

# WDL Systems LLC Quality Manual



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WDL Systems LLC is an Embedded/Industrial computer distributor located in North Carolina. WDL Systems is committed to attaining and maintaining ISO 9001:2015 certification. WDL Systems is currently in the process of obtaining certification. This quality manual is a reflection of that commitment. Until WDL Systems is ISO 9001:2015 certified the contents of this document are subject to change and alteration with information added and or removed.

## 1.0 Forward

This manual is issued to describe the Quality Management System of WDL Systems LLC (hereinafter referenced as WDL). The manual numbering is structured to match the standard. The Quality Manual is issued and controlled by WDL's Quality Department. WDL's Quality Management System serves to improve customer satisfaction, fulfill quality objectives, and facilitate continual improvement. It is the responsibility of the Managers of Quality to ensure that this manual is maintained as a current reflection of the WDL Quality Management System.

WDL Systems believes in providing design engineers and buyers of computer systems, boards, modules and peripherals the best possible service, regardless of the size of the customer or the size of the order. WDL Systems' product lines include industrial and embedded computing products. Our primary focus is AI, Industrial IoT and Edge Computing applications. Our solutions include GPGPUs, computer-on-modules, single board computers, industrial computers, industrial memory products, wireless communications products, automation controllers, as well as test and measurement products and Specialty products.

## 2.0 Introduction

Since 1990, WDL's knowledgeable sales and support staff have been meeting the customer's needs with appropriate technical and business solutions. WDL offers a secure e-commerce and account management system, and our sales team still answers the phone. WDL returns calls and emails, digs up hard-to-find technical information and provides customization services. WDL serve the customer's business needs with flexible credit terms and purchasing arrangements. From student to senior engineer, the customer have our attention and WDL is dedicated to identifying and supplying the appropriate solution.

WDL recognizes the enormous environmental and social challenges facing our community, country, and world. We are committed to being environmentally conscious and socially aware in our business and hiring practices.

## 3.0 Terms and Definitions

3.1 Counterfeit Part: An unauthorized copy, imitation, substitute, or modified part (e.g., material, part, component), which is knowingly misrepresented as a specified genuine part of an original or authorized manufacturer.

3.1 Critical Items: Those items (e.g., functions, parts, software, characteristics, processes) having significant effect on the provision and use of the products and services; including safety, performance, form, fit, function, productivity, service life, etc.; that require specific actions to ensure they are adequately managed. Examples of critical items include safety critical items, fracture critical items, mission critical items, key characteristics, etc.

3.2 Documented Information: Information required to be controlled and maintained by WDL and the medium on which it is contained.

3.3 External Provider: External Supplier, provider that is not part of WDL.

3.4 Human Factor: Characteristic of a person having an impact on an object under consideration. Characteristics can be physical, cognitive or social.

3.5 Interested Party: Stakeholder, person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity.

3.6 Key Characteristic: An attribute or feature whose variation has a significant effect on product fit, form, function, performance, service life, or productivity, that requires specific actions for the purposes of controlling variation.

3.7 Objective Evidence: Data supporting the existence of something.

3.8 Product Safety: The state in which a product is able to perform to its designed or intended purpose without causing unacceptable risk of harm to persons or damage to property.

3.9 Quality Planning: Part of Quality Management focused on setting quality objectives and specifying necessary operational processes, and related resources to achieve the quality objectives.

3.9 Regulatory Requirement: Obligatory requirement specified by an authority mandated by a legislative body.

3.10 Risk: Effect of Uncertainty.

3.11 Special Requirements: Those Requirements identified by the customer, or determined by WDL, which have high risks of not being met, thus requiring their inclusion in the operational risk management process. Factors used in the determination of special requirements include product or process complexity, past experience, and product or process maturity. Examples of special requirements include performance requirements imposed by the customer that are at the limit of the industry's capability, or requirements determined by WDL to be at the limit of its technical or process capabilities.

3.12 Statutory Requirements: Obligatory requirement specified by a legislative body.

## 4.0 Context of WDL Systems

### 4.1 WDL and Its Context

WDL has determined the external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended results of its Quality Management System. WDL monitors and reviews information about these external and internal issues. (**Procedure Schematic Pending**).

### 4.2 Understanding the Needs and Expectations of Interested Parties

WDL has determined the interested parties and their requirements that are relevant to the QMS. WDL monitors and reviews information about these interested parties and their relevant requirements. (**Documents information on interested parties pending**).

### 4.3 Scope of the Quality Management System

WDL is a global Authorized Distributor of Embedded/Industrial PC, Electronic Components, Supplies and Equipment. Our full offering is viewable on our website.

WDL distributes Commercial off the Shelf Parts. WDL also distributes Defense Articles under ITAR.

WDL does not design or manufacture Embedded/Industrial IPC, Electronic Components, Supplies and Equipment, etc., it distributes. Therefore section 8.3 Design and Development of Products and Services, section 8.4.3 (g.) design and development control and sections 8.5.5 (f.) collection and analysis of in- service data and (g.) control, updating, and provisions of technical documentation relating to product use, maintenance, repair, and overhaul are not applicable to the scope of WDL's Quality Management System. As an Authorized Distributor, WDL performs no work off-site, therefore section 8.5.5 (h.) is not applicable to the scope of WDL's Quality Management System

WDL purchases parts for distribution from over 30 manufacturers.

WDL operates from one office and uses that office for sales and technical support and warehousing. Our office is located at:

WDL Systems, LLC,  
220 Chatham Business Dr  
Pittsboro, NC 27312

WDL distributes to greater than five thousand customers in multiple countries and to a broad number of industries including hobbyist, education, research, retail, transportation, robotics, AI, communications, factory automation, military, aerospace, etc. Customer requirements are reviewed and agreed on between WDL and the Customer. WDL's QMS is implemented to perform authorized distribution which can be limited by Distribution Agreements with Manufacturers.

## 4.4 Quality Management Systems and its processes

### 4.4.1 General Requirements

WDL has established, documented, and implemented a Quality Management System which is continuously maintained for effectiveness and process improvements in accordance with the requirements of SAE AS9100D/ISO 9001:2015. (**Full Certification Pending**).

- a. The processes needed to operate the Quality Management System have been determined and documented. Inputs and outputs of key processes are documented in the Turtle Diagrams.
- b. The sequence and interactions of these processes has been determined. See appendix (**Pending**) for an overview. See QMS turtle diagrams and procedures for more detail (**Pending**).
- c. The criteria and methods needed to ensure the operation and control of these processes is documented and effective. Criterion is defined in the procedures and is in line with the Quality Policy and Quality Objectives. Methods include Internal Audit and Quality Reports.
- d. Information and resources to support the operation and monitoring of these processes is available (**Pending**). Management is committed to properly resource the Quality System and Information Systems of the company.
- e. Responsibilities and authorities have been assigned for the QMS processes. Documented in this manual, the procedures, FMEA, Turtle Diagrams and job descriptions (**Pending**).
- f. Risks and Opportunities are addressed in all planning for the QMS. See section 6.1.
- g. WDL monitors, measures where applicable, and analyzes these processes.
- h. Based on these measurements and controls, WDL will evaluate the results and implement actions necessary to achieve intended results and continual improvement of these processes.
- i. And improve the processes and QMS through audits, corrective actions and process improvement initiatives.

**4.4.2** These processes will be managed by WDL in accordance with SAE AS9100D/ISO 9001:2015. A description of the processes needed for the QMS, their application, sequence and interaction is documented in appendix A, the Turtle Diagrams and procedures (**Pending**).

**4.4.3** Records and information will be retained to support the operation of the QMS and ensure the QMS is being executed as planned.

**4.4.4** The Quality Management System will address customer and applicable statutory and regulatory requirements

## **5.0 Leadership**

### **5.1 Leadership and Commitment**

#### **5.1.1 Leadership in General**

Senior Management is committed to developing, resourcing, operating, and maintaining an effective Quality Management System. The Quality Policy, Quality Objectives, and Management Review serve as evidence of this commitment. Through company meetings, employees learn the importance of meeting customer requirements and having an effective Quality Management System.

Senior Management has established a Quality Council. Members of the Quality Council are as follows:

**(Subject to Change Pending Certification)**

- Manager(s)
- Vice President of Quality (Management Representative)
- Business Operations Department Head
- Products Department Head
- Customer Experience Department Head
- Sales Department Head
- Internet Business Department Head
- Technical Marketing Department Head

a) The Quality Council has full accountability for the effectiveness of the Quality Management System.

b) The council also has established the Quality Policy and upper level Quality Objectives which are compatible with the context and strategic direction of WDL. See sections 5.2 and 6.2.

c) The council has prescribed that the Quality Management System will be fully integrated with all WDL business operations.

d) The council has promoted through this manual, policies and procedures that employees will employ a process control process and risk-based analysis when conducting business.

e) Senior Management ensures the proper level of resources as part of process control.

- f) Senior Management ensures all employees understand the importance of effective quality management and of conforming to the Quality Management System requirements
- g) The council and the rest of management ensure the Quality Management System meets the goals set for objectives. This is accomplished through daily, weekly and monthly review of quality measurements. See **(Pending)** Quality Measurements.
- h) Senior Management engages, directs and supports employees to contribute to the effectiveness of the Quality Management System;
- i) Senior Management promotes continual improvements through the establishment of this Quality Management System;
- j) Senior Management supports all WDL managers with leadership as it applies to their areas of responsibility.

### **5.1.2 Customer Focus**

Senior Management demonstrates leadership and commitment on customer focus by ensuring:

- a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- b) the risks and opportunities that can affect conformity of products and the ability to enhance customer satisfaction are determined and addressed;
- c) the focus on enhancing customer satisfaction is maintained.
- d) product and service conformity and on-time delivery performance is measured and corrective action is taken is objective are not achieved.

## **5.2 Policy**

### **5.2.1 Quality Policy**

WDL's quality policy was developed by the Quality Council to communicate WDL's commitment to quality and meeting customer requirements. It is considered appropriate by Senior Management. The Quality Policy is revalidated at each Management Review meeting.

### **Quality Policy**

WDL Systems is committed to exceeding customer expectations with our customer service excellence, order accuracy and on-time delivery. This is accomplished through our commitment to continual improvement of our processes, services, products and our people.

### **5.2.2 Communicating the Quality Policy**

WDL's quality policy is published in this Quality Manual. This Quality Policy is also posted on WDL's Intranet and posted for employees. The Quality Policy is understood by employees and applied throughout WDL processes. The Quality Manual with this Quality Policy is also published on WDL's website for customer and relevant interested parties. **(Pending)**



### 5.3 Roles, Responsibilities and Authorities

Senior Management has established the responsibilities and authorities for management positions. Managers and Human Resources have established the responsibilities and authorities for sub-managers and employees. These responsibilities and authorities are communicated and understood through the Job Descriptions, Procedures and this manual (**Pending**).

- a) The Quality Council is responsible and authority for ensuring the Quality Management System conforms to the requirements of AS9100/ISO9001 per this manual and (**Pending**) Management Review;
- b) The Management Team is responsible and has the authority for ensuring that the processes are delivering their intended outputs;
- c) The Quality Team is responsible and has the authority for reporting on the performance of the Quality Management System;
- d) The Management Team, including the Quality Council are responsible and has the authority for seeking out opportunities for improvement;
- e) The Service Excellence Team is responsible and has the authority for ensuring the promotion of customer focus throughout WDL;
- f) The Management Team is responsible and has the authority for ensuring that the integrity of the Quality Management System is maintained when changes to the Quality Management System are planned and implemented. See (**Pending**) Process Control for details.

#### 5.3.1 Management Representative

The Management has appointed the Vice President of Quality as Management Representative (**Pending**) for WDL. The Management Representative has the responsibility and authority for oversight of the requirements of Quality Management System. The Management Representative has the organizational freedom and unrestricted access to senior management to resolve quality management issues.

## 6.0 Planning

### 6.1 Actions to Address Risks and Opportunities

**6.1.1** When the QMS was initially planned many of the internal and external issues were present and considered when the QMS was planned and implemented. In addition to the issues, many of the same interested parties we have today were present in the initial planning of the QMS. Risks and opportunities were considered and where appropriate planned for in the QMS. As the QMS has grown and matured, issues and interested parties has also grown. QMS planning was always structured around accessing risks and opportunities. With this new standard, issues and interested parties are better documented and monitored. Planning for new processes and changes to existing processes of the QMS, will consider the issues and the shareholders, and their risks and opportunities.

Planning will include:

- a) give assurance that the Quality Management System can achieve its intended result(s);

- b) enhance desirable effects;
- c) prevent, or reduce, undesired effects;
- d) achieve improvement.

**6.1.2** On existing QMS processes, process owners have taken actions to consider and address issues and the shareholders, and their risks and opportunities. This is documented in the processes FMEA. As new issues or shareholders are identified WDL will plan how to:

- a) integrate and implement the actions into its Quality Management System processes (see 4.4);
- b) evaluate the effectiveness of these actions.

Actions taken to address risks and opportunities shall be proportionate to the potential impact on the conformity of products and services. Procedure (**Pending**) Process Control Procedure describes requirement for Process Control.

## **6.2 Quality Objectives and Planning to Achieve Them**

Management has set strategic top-tier quality objectives for the company, see below. They are consistent with the Quality Policy. Sub-tier quality objectives are established on processes where it is warranted to establish effectiveness of the process. Quality Objectives are reviewed during Management Review and updated as necessary. Quality objectives will be measurable.

Customer Satisfaction

On-Time Delivery

Order Accuracy

## **6.3 Planning of Changes**

Requirements for planning quality objectives and process changes are documented in (**Pending**)

## **7.0 Support**

### **7.1 Resources**

#### **7.1.1 General**

WDL has determined and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the Quality Management System. WDL's management is responsible for identifying and procuring the resources needed to fulfill the requirements of WDL's Quality Management System.

Management considers:

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

## 7.1.2 People

WDL determines and provides the employees necessary for the effective implementation of its Quality Management System and for the operation and control of its processes.

## 7.1.3 Infrastructure

WDL management determines, provides, and maintains the infrastructure necessary for the operation of our processes to achieve conformity of products and services. Infrastructure needs are evaluated and planned during process improvements. Infrastructure needs are also identified in Corrective Actions.

## 7.1.4 Environment for the Operation of Processes

WDL management determines, provides, and maintains the environment needed to meet operations and product requirements, and employee safety. Managers are responsible for the environment within their managed work area. (**Pending Document**) provides the required environmental conditions (temperature and humidity) for products. Employee Safety is addressed in the WDL Systems Safety Manual (**Pending**).

## 7.1.5 Monitor and Measuring Resources

### 7.1.5.1 General

Management determines and supplies the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of services to requirements. WDL ensures that the resources provided:

- a) are suitable for the specific type of monitoring and measurement activities being undertaken;
- b) are maintained to ensure their continuing fitness for their purpose. WDL retains appropriate records as evidence of fitness for purpose of the monitoring and measurement resources.

### 7.1.5.2 Measurement Traceability

**Pending: Procedures are currently being evaluated**

### 7.1.6 Organizational knowledge

WDL has determined the organizational knowledge necessary for the operation of its processes and to achieve conformity of products and services. This knowledge is normally documented in procedures and is available as needed by employees. When addressing changing needs and trends, WDL will consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates.

### 7.2 Competence

- a. Managers and Human Resources determine the required competence for each position. Competence is defined as having the appropriate education, training, and experience for a position. Education, skills and experience for each position is documented in the corresponding Job Description. Training requirements are defined for each position in departmental training requirement procedures.
- b. WDL identifies training requirements during initial hiring and employee performance reviews using education, training, skills, and experience listed in the Job Description and departmental training procedures.
- c. Training is evaluated for effectiveness through departmental training procedures, employee performance reviews and Corrective Action follow-up.
- d. WDL maintains Training Records on each active employee. These records will contain objective evidence of an individual's education and training. See procedure (**Pending**)

### 7.3 Awareness

WDL employees are made aware of the relevance and importance of their work performance and how this supports WDL' Quality Objectives and the Quality Policy.

WDL employees are made aware of the problems created when not following procedures and policies. Managers of processes will make relevant employees aware of process changes, including changes in procedures and programs.

Employees are aware, their contribution to order fulfillment determines customer satisfaction and the success of our business. Following department procedures and employee participation in continually improving our processes, contributes to achieving our Quality Objectives and goals.

ESD, MSL and hazardous material training makes employees aware of their contribution to product and personal safety.

All WDL employees fall under the umbrella of the WDL Systems Code of Conduct and Ethics policy. Employees are aware of the importance of ethical behavior. Communications to employees are through the posting of the codes of conduct and ethics as well as Quality Awareness training and Orientation.

### 7.4 Communication

WDL has determined the internal and external communications relevant to the Quality Management System, including:

- a) what it will communicate;
- b) when to communicate;
- c) who to communicate;
- d) how to communicate;
- e) who will communicate.

#### 7.5.2 Creating and Updating

When creating and updating documents for the Quality Management System, requirements for Identification, format, review and approval for suitability and adequacy are documented in (**Pending**).

#### 7.5.3 Control of Documented Information

**7.5.3.1** Records have been established and are maintained which specifically provide evidence of meeting requirements and the effectiveness of the Quality Management System. This will include records of product origin, conformity and shipment in accordance with customer, statutory and regulatory requirements, where appropriate. Records required by the Quality Management System and AS9100D are controlled to ensure availability and suitability. Records required by processes are listed within local procedures. Records are maintained per Quality Records in (**Pending**) Record Control, and are adequately protected by the record keeper listed within the Quality Records storage requirements.

**7.5.3.2** Procedures posted on (**Pending**) for employees to access and can only be modified by assigned Document Control Coordinators and the Process Owners that have privileges to make changes. Revision History can be found in section 5.0 of procedures. Revision control is specified in (**Pending**).

Obsolete Documents will be marked with “Uncontrolled Copy” or "For Reference Only" when kept for any reason (**Pending**) Document Control Program.

These records will remain legible and will be readily identifiable and retrievable. See procedure (**Pending**) Record Control for a summary of records and the controls needed for identification, storage (suitable to preserve legibility), protection, retrieval, back-up, retention, and disposition.

Procedure (**Pending**) Record Control defines the method for controlling records that are created by and/or retained from suppliers. Documents of External Origin are addressed in procedure (**Pending**) External Document Control.

Documented information within WDL’s enterprise business systems, (Oracles NetSuite) is accessible through password access. Users are granted access to specific applications appropriate to their job functions. Product and customer requirements, and evidence of conformity to requirements, can be found within these systems. Records stored in electronic form have defined back-up procedures. They are secured to prevent unauthorized alteration or change and will not be corrupted due to software system changes. See (**Pending**) Backup Requirements.

## **7.5.4 Quality Manual**

WDL has established and maintains this Quality Manual. The Quality Manual is approved by the Managers of WDL and the Vice President of Quality. This manual includes a scope and exclusions as defined in Section 4.3. In addition to this manual there are procedures required to operate this Quality Management System. In this manual there will be reference to them as appropriate. A full listing of the procedures is available upon request. A description of the interaction between the core processes of the Quality Management System is given in Appendix (**Pending**).

Quality Manual revision history is maintained in Appendix (**Pending**) of this document.

- a. WDL has defined and documented a Quality Policy and Quality Objectives. See sections 5.2.1 and 6.2.

b. WDL has documented, implemented, and maintained the procedures and records required by SAE AS9100D/ISO 9001:2015 and other standards, and procedures and records needed for the effective planning, operation, and control of processes.

c. WDL keeps records required by SAE AS9100D/ISO 9001:2015 and other standards. See procedure (**Pending**) Record Control.

d. WDL employees have access to, and are aware of, relevant Quality Management System documentation and changes.

## 8.0 Operation

### 8.1 Operational Planning and Control

WDL plans, implements and controls the processes required to meet the requirements for providing services and protecting products as planned.

a. WDL has determined the requirements for the products and services in the planning. Additionally Managers that own processes will evaluate the following for possible requirements;

1. personal and product safety;
2. prevention, detection, and removal of foreign objects;
3. handling, packaging, and preservation;

b. Managers that own processes will establish criteria for:

1. the processes; 2. the acceptance of products and services;

c. Managers that own processes will determine the resources needed to achieve conformity of the product and service requirements and to meet on-time delivery services;

d. Managers that own processes will implement control of the processes in accordance with the criteria,

e. Managers that own processes will determine, maintain, and retain documented information as necessary:

1. to have confidence that the processes have been carried out as planned;
2. to demonstrate the conformity of products and services to their requirements;

f. Managers that own processes will determine the processes and resources to support the use and maintenance of the products and services.

g. Managers that own processes will engage with representatives of the affected function, for operational planning and control.

h. Managers that own processes will determine the products and services to be obtained from external providers;

i. Managers that own processes will establish the controls needed to prevent the delivery of nonconforming products and services to the customer.

- j. The output of this planning shall be suitable for the process owner's operations.
- k. When further planning is needed, such as for a corrective or preventive action, or process improvements including when unintended changes occur, managers will follow the requirements of (**Pending**).

### 8.1.1 Operational Risk Management

WDL has planned, implemented and controls, processes for managing operational risk, to the achievement of applicable requirements that includes as appropriate to WDL and the product and services.

- a. assignment of responsibilities for operational risk management,
- b. definition of risk criteria,
- c. identification, assessment and communication of risks throughout operations,
- d. identification, implementation and management of actions to mitigate risks that exceed the defined risk acceptance criteria, and
- e. acceptance of risks remaining after implementation of mitigating actions.

### 8.1.2 Configuration Management

Configuration management consists mostly of unique Part Numbers assigned to parts by both the manufacturer and WDL. If a part materially changes the manufacturer will sell the part to WDL with another unique part number assigned by the manufacturer. Customer assigned part numbers are verified and assigned at time of the order for recording on documents to the customer. Customer part numbers are not part of Configuration Management.

### 8.1.3 Product Safety

WDL as a distributor of parts is limited to passing information on part safety that manufacturers provide to WDL. This is normally Product Change Notices.

ESD and MSL training teaches employees specific storage, handling and packaging requirements for electrostatic discharge sensitive and moisture sensitive products. ESD and MSL training lowers the risk of a product not meeting its intended use, due to improper storage, handling and packaging.

Employees are aware of the importance of personal and product safety by following hazardous materials procedures, for handling, packaging, labeling and shipping requirements. Safety Data Sheets are provided to customers upon request.

### 8.1.4 Prevention of Counterfeit Parts



WDL is an authorized distributor for all items WDL delivers to customers. Manufacturer quality manuals and counterfeit prevention policies will be provided upon request.

## 8.2 Requirements for products and services

### 8.2.1 Customer Communication

- a. WDL maintains a comprehensive website. Applicable product specifications in electronic files are available on the website.
- b. An online catalog and catalog download options are provided to the public on the WDL website.
- c. WDL's ecommerce system emails customers when an order is confirmed, an order has shipped and when an order is cancelled. Communication regarding lead times and delivery dates is provided by WDL sales.
- d. Customers can contact us via phone, e-mail, fax, and mail.
- e. Contract Review functions in Quality (**Pending**)
- f. Customer orders updates and cancellations.
- g. Customers are encouraged to provide feedback to WDL regarding products and services. Customer complaints are handled through the Sales Department.
- h. Surveys are used to measure customer satisfaction.
- i. Product and Service Recalls after orders have shipped
- j. Product Change Notification (PCN) for material, lifecycle, part number and specification/datasheet changes.

### 8.2.2 Determination of Requirements for Products or Services

Basic customer requirements, specific manufacturer and part number, quantity, and delivery service are selected by the customer at the time the order is requested. Post-delivery activity consists of warranty claims, product returns and customer-initiated Corrective Actions.

All applicable statutory and regulatory requirements, such as hazardous material, have been determined and met.

WDL has an Export Management and Compliance Program modeled after the EMCP Guidelines published by the United States Commerce Department's Bureau of Industry and Security (BIS).

Any additional requirements considered necessary, including special requirements and operational risks such as but not limited to, short delivery timeframe, ability and capacity to provide, and new technology, will be

determined and addressed at the time the order is placed by the customer. Customer requirements arising after order placement will be handled on a case-by-case basis.

### **8.2.3 Review of Requirements for Products and Services**

**8.2.3.1** Product Management reviews the applicable statutory and regulatory requirements during their process to introduce products to the inventory.

WDL receives requests from customers to purchase products via two distinct processes. These are through the WDL ecommerce website and sales office.

a. Web Orders - The review of customer requirements through the website is limited to customer selections on the website. Detailed information is provided through the website for the customer to make decisions on meeting their requirements and assessing their risk. If the customer has more specific requirements they will need to contact a sales office directly and make their requirements available to the sales office for review and acceptance.

b. Customer Service Orders – When customers make their requirements available to WDL through our Customer Service Office, WDL will review those requirements for acceptance and risks. Members of Customer Service will review the requirements to ensure they are defined and understood. If a requirement needs clarification or a risk is identified the customer will be contacted for guidance on processing the customer's order.

c. If a customer has no documented requirement the member of Customer Service will review the requirement as the order is placed in the system and make the customer aware of any requirements which cannot be accepted by WDL. If the customer changes the requirements from those previously expressed, this will be reviewed against the previous requirement and any document amended. These amended requirements will be communicated to relevant WDL employees. The record of the acceptance of an order or quote with requirements is recorded by placing the quote or order on the system and executing the quote or order.

d. If upon review WDL determines that some customer requirements cannot be met or can only partially be met, Customer Service will negotiate a mutually acceptable requirement with the customer.

e. Special requirements of the product are normally pre-determined by Product Management. The special requirements are either coded into systems or documented in work instructions.

See Sales and Quote procedures for more detail on these processes. Risk may include obsolescence, end of life, shelf life, transportation issues and others.

**8.2.3.2** Order review and entry records.

**8.2.4** If the customer calls back to change the order, provisions are provided to update the WDL business system and if the order is in the warehouse, notify the warehouse of the change.

## **8.3 Design and Development**

As a distributor, WDL does not design any of the products it sells. WDL excludes Design and Development, it is not applicable to WDL's scope of business in section 4.3.

## **8.4 Control of Externally Provided Processes, Products, and Services**

*Revision 0.2*

## 8.4.1 General

WDL is an Authorized Distributor for the products distributed. WDL purchases industrial computing systems, boards, and peripherals for resale from the original manufacturers. WDL does not manufacture.

a. WDL is responsible for the conformance of the products we sell and processes and services we outsource. This includes product from sources defined by the customer, as applicable. Asset Management is responsible for the management of the product purchasing process, including the purchasing process for any applicable outsourced processes vendors used for repackaging product for inventory. Technical Support is responsible for quoting value added services and the purchasing process when customers request special repackaging services. Warehouse Management and Warehouse Admin(s) are responsible for the outsourced vendor purchasing process, as it relates to preventative maintenance, scrap, calibration and equipment installation.

b. Receiving shall ensure the product from outsourced vendors conform to PO requirements such as kind, count, repackaging type and condition per **(Pending)**

c. WDL will ensure where required that WDL and all applicable suppliers use customer approved special process sources.

d. WDL has identified and managed the risk associated with the external provision of processes, products and services, as well as the selection and use of external suppliers.

e. WDL Purchase Order Terms and Conditions inform suppliers to assure all relevant Purchase Order requirements are flowed down to sub-tier suppliers where required.

### Pending Content

i. WDL determines and applies criteria for the evaluation, selection, monitoring of performance and re-evaluations of external providers to ensure suppliers conform to the requirements defined in our Quality Management System procedures.

#### 8.4.1.1 WDL has:

a. Defined the process, responsibilities and authority for the approval of suppliers and any subsequent changes in their approval status

c. Periodically reviewed Supplier performance

d. Defined the actions to be taken when a supplier fails to meet requirements.

e. Addressed documents of External Origin.

## 8.4.2 Type and Extent of Control

Management shall ensure that externally provided processes, products or services do not adversely affect WDL's ability to consistently deliver conforming products and services to our customers.

Methods of Control:

- a. External Providers are required to meet PO requirements.
- b. Through monitoring measuring and re-evaluating suppliers as described in section 8.4.1 (i) WDL ensures suppliers remain in control.
- c. If a suppliers performance falls below the established goal, action is taken per applicable procedures listed in section 8.4.1 (i).
- d. WDL performs incoming inspection on products purchased for inventory/resale. Inspection consists of verification of count, kind, documentation and condition against packing list, and WDL's Purchase Order. WDL is a dock-to stock distributor.
- e. When discrepancies are found during the Receiving process, the Receiving department will review with the Purchasing Department. (Procedure pending)
- f. Nonconforming or suspected nonconforming product is segregated and returned if necessary. (Procedure pending)

### 8.4.3 Information for External Providers

Purchasing information describes the product to be purchased. For products WDL resells, this requires only an accurate manufacturer or supplier part number.

Products department purchasing requirements are reviewed prior to being communicated to the supplier. (Procedure pending) Purchasing information on other supplies and services that affect quality requirements of the QMS will describe the supplies or services in terms familiar to the supplier. Employees purchasing these supplies and services will, as needed, document and communicate any WDL or Customer requirements. See procedure (Pending) Outsourced Processes for a list of outsourced process vendors.

The following requirements are flowed down to suppliers at WDL:

- a. Requirements regarding the need for the supplier to notify WDL of nonconforming processes, products, and services, and obtain WDL approval for nonconforming product disposition.
- b. Notify WDL of changes in processes, products, or services, changes of suppliers, change of manufacturing facility location and obtain WDL approval.
- c. Flow down to external providers (suppliers) the applicable requirements including customer requirements.

- d. Retain records including retention periods and disposition requirements.
- e. Right of access by WDL, the customer and regulatory authorities to the applicable areas of all facilities and to applicable documented information, at any level of the supply chain.
- f. The importance of ethical behavior
- g. Their contribution to product safety, and product and service conformity.
- h. Requirements for a certificate of conformity.
- i. DPAS prioritization of an order.
- j. Prevent the use of counterfeit parts.
- k. The use of customer-designated or approved external providers, including process sources when applicable.
- l. The control and monitoring activities of the external provider's performance to be applied by WDL.

The following requirements will be addressed as needed.

- a. Requirements for WDL approval of products or services, methods, processes and equipment.
- b. Requirements for competence and qualification of persons.
- c. The need to implement a Quality Management System.
- d. Requirements for the processes, products, and services to be provided including identification of relevant technical data such as specifications, drawings, process requirements and work instructions.
- e. Requirements for test, inspection, verification including process verification, use of statistical techniques for product acceptance and related instructions for acceptance by the organization.
- f. Any requirements for verification or validation activities that WDL or our customers, intend to perform at the external providers premises.
- g. Provide test specimens for design approval, inspection/verification, investigation, or auditing.
- h. WDL approval required for the release of products or services.
- i. Any additional special requirements

## **8.5 Product and Service Provision**

### **8.5.1 Control of Production and Service Provision**

Production of individual orders is planned and implemented by the entering of customer requirements into the computer system. This system along with procedures and approved equipment will control production

and service provision. See Sales and Operations procedures for more detail on these processes. Additionally controlled conditions will include the following, as applicable:

- a. the availability of documented information that describes the characteristics of the products, to be produced, the services to be provided, or activities to be performed;
- b. the results to be achieved at WDL could be presented in the form of a documented procedure or work instruction, process plan, quality improvement plan, or key process performance goals. See (**Pending**) Process Control Procedure;
- c. the use of suitable infrastructure and environment for the operation of processes;
- d. the availability and use of suitable monitoring and measuring resources;
- e. the implementation of monitoring and measurement, at various stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services have been met;
- f. the implementation of release, delivery, and post-delivery activities,
- g. the appointment of competent persons, including any required qualification;
- h. the implementation of actions to prevent human error;
- i. accountability for all products during processing (e.g., parts quantities, split orders, nonconforming product),
- j. the availability of evidence that all operations and inspection/verification activities have been completed as planned, or as otherwise documented and authorized,
- k. provision for the prevention, detection and removal of foreign objects,
- l. the control and monitoring of utilities and supplies (e.g., water, compressed air, electricity, chemical products) to the extent they affect conformity to product requirements,
- m. the establishment of criteria for workmanship, (e.g., written standards, representative samples, illustrations),
- n. the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the output cannot be verified by subsequent monitoring or measurement, see section (**Pending**) for detail,
- o. the identification of in-process inspection/verification points when adequate verification of conformity cannot be performed at later stages such as (**Pending**) Process,
- p. the determined methods to measure variable data at WDL is through measuring key-processes and on-time delivery through continuous data as illustrated on FMEAs and the Quality Metrics page (**Pending**),
- q. the recording of product identification and trace information for product released for shipment, gives WDL the ability to recall and replace product if it is later found that the product does not meet the Manufacturers requirements and specifications.

r. the control and monitoring of identified critical items, including key characteristics, in accordance with established processes. WDL monitors and controls key processes per (**Pending**) (Failure Mode and Effects Analysis) Procedure and specific procedures created for each key process.

#### **8.5.1.1 Control of Equipment, Tools, and Software Programs**

WDL uses many kinds of equipment, tools and software systems to produce an order that conforms to the customer's requirement. The warehouse maintains the infrastructure of equipment through warehouse and preventative maintenance processes. Enterprise software is maintained and controlled through IS processes. Validation of new equipment, tools and software used to automate distribution processes, is validated by the installation vendor in the presence of either the manager of Outbound Operations & Inbound Operations prior to release to WDL operations. Preventative Maintenance is performed per (**Procedure pending**)

#### **8.5.1.2 Validation and Control of Special Processes (**Pending**)**

#### **8.5.2 Identification and Traceability (**Pending**)**

**8.5.3 Property Belonging to Customers or Suppliers** Customer Property at WDL is limited to Customer Personal Data under PCI Compliance.

Customer and supplier owned property, returns, customer and supplier owned drawings and specifications are addressed in (**Document pending**)

#### **8.5.4 Preservation**

WDL preserves the products during production and service provision to the extent necessary to ensure conformity to requirements. Preservation can include identification, handling, contamination control, packaging, storage, transmission or transportation, protection, cleaning, FOD, sensitive devices, marking and labeling including safety warnings and cautions, shelf-life, stock rotations and hazardous materials.

a. Identification - All products WDL distributes are identified with WDL's part number, the manufacturer's part number, or other identifying codes. This identification is recorded at a minimum on the packaging containing the product. When product is repackaged, the package is labeled with the part number.

b. Handling - Product is handled in a manner to prevent physical and electrical damage. Electro-Static Discharge (ESD) and Moisture Sensitive Level (MSL) are taken into consideration as required. Only authorized employees such as Warehouse, Products, Tech Support, and Quality employees handle product. Hazardous products are managed and handled per specific warehouse procedures.

c. Contamination Control - Warehouse employees are trained on FOD awareness and must adhere to FOD guidelines in (**Pending**) Foreign Object Debris.

d. Packaging - Packaging is performed in accordance with written procedures. Whenever possible, material is kept in the manufacturer's original packaging. Standard packaging methods minimize shipping damage to the product while in transit to the customer facility. ESD parts are packaged in ESD protective material and labeled as such. MSL parts are packaged with MSL protection and precautions per warehouse procedures. Packaging requirements will mitigate risk of Foreign Object Damage (FOD).

e. Storage - Material is stored in individual bin locations. The storage areas are clean, neat, and temperature-controlled to the extent necessary to minimize lead contamination and ESD. The condition of products is assessed during the cycle count process. Receipt and withdrawal of inventory is controlled and maintained to assure effective storage of the inventory. All materials with a specified shelf life are controlled to assure their use within the specified period or disposal outside the specified period.

f. Transportation - ESD and MSL product is transported from designated ESD and MSL areas, in protective ESD and MSL packaging. All product is packaged accordingly to prevent damage during shipment.

g. Protection - Where necessary product is protected from ESD and with MSL precautions.

h. Cleaning - WDL sells new products that do not require cleaning.

i. Foreign Object Damage (FOD) prevention, detection and removal – Warehouse employees are trained to detect and remove foreign objects, see ([Document pending](#)) Foreign Object Debris.

j. Foreign Object Debris (FOD) – Basically any debris or other foreign material that does not belong. Foreign Object Debris can damage products, equipment or even cause safety issues, see ([Document pending](#)) Foreign Object Debris.

k. Sensitive Devices - ESD is considered sensitive. When identified by the supplier as ESDS (Electrostatic Discharge Sensitive), the product will be handled, packaged and stored as such.

l. Safety warnings and cautions - Markings and labels to this effect are applied by the supplier and WDL will take precautions to preserve these markings and/or labels. WDL also uses caution labels when packaging MSL and ESD products.

m. Shelf-Life - WDL tracks shelf-life and controls available life on in-stock products, see ([Pending](#)) Shelf Life for Order Pulling.

n. Stock Rotation - WDL actively participates in supplier allowed stock rotation.

o. Hazardous materials – WDL has processes in place to handle hazardous materials and products.

## 8.5.5 Post-Delivery Activities



When determining post-delivery activities, WDL considers:

- a. statutory and regulatory requirements,
- b. the potential of undesired consequences with products and services,
- c. the nature, use, and intended lifetime of its products and services,
- d. customer requirements,
- e. customer feedback, and

f. product/customer support (e.g., queries, training, warranties, maintenance, replacement parts, resources, obsolescence). When problems are reported after delivery, WDL shall take appropriate action including investigation and reporting. WDL will gladly support any request by an end customer for Failure Analysis. We will work with the customer and manufacturer to get the customer an answer. WDL also will perform 8D-Corrective Actions at the request of the end customer.

### 8.5.6 Control of changes

WDL reviews and controls process changes, to the extent necessary to ensure continuing conformity with requirements. Process change can include production equipment, tooling, and software programs. Process change control requirements are listed in (Pending) Process Control Procedure. Planning or making significant changes to our QMS, require a process plan. The process owners are responsible for maintaining process change control documentation.

## 8.6 Release of Orders

WDL is responsible for the release of orders to customers that meet agreed on terms and conditions of sales. WDL is also responsible for compliance with any statutory and regulatory requirements concerning the order and the parts within the order.

### 8.6.1 Acceptance Criteria

Account or Order level acceptance criteria can be entered by Sales. This criteria can include date code requirements, USMCA (formally NAFTA) COO and Aerospace Packing List, as listed in (Pending) Order Coding Guide. Part level criteria is set in the system and can include Export Compliance, Environmental Compliance and Hazardous Material handling, as listed in (Pending) – Inventory Processing Codes.

### 8.6.2 Sales Release of Orders

Orders are reviewed by Sales at the time of entry into the system. Acceptance is verified when the Sales employee executes the order on the system. Web orders are reviewed and accepted by the customer when they check out on the website. The Sales employee's identification is recorded in the system.

### 8.6.3 Order Pulling Release of Orders

Sales orders are sent digitally to the Warehouse with acceptance criteria. Order Pullers are sent specific lines of the order with acceptance criteria wirelessly. They review the acceptance criteria. They release a line of the order when they scan the item. The Order Puller's identification is recorded in the system

### 8.6.4 Shipping Release of Orders

Shipping employees and automated shipping lines review a subset of acceptance criteria and verify the correct lines go into an Order before release. Shipping also ensures correct packing and required documentation is with the order. Release is recorded in the System.

## 8.7 Control of Nonconforming Outputs

**8.7.1** WDL will ensure that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. Non-conforming product at WDL is defined as one of the following:

- Components, Parts, Equipment or Supplies intended for resale or distribution which have been identified by a customer or a supplier as being defective in any way.
- Suspected or confirmed Counterfeit or Unapproved Components, Parts, Equipment or Supplies as defined in AS6496.
- Components, Parts, Equipment or Supplies returned from the customer.
- Components, Parts, Equipment or Supplies which have lost traceability to WDL's computer systems.
- Components, Parts, Equipment or Supplies which have been scheduled for scrap as part of a stock rotation action.
- Orders or Lines not meeting WDL's or a customer's requirements.
- Orders that are not on time

Procedure (Pending) Nonconforming Product Control defines the controls and related responsibilities and authorities for dealing with nonconforming product, the responsibility and authority for the review and disposition of nonconforming product, and the process for approving personnel making these decisions. The nonconformity procedure will also address re-verification and containment, if necessary.

**8.7.1.1** Disposition of Nonconforming Products at WDL are limited to:

- Scrap
- Rejection for return to the supplier
- Rejection for revalidation by the manufacturer

· Submittal to customer for “USE AS IS” disposition WDL acknowledges it has no authority to rework or repair product except MSL product refresh.

8.7.1.2 When product is recalled by the supplier or nonconforming product which has already shipped to the customer is identified as nonconforming, the Product Recall process will be initiated per procedure by Products. Customers will be notified in a timely manner. See procedure (Pending) Product Recall and (Pending) Product Recall in Quality for details.

8.7.1.3 Correcting discrepancies on previously placed orders, are per Sales procedure (Pending) Orders – Correction. Correction Orders are sent to customers to adjust, fix, or replace an order previously sent due to an error or for customer convenience.

8.7.1.4 Product dispositioned for scrap is positively controlled until it can be sent to a recycler and rendered unusable. See (Pending) Turtle Diagram Scrap.

8.7.1.5 Nonconforming product written up on a Service Order, is placed on the Products Hold Shelf for segregation and investigation. See (Pending) Service Orders.

8.7.2 Nonconformity records will be maintained in accordance with the nonconformity procedure and procedure (Pending) Record Control.

## 9.0 Performance Evaluation

### 9.1 Monitoring, Measurement, Analysis, and Evaluation

#### 9.1.1 General

a. WDL monitors and measures key processes which indicate the effectiveness of the Quality Management System. Key processes are the processes identified in the process map see (Pending). Key Processes will have turtle diagrams and a FMEA for risk assessment. The FMEA contains tabs for measurement and analysis results.

b. WDL determines the methods for monitoring, measurement, analysis, and evaluation needed to ensure the Quality Management System meets requirements. See (Pending) Process Control Procedure and (Pending) FMEA (Failure Mode and Effects Analysis) Procedure. Quality System measurements are described in procedure (Pending) Quality Measurements.

c. WDL determines when monitoring and measuring shall be performed. All Key Processes will have a measurement of its effectiveness. See Measurement Process in (Pending) Process Control Procedure.

d. Key Process Owners will have measurement results analyzed and evaluated at a suitable interval, documented, and retained as a Quality Record. The review interval will be documented on the process Turtle Diagram. Appropriate corrective or preventive action will be taken when planned results are not achieved. See Process Analysis in (Pending) Process Control Procedure.

#### 9.1.2 Customer Satisfaction

WDL utilizes survey results to monitor customer’s perception of the degree to which their needs and expectations have been fulfilled; and survey and reports to measure customer satisfaction. The evaluation of

customer satisfaction will include order accuracy, defective product rates, on-time delivery performance, customer complaints and corrective action requests. The results of Customer Satisfaction are reviewed in Management Review. See (Pending) Quality Measurements for more detail

### 9.1.3 Analysis and Evaluation

WDL analyzes and evaluates appropriate data to demonstrate the continuing suitability and effectiveness of WDL's Quality Management System. Analysis is performed on measurements previously discussed throughout this Quality Manual and developed within the Quality Management System. The results of Analysis shall be used to evaluate:

- a. conformity of products and services;
- b. the degree of Customer Satisfaction;
- c. the performance of the Quality Management System;
- d. if planning has been implemented effectively;
- e. the effectiveness of actions taken to address risks and opportunities;
- f. the performance of external providers;
- g. the need for improvements to the Quality Management System.

Once the measurements have been analyzed, any processes not meeting goal will be evaluated to see what process improvement actions are needed. These actions will be listed on the analysis tab, as illustrated in (Pending) Process Control Procedure within the Process Analysis for key processes section. A comprehensive list of these measurements is maintained by the Management Representative. These measurements are also reviewed in Management Review. See procedure (Pending) Quality Measurement for details.

## 9.2 Internal

### Audit 9.2.1

WDL has effectively implemented and maintains an Internal Audit Program, to ensure conformity to our Quality Management System requirements and AS9100D.

9.2.2 The responsibilities and requirements for planning and conducting audits, audit frequency, method, reporting results, appropriate corrections and corrective actions taken, and maintaining records are defined in procedure

## 9.3 Management Review

### 9.3.1 General

Management reviews elements of the QMS on a continual basis. The Quality Council will meet annually at planned intervals to perform a formal Management Review per procedure (Pending) Management Review

Process. Formal Management Review records are maintained as Quality Records per (Pending) Record Control.

### 9.3.2 Management Review Inputs

The following are reviewed as part of Management Review to assess the ongoing suitability of WDL's Quality System:

- a. the status of actions from previous management reviews;
- b. changes in external and internal issues that are relevant to the Quality Management System;
- c. information on the performance and effectiveness of the Quality Management System, including trends in:
  1. customer satisfaction and feedback from relevant interested parties;
  2. the extent to which quality objectives have been met;
  3. process performance and conformity of products and services;
  4. nonconformities and corrective action; 5. monitoring and measuring results;
  6. audit results;
  7. the performance of external providers;
  8. on-time delivery performance;
- d. the adequacy of resources;
- e. the effectiveness of actions taken to address risks and opportunities; and
- f. opportunities for improvement.

### 9.3.3 Management Review Outputs

Management review meeting notes include any decisions/actions related to the following:

- a. opportunities for improvement;
- b. any need for changes to the Quality Management System;
- c. resource needs; and d. risks identified.

## 10.0 Improvement 10.1 General

WDL selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction.

These actions include:

- a. improving our processes to meet requirements as well as future needs and expectations;
- b. correcting, preventing, or reducing undesired effects; and
- c. improving the performance and effectiveness of the Quality Management System.

Improvements can be initiated and implemented through activities such as FMEA reviews, Management Reviews, process change planning and corrective actions.

## 10.2 Nonconformity and Corrective Actions

**10.2.1** Whenever nonconformities occur, including customer complaints, WDL shall:

- a. react to the nonconformity, and as applicable take action to control and correct it, and deal with the consequences;
- b. evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
  - c. reviewing and analyzing the nonconformity;
  - d. determining the cause of the nonconformity, including as applicable, those related to human factors;
  - e. determining if similar nonconformities exist, or could potentially occur;
  - f. implement any action needed, g. review the effectiveness of any corrective action taken; h. update risks and opportunities determined during planning, if necessary;
  - i. make changes to the Quality Management System, if necessary;
  - j. flow down corrective action requirements to an external providers if they are responsible for the nonconformity; and

k. take specific actions if timely and effective corrective actions are not achieved. Corrective actions shall be appropriate to the effects of the nonconformities encountered.

**10.2.2** WDL maintains a comprehensive Corrective Action Program for the Quality Management System, which includes the nature of the nonconformity, subsequent actions taken, and the results of the corrective action(s). See (Pending) Corrective Action Program for details on the Corrective Action Program.

**10.2.2.1** Corrective Action records are maintained as a Quality Record per QS-PR-008 Record Control Procedure.

### **10.3 Continual Improvement**

WDL continually improves the suitability, adequacy, and effectiveness of the Quality Management System by considering the results of analysis and evaluation, the outputs of management review, determining if there are any needs or opportunities to be addressed, and any other appropriate analysis of data. WDL will seek out improvement opportunities. See procedure (Pending) Process Control Procedure for details.