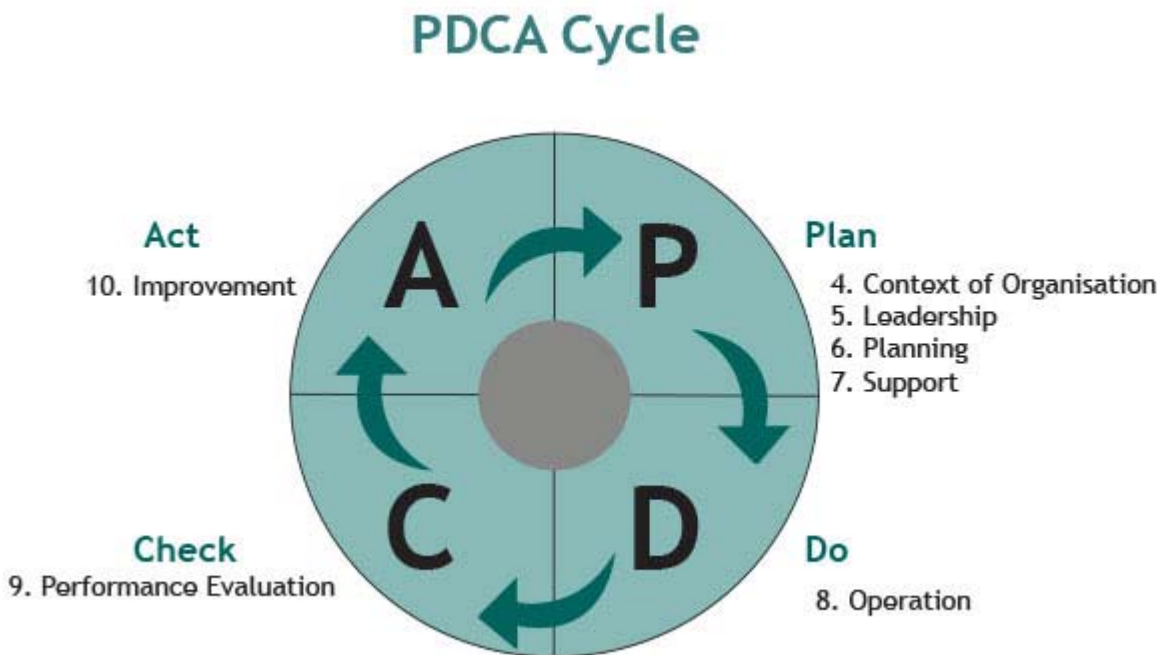
Context of the Organization

Altronic Research is a leader and pioneer in design and development of Radio Frequency (RF) resistors and coaxial substitutionary ("dummy") loads. Dummy loads are used to dissipate the RF power generated by broadcasting equipment when that equipment is being tested "off line." Altronic was the first to design and produce water-cooled coaxial load resistors, and our air-cooled coaxial loads deliver unmatched performance. Our subsidiary company, Power Film Systems Inc., manufactures our resistors and enhances our ability to provide quality products. The majority of our customers are in the commercial broadcasting industry - television and radio, as well as for military communications, radar installations and scientific experiments involving lighting or laser research.

Altronic Research is committed to the work of achieving quality goals and meeting the demands required of a world class manufacturing company. Throughout the 50 years in business, Altronic has developed a range of new products which has contributed for the development and expansion of its business across the world. Altronic strives for continuous improvement through innovation, integrity and teamwork excellence. Our commitment involves improving our customers' competitive capabilities by being a long-term partner providing the highest value, top quality products and services worldwide.

As a tool in developing, implementing and improving our Quality Management System, Altronic utilizes the PDCA approach:

The following illustration shows how this relates to the ISO Standard:



Quality Management Principles:


The Plan Do Check Act cycle centers on the seven Quality Management Principles of ISO 9001:2015

1. Customer Focus
2. Leadership
3. Engagement of People
4. Process Approach
5. Improvement
6. Evidence Based Decision-Making
7. Relationship Management

These principles are utilized as an overall guide in our Quality System.

Altronic Research has set up its own procedures in our Terms and Conditions of Sale. This procedure governs all issues relating to customer complaints including responsibility, warranty, fair dealing, after sales service, product repair, and shipping.

Our manufacturing process chain is outlined in the chart following:

 ALTRONIC RESEARCH INC. P.O. Box 249, Yellville, AR 72687 (870) 449-4093				
SUPPLIERS	INPUTS	PROCESSES	OUTPUTS	CUSTOMERS
P.F.S.– Resistor supplier (subsidiary)	Purchase orders placed by phone, fax, email	Work orders created in production software	Completed assemblies/ products as ordered	Radio / TV stations
Multiple material suppliers for raw material	Specifications required by customer and/or specifications according to product specs on website	Work orders/prints delivered to appropriate work stations	Test records	Government agencies/ defense
Multiple suppliers electrical /electronic components	Repairs	Parts/assemblies manufactured according to specifications/drawings	Manuals	Testing Labs
	Shipping requirements	Testing/measuring for accuracy according to specifications		RF Generators for Industrial & Semiconductor Mfg.
		Labels, SN#, Model #s etc. applied		
		Shipping pickup scheduled Package for shipping		

All Altronic Research products are backed up by user manuals supplied with the products and on our website. These are model-specific to provide an accurate presentation of installation, maintenance and repair instructions, and technical information. The revision status of the manuals are maintained and updated on the website as changes are made. Product information is supplied on our website.

Leadership

The philosophy of the owner focuses on customer satisfaction having the highest priority for all employees. He not only wants satisfied customers as his daily partner but he also wants customers to believe that his employees not only understand customer problems but regards those problems as their own. The owner and all employees are ultimately responsible for total quality. With quality being a high priority, the owner strives to communicate the importance of the Quality Management System and devotes the time, personnel and resources necessary. Continual improvement is encouraged.

Altronic Research operates under a number of regulatory and accrediting agencies such as U.L., Department of Labor, and OSHA, as well as European Union regulations including C.E., RoHS, WEE, and REACH. We also are in communication with the State of Arkansas, and the Chamber of Commerce. Staff has been assigned the responsibility of staying abreast of these regulations and changes as they occur as relates to our products and services worldwide.

Planning

Altronic is a small company and has been in business in the same location for 35+ years with long-term employees, producing the types of relationships that allow interaction in many areas. With at least an annual review of the Quality Management System, opportunities for improvement can then be determined and acted upon.

The key requirements of Altronic customers are quality and dependability of product, on-time delivery, and ability to meet customized requirements and needs. Product and customer service quality has been a priority for Altronic from the beginning of the company and has continued to be an ongoing pursuit. This newly revised Quality Management System document further reinstates our commitment to quality throughout the organization. Practices are in place and ultimately all employees are responsible to carry out the system.

Integrity of the Quality Management System is maintained by the company protected server which contains our orders, inventory and production data, financial records, and test records. This data is routinely backed up to external storage.

Support

Altronic's Quality Management System is working to maintain compliance with ISO 9001:2015. At this time, we have chosen not to become certified. If business needs require certification, this will require assistance outside the company.

Everyone in the organization is ultimately responsible for total quality. Job descriptions have been created listing types of tasks or jobs each employee must be able to perform and may include specific types of experience, training, skills and/or other abilities needed to qualify for each job position. Altronic provides on-the-job and outside training as needed.

We utilize a variety of state-of-the-art equipment, including CNC's, CNC mills, computerized shears, automatic cut-off saws, rubber ceramic cutters, grinders, drills and welding stations. Employees have been given flexibility in the design and workflow of their areas. Flexibility extends, to a degree, to the scheduling of the workflow.

Manufacturing performance measures are made primarily by work order. Assembly processes are guided by engineering drawings and operations documents and a checklist of final inspections are made on every item by the entire assembly team.

Quality workmanship is a philosophy within the company and is emphasized during meetings and company communications. Our long-term key employees have attained much knowledge of the business and industry. Regular correspondence with customers and peers also helps in keeping the company abreast of changing developments in the industry. Our close relationship to the regulatory and community organizations keeps us informed of proposed changes and issues which impact our business.

Operation

Product information, sales contact information, technical literature and product manuals are on our internally monitored website. Most of our products are industry specific and have been designed to meet customer requirements as they tend to be the experts in the application of the product. Altronic Research continues to make a wide variety of made-to-order individualized loads to meet specific customer needs, along with new and changing product lines to remain competitive in the world market. Our warranty, terms and conditions of sale, servicing/repairs are all determined prior to production

A CAD/CAM system is utilized to create and maintain product drawings along with a computerized database of manufacturing information that is used to generate drawings and bills of materials for production. The identification of Altronic products is by model number and serial number and is documented throughout the production process from applicable drawings, specifications, or other documents, during all stages of production, delivery and assembly. Identification of the product is also specified and maintained for warranty purposes.

Quality products and loyalty from our suppliers is crucial to our success. Communicating with our suppliers about our products and needs is an ongoing effort. Altronic has a strong base network of suppliers developed over many years.

Altronic arranges for the protection of the quality of product after final inspection and test. Areas in our facility are designated for raw materials, in-process and finished products. Experienced employees in our secure shipping/storage areas handle products to prevent damage or deterioration pending use or delivery. No product is shipped until all the testing and packaging has been satisfactorily completed and the associated data and documentation is available and authorized.

The delivery of our products is monitored, both internally and externally, by Altronic Sales and Customer Service Departments who inquire with selected customers to make sure our shipments are being delivered and insured by the trucking/delivery companies (selected as approved vendors or chosen by the customer) in a timely manner and in good physical condition.

Our products are considered safe for the environment and for long-term use; therefore not normally disposed or recycled. Altronic Research operates under regulatory agencies such as U.L., E.P.A., and OSHA, as well as European Union regulations including C.E., RoHS, WEE, and REACH.

Performance evaluation

Altronic customers require quality and dependability of product, on-time delivery, and ability to meet customized requirements and needs. Our customer feedback provides valuable insight into our level of customer satisfaction.

Internal analysis of data obtained from our monitoring system is used to determine our objectives of conformity and quality of our products. Internal audits, management reviews, and various departmental meetings offer opportunities for improvements discovered in the process. Follow-ups include the verification of the actions taken and recording of the results.

Improvement

Altronic Research recognizes that customer satisfaction is our key objective and that all members of the organization are ultimately responsible for customer satisfaction. To assure that satisfaction to the highest degree, we follow up our product delivery with personal contact, either by phone or through correspondence. Employees are empowered to suggest any opportunities for improvement.

Nonconformities whether identified by the customer, owner or employee are acted upon as soon as possible to determine the cause and the means to correct it. Corrective actions are reviewed during Management Reviews and other company meetings as necessary to prevent similar quality issues from reoccurring.

Continual improvement is achieved by evaluating the results of all quality monitoring as established in Altronic Research's Quality Management System including processes and work operations which effect product quality, audit results, quality records, service reports and customer complaints. The information serves to detect, analyze and eliminate potential causes of nonconforming product, as well of levels of customer satisfaction. This is essentially the essence of the Quality Management System to continually improve the company as a whole, and to monitor the effectiveness of the program overall.