

QUALITY CONTROL MANUAL





QUALITY CONTROL MANUAL

S-P INTERNATIONAL
100 - 5118 North Fraser Way
Burnaby, B.C., V5J 0H1

	Certification Sheet	2
1	History Revisions	4
2	Management Responsibility	5
	2.2 Quality Policy	5
	2.3 Objectives	5
3	Requirements of the System	5
	3.1 General	5
	3.2 Contractor Inspection Representative	6
	3.3 Determining Inspection Requirements	6
	3.4 Purchasing	6
	3.5 Inspection Plan	7
	3.6 Documents for Inspection	7
	3.7 Packing and Packaging	7
	3.8 Records	8
	4.1 Receiving / Incoming Inspection	7
	4.2 Non-conformance Material	8
	4.2 Disposition Non-conformance Material	8
Documents	Incoming Material Verification	9
	Certificate of Compliance	10
	Non-conformance Report	11
	Rejection Tag	12



S-P International
100 - 5118 North Fraser Way
Burnaby, B.C., V5J 0H1

S-P International
200 - 550 Alden Road
Markham, Ontario, L3R 6A8

We hereby certify that this Quality Control Manual accurately and adequately describes the Quality Control Process Program and Procedures that are currently in use at S-P International (B.C.) Inc. and in our opinion meets and/or exceeds the requirements of AQAP4 and CSA Z299.2.



Arthur Baird

Director of Quality Control and Compliance

April 1, 2019

Date

Original Issue Date : January 1993
Revised : April 2019
Revision Number : 4

ALL REVISIONS TO THIS QUALITY CONTROL MANUAL SHALL
BE APPROVED BY THE QUALITY ASSURANCE MANAGER

CERTIFIED COPIES OF THIS QUALITY CONTROL MANUAL
WILL BE HELD ON FILE BY THE
QUALITY ASSURANCE MANAGER

Only uncertified copies of this Quality Control Manual will be made available for distribution upon request. Only the certified copies will be kept up to date with all amendments and revisions. All copies given out to distribution will not be kept updated.

1 HISTORY

Established in 1972, S-P International (B.C.) Inc, (hereinafter referred to as S-P International) is one of Canada's leading suppliers of passive components for the electronics industry. Its products are QPL approved and used by many large, medium and small OEM's supplied to them either directly or through established network of distributors located throughout Canada.

S-P International's products originate from all parts of the world, supplied by world class manufactures, providing some of the following products.

- Carbon and Metal Film Resistors
- Metal Oxide and Power Resistors
- SMD Resistors
- Electrolytic, Film, and Ceramic Capacitors
- Cooling Fans
- Toggle, DIP and Slide Switches
- Small Signal and Zener Diodes
- LCD and LED
- Custom Cables and Enclosures

The company's "Sannohm" and "Sanyo-OHM" resistor lines and "Sanyo-CAP" ceramic capacitor line are product leaders in Canada and have major approvals by some of the largest OEM manufactures in Canada and internationally. Much of the product is supplied on an annual contract basis.

A large portion of the company's business consists of scheduled orders, which are shipped from its large, efficient warehouse in Burnaby to customers across North America. S-P International prides itself on the many awards bestowed on it by major OEM's in recognition of outstanding service, quality product recognition and J.I.T. deliveries.

S-P International is dedicated to the passive component market and will continue to provide quality products to the Canadian and international electronic industry.

S-P International presently has two Canadian locations. Head office and warehouse are located in Burnaby B.C. with a sales office located in Markham Ontario. Associate foreign offices are located in Taipei Taiwan, Osaka Japan, and Kowloon Hong Kong.

The Burnaby facility provides J.I.T. deliveries, bar coding, product testing and value added services such as lead forming and special packaging.



At the end of 2018, S-P international moved into our new, state of the art Head Office and Warehouse, enabling the company to better service its customers.

2 MANAGEMENT RESPONSIBILITY

2.1 GENERAL

All levels of management at S-P International are committed to a total quality system that will promote the highest standards of workmanship while maximizing efficiency and minimizing waste throughout departments in our organization.

2.2 QUALITY POLICY

Our quality policy is to ensure that optimum quality is achieved throughout all facets of our organization and to define the requirements for an inspection system that will provide objective evidence that products and materials we supply and/or manufacture, meet the quality requirements of contracts or purchase orders awarded to the company. These requirements shall be met by the establishment of procedures that will ensure that only acceptable products and materials will be represent for delivery against any contracts or purchase orders. This manual will be reviewed and revised by the Quality Assurance Manager to improve or correct any products that may not reach optimum effectiveness.

2.3 OBJECTIVES

Our objective is to implement and monitor our quality program so as to ensure that all products and services supplied by us meet the specification and qualifications of our customer's orders/contracts. Thus allowing us to ensure with complete confidence that all products going through our facility are of the highest quality, and are safe and reliable for their intended use.

3 REQUIREMENT OF THE SYSTEM

3.1 GENERAL

S-P International shall establish and maintain an effective inspection system to ensure that only acceptable material and products will be present to our customers. We will maintain a documented inspection system capable of producing objective evidence that material and products conform to customer purchase order requirements, whether manufactured/processed by the company, or produced from one of our subcontractors. We shall ensure that essential inspection requirements are determined and satisfied through all phases of manufacture/procurement. The system shall, as a minimum, provide for the detection and removal of nonconforming material either prior to or at the latest stage of processing whereby a characteristic of specification can be observed or



measured. Inspection necessary to demonstrate conformance to contract requirements, wherever performed, is hereinafter referred to as “Last Point” Inspection.

3.2 CONTRACTOR INSPECTION REPRESENTATIVE

S-P International as its representative with the authority to resolve all inspection matters, the Quality Assurance Manager.

3.3 DETERMINING INSPECTION REQUIRMENTS

It shall be the responsibility of the Sales Representative to review and verify that the Quality Assurance and Inspection requirements are in accordance with original quotations, and that these requirements are properly noted under “Instructions” on all sales orders before they are processed.

3.3.1 It shall be responsibility of the Quality Assurance representative to ensure that the appropriate Quality Assurance procedures will be followed and that all contractual requirements can and will be met.

3.4 PURCHASING

3.4.1 Qualified products or proprietary products shall be purchased directly from a manufacture that has met or surpassed the qualification requirements for the product, or an approved “distributor of such manufacture”. The purchase order/contract will clearly indicate the qualification requirements, such as military specification, test reports, certificates of conformance (C of C), etc. It shall be the responsibility of the Sales Representative to ensure that before procurement of product or products, that all parties are working with the same revision of the specifications and/or drawings. Suppliers of QFL'd products and current specification revisions levels shall be verified in the “Global” QPL products list library.

3.4.2 Purchase orders/subcontractors shall contain at a minimum, the following information.

- a) A clear description of the materials ordered, including as applicable:
 - i) The type, class style, grade or other precise identification.
 - ii) The title and other positive identification and applicable issues of specification, drawings, process requirements, classification of defects, inspection instructions, or other relevant technical data.
- b) When pertinent, the following information shall also be included:
 - i) Requirements for documented results of tests performed by the manufacture.
 - ii) Special packing and packaging requirements.

- iii) Information and instructions required when shipment is to be made direct from a subcontractor to a consignee other than S-P International.
- iv) Requirements for government source inspection (G.S.I.)

3.4.3 Amendments to purchase orders shall refer to original purchase order number and shall be processed in the same manner as the original purchase order. All purchase orders and associated reference data, and amendments thereto, shall be available for review.

3.4.4 The purchasing department shall ensure that all product/services purchased and supplied meet all current RoHS, REACH and Conflict Minerals (CMRT) requirements.

3.5 INSPECTION PLAN

The inspection plan shall be such that it provides for all last point inspections necessary to ensure that the contract or purchase order requirements have been met or exceeded.

3.6 DOCUMENTS FOR INSPECTION\

S-P International shall ensure that the latest applicable drawings, specifications, and instructions referenced by the contract or purchase order, as well as authorized changes thereto, will be kept on file.

3.7 PACKING AND PACKAGING

When packaging standards are indicated on the contract or purchase order, the packing/packaging shall be in accordance to such specifications/requirements of the contract or purchase order. If no packaging requirements are indicated, S-P International shall use standard commercial packaging.

3.8 RECORDS

S-P International shall keep individual files for each contract or purchase order.

Each file shall include the following documentation:

- a) Purchase order/contract with all related documentation such as test reports, drawings, part numbers, certificates of conformance.
- b) All inspection reports which in turn shall include all test reports.

4 RECEIVING / INCOMING INSPECTION

4.1 Criteria:

- a) To assure that the material ordered is the correct part number as shown on the purchase order.

- b) To assure that the quantities received match with the packing slips and purchase order.
- c) To assure that there is no obvious damage to received material
- d) To assure the supplier Certificates of Conformance (C of C) or Certified Test Reports have been supplied and are in conformance to applicable specifications.

- e) To assure that all items are marked as being RoHS and or REACH compliant.
- f) To identify and quarantine any or all nonconforming material.

4.1.1 PROCEDURE

Per Appendix “A-1” all materials received will be counted and checked against supplier packing slips, and S-P International pre-receiving report. The material will be visually checked to assure it is free from damage and that original packaging is intact. If requested by purchase order/contract, all Certificates of Conformance (C of C) or Certified Test Reports should be with the shipment and then attached to our purchase order. The correct part number will then be clearly written on all boxes and or unit packages, and then placed into inventory.

4.2 NONCONFORMING MATERIAL

All material found to be nonconforming to this section as outlined in 4.1, shall be placed in the quarantine area and marked as “Nonconforming”.

4.3 DISPOSITION OF NONCONFORMING MATERIAL

All nonconforming material shall be segregated from inventory or the production channel. An area will be established and maintained where only nonconforming material will be kept (Quarantine Area). In the event that disposition of the nonconforming material cannot be made immediately, the material shall be placed in this area. All material in this area will be tagged “REJECT” (Appendix A-9) and must be accompanied by a “Nonconformity” report (Appendix A-7).

Material sent to quarantine from any stage of this Quality Assurance Program will be under the responsibility of the Quality Assurance Manager to initiate corrective action with any supplier or subcontractor when nonconforming material is identified as required by the nature and frequency of the nonconformance.

In the case of material that is to be scrapped, the nonconforming tag will be so inscribed and then forwarded to the Quality Assurance Manager.



INCOMING MATERIAL VERIFICATION PROCEDURE

The following checks are to be done for all material that is received by S-P International.

Should and discrepancies occur, notes should be made on the appropriate receiving report.

- a) Quantities are as indicated on the packing slip.
- b) Part numbers are correct as compared to the S-P International purchase order that the goods were ordered against.
- c) Material is free from any damage and packing is intact.
- d) Certificates of Conformance (C of C), if requested on the S-P International purchase order are attached.
- e) Test reports, if requested on the S-P International purchase order, are attached.
- f) Government Source Inspection (G.S.I.) documentation, if requested on the S-P International purchase order, are attached.
- g) All packaging notes parts are RoHS and or REACH compliant.

This checklist shall remain posted in the receiving department of S-P International, and shall be used as a guide to checking all incoming material.



100 - 5118 N. Fraser Way
Burnaby, B.C. V5J 0H1
Tel: (604) 324-4811
Fax: (604) 324-3184
Email: info@s-pintl.com

CERTIFICATE OF COMPLIANCE

DATE: _____

YOUR ORDER#
VOTRE # DE COMMANDE: _____

OUR INVOICE #
NOTRE # DE FACTURE: _____

CERTIFICATE OF COMPLIANCE

I hereby certify that the whole of the material listed on the above invoice has been inspected and tested and conforms to the drawings and or specifications quoted on your purchase order and is in accordance with all applicable military specifications.

CERTIFICATE DE CONFORMITE

Par la présente, je certifie que tout le matériel listé sur la facture ci-haut mentionnée a été inspecté et testé et rencontre les dessins et ou spécifications mentionnés sur votre bon de commande et est en accord avec toutes les spécifications militaires applicables.

NOTES:



Director of Quality Control and Compliance



100 - 5118 N. Fraser Way
 Burnaby, B.C. V5J 0H1
 Tel: (604) 324-4811
 Fax: (604) 324-3184
 Email: info@s-pintl.com

NONCONFORMANCE REPORT

1 REJECTION

Reference:	Date:	Part Number:
Supplier:	Manufacture:	Part Name:
Quantity:	Quantity Rejected:	Purchase Order Number:
Reason for Nonconformity		
<hr style="border: none; border-top: 1px solid black;"/> <hr style="border: none; border-top: 1px solid black;"/> <hr style="border: none; border-top: 1px solid black;"/> <hr style="border: none; border-top: 1px solid black;"/>		
Inspector:	Stamp:	

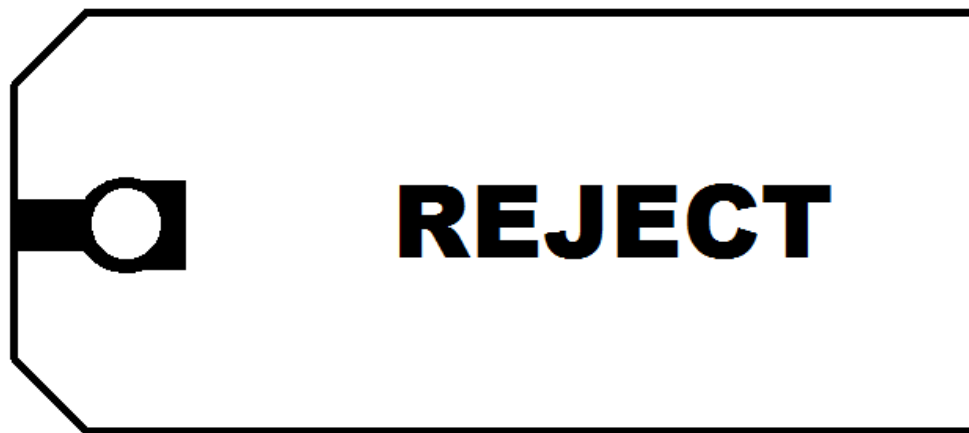
2 REJECTION CHECK AND APPROVAL:

Approved by:	Notes:
Date:	

3 DISPOSITION

Acceptable as is <input type="checkbox"/>	Rework to specifications <input type="checkbox"/>	Rework to instructions below <input type="checkbox"/>	Scrap <input type="checkbox"/>
Specific Instructions:			
<hr style="border: none; border-top: 1px solid black;"/> <hr style="border: none; border-top: 1px solid black;"/> <hr style="border: none; border-top: 1px solid black;"/> <hr style="border: none; border-top: 1px solid black;"/>			
Signed:	Title:	Date:	

REJECTION TAG





Head Office and Warehouse

**100 - 5118 North Fraser Way
Burnaby, British Columbia, V5J 0H1
Phone - 604-324-4811
Fax - 604-324-3184
E-Mail - info@s-pintl.com
Web - www.s-pintl.com**

Eastern Sales Office

**200 - 550 Alden Road
Markham, Ontario, L3R 6A8
Phone - 905-475-5305
Fax - 905-475-5462**

Follow us on: 