

**QUALITY MANAGEMENT SYSTEM
MANUAL**

Number: Quality Manual
Revision: B ECO 23-028
Functional Approval: Schscha Lofquist 2-15-23
Department Approval: Brian Finn 2-15-23
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CRANDALL STATS AND SENSORS, INC.

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INTRODUCTION

Crandall Stats and Sensors, Inc. has a quality management system that satisfies the needs of its customers and improves the management of the company. As a means of implementing and demonstrating the defined processes, a quality management system has been established addressing all the requirements of ISO 9001:2015. This quality management system has been implemented, maintained and improved by the organization.

This quality management system manual serves several purposes, including:

- Providing a definition and description of our quality management system.
- Outlining general procedures for all activities comprising the quality management system.
- Presenting our quality management system to our customers, to inform them what specific controls are implemented to assure product quality.
- Presenting our quality management system to our suppliers so that they will better understand our company's expectations and requirements for incoming product.

Reproduction of the entire text of the requirements of ISO 9001:2015 in this manual is considered by the organization to be a non value-added activity. Since the organization's quality management system is designed to conform to that International Standard, the wording of that document is considered to be part of this manual by reference.

This manual addressed additional information that describes more details pertaining to the system used to conform to the requirements of the International Standard as well as the organization's customers.

Crandall Stats and Sensors, Inc. has prepared quality management system procedures that describe the details of activities required to effectively implement the quality management system. The range and extent of these system procedures is based on such factors as the company's type and size, the complexity and interaction of the processes, the methods used and the skills and training of personnel involved in performing the work. These procedures describe the activities required to implement the quality management system including the sequence and interactive nature of the processes necessary to ensure the conformity of the product and instructions that describe the operating practice and control of process activities.

CROSS REFERENCE OF PROCEDURES

All quality management system procedures are referred to in a table showing the section(s) of ISO 9001:2015 to which they pertain. See Master Document List for location.

QUALITY POLICY

See Master Document List for location.

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QUALITY MANAGEMENT SYSTEM SCOPE STATEMENT

Design and manufacture of thermostats, sensors, electro-mechanical products/assemblies, wire sets and thru-hole PCBs.

DETAILS OF AND JUSTIFICATION FOR EXCLUSIONS FROM THE QUALITY MANAGEMENT SYSTEM

<i>Not Applicable ISO 9001:2015 Clause(s)</i>	<i>Details of Clause</i>	<i>Justification for Not Applicable</i>
Section 8	Servicing provisions only, all other requirements apply	Crandall Stats and Sensors, Inc. does not have servicing within its scope, since customers do not require post-sale servicing for products.

DESCRIPTION OF INTERACTION BETWEEN QMS PROCESSES

See CS&S Process Flow Diagram, refer to Master Document List for location.