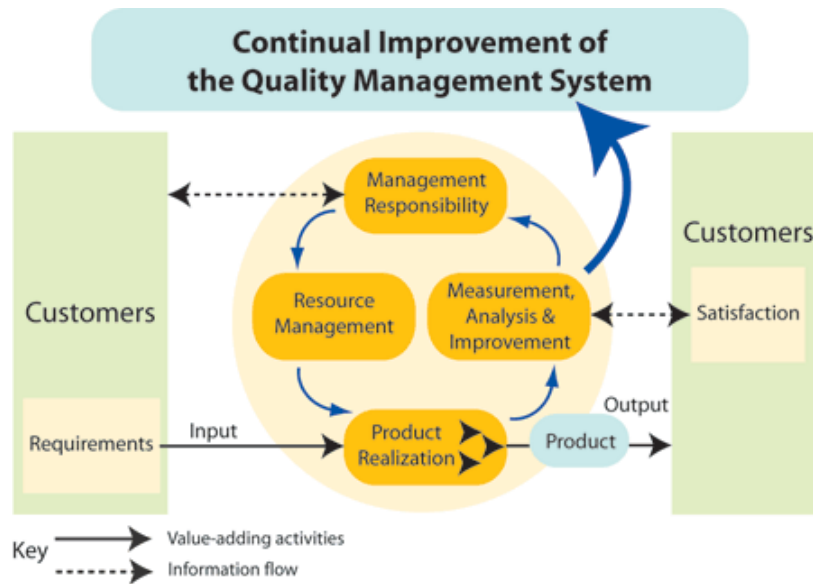


AETRIUM®

Quality Management System Manual



Introduction

It is a strategic decision by Aetrium management to meet and continuously improve two significant business needs:

- Performance expectations of our business partners; investors, customers, vendors and employees
- Accurate and timely documentation used in our daily business operation

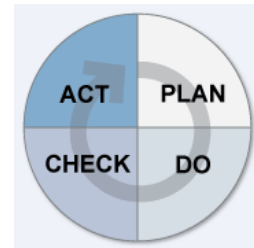
One of the process approaches we will employ is meeting the requirements set forth in the International Standard for ISO9001:2008. It is important the Aetrium Quality Management System is aligned and linked with our related management systems and activities within Aetrium to continuously improve our overall performance. This applies to the design, manufacture, sales, and service of equipment worldwide.

Scope

Aetrium is a leading supplier of test handlers and other proprietary equipment used by the global semiconductor industry to test integrated circuits.

The Aetrium Quality Management System Manual includes Aetrium's statement of:

- Aetrium Vision
- Quality Council membership
- Quality Policy
- Quality Objectives
- Exclusions to the ISO standard
- Quality Principles
- Management Responsibility
- Resource Management
- Product Realization
- Measurement, Analysis, and Improvement
- Reference to established documented procedures, work instructions and forms
- Interaction between the processes



Aetrium strives to continually improve the documentation system.

Aetrium Vision

To relentlessly pursue continuous reduction in cost-of-test for the worldwide electronic component industry.

Quality Council

Quality Council membership consists of the following management representatives:

- | | |
|--|--------------------------------|
| ➤ Quality Manager | ➤ Director Manufacturing |
| ➤ VP – General Manager Handler Division | ➤ HR Administrator |
| ➤ VP – General Manager Reliability Tester Division | ➤ Materials Manager |
| ➤ VP – Worldwide Sales & Service | ➤ Sales Administration Manager |
| ➤ Director Engineering | ➤ Controller |

Quality Policy

We will think, talk and act to achieve continuous improvement in our products and processes, reducing waste and reducing costs, while providing opportunities to our customers, partners and employees, all in a manner which meets the requirements of our QMS and ISO 9001:2008

Quality Objectives

We will utilize a simple, practical, business oriented approach of existing metrics which provides checks and balances of meeting our quality policy. All defined QMS inputs and outputs will be reviewed at [Management Review meetings](#) at least annually, at intervals determined by the Quality Council.

- Continuous product improvement: [Corrective Preventive Action Request \(CPAR\) Metrics](#)
- Continuous process improvement: [Internal Audit Metrics/Management Review Minutes](#)
- Reduce waste – scrap costs: [Control of Non-Conforming Product Metrics](#)
- Reduce costs – ECO: [Engineering Change Control Work Instruction](#)
- Provide opportunities to our customers – customer survey: [Customer Survey Metrics](#)
- Provide opportunities to our partners – partner revenue growth
- Provide opportunities to our employees – training ratio: [Training and Education Metrics](#)

Exclusions

- All Aetrium product outputs are measurable; therefore Clause 7.5.2 (Process Validation) is excluded

Quality Management System Principles

The following eight principles are integrated throughout the company's operating culture.

- Customer focus
- Leadership
- Involvement of people
- Controlled process approach
- System approach to management
- Continual improvement
- Simple and factual approach to decision making
- Mutually beneficial supplier relationship

Management Responsibility

Senior management is actively involved in ensuring quality and providing the vision and strategic direction for growth by:

- Communicating customer requirements throughout the company: [AETQMS-011](#)
- Communicating compliance to statutory and regulatory requirements: [AETQMS-011](#) and verified through quarterly employee meetings addressing Code of Conduct and insider trading through employee handbook.
- Reinforcing and ensuring the quality policy and quality objectives are met ([Management Review meetings](#)):
 - Conducting management reviews
 - Ensuring the availability of resources
- Reinforcing decisions for product improvement including quality are prioritized ([AETQMS-006](#)) as:
 1. People Safety
 2. IC Device Safety (not damaged)
 3. Product conformance to specification
 4. Product line enhancements
 5. Customer unique enhancements

Resource Management

The organization's leadership determines and provides the resources needed to implement, maintain, and continually improve the overall quality as well as enhance customer satisfaction by meeting customer requirements. This is accomplished by:

- Involvement and support of all employees – verified through quarterly employee meetings.
- Annual awareness and training of all employees: [Management Review meetings](#)
- Annual employee performance and competency review in accordance with company & departmental goals – verified by employee handbook and performance review forms.

- Nurture and grow business relationships with suppliers and partners to create growing value: [AETQMS-010](#)
- Periodic planning, review of financial controls and financial results – verified by quarterly executive management reviews.
- Periodic planning and review of facility maintenance, infrastructure, and work environment: [HR004](#)

Product Realization

Throughout product realization, the organizational departments shall, as defined below, interact together to establish, verify, validate, monitor, inspect and test the criteria required for product acceptance including:

- Reviewing customer requirements including product release and post-delivery activities: [SA004](#)
- Evaluate and select suppliers capable to provide parts in accordance with the design requirements: [MAT001](#)
- Ensure both monitoring and measuring equipment are calibrated or verified during periodic intervals: [QA005](#)
- Conducting systematic reviews (as required) during the design stages: [AETQMS-011](#)
- Communicating internally and externally (as required) during the design stages: [AETQMS-011](#)
- Ensure all customer owned property is protected and exercise care when using customer owned property: [SA010](#)

The Sales department is responsible for **documenting** all customer functional and performance requirements, whether specified; not stated, but necessary; or statutory and regulatory.

The Engineering department is responsible for, controlling, maintaining, and verifying product **documentation** and compliance to industry and customer requirements by managing the communication interfaces between groups.

The Materials department is responsible for ensuring product parts are procured and conform to specified product **documentation**. Supplier management and control is applied as appropriate given the significance of the purchased part on the final product.

The Production and Quality departments are responsible for ensuring the products are built per the **documentation** specified in the procedures and maintaining records of production compliance.

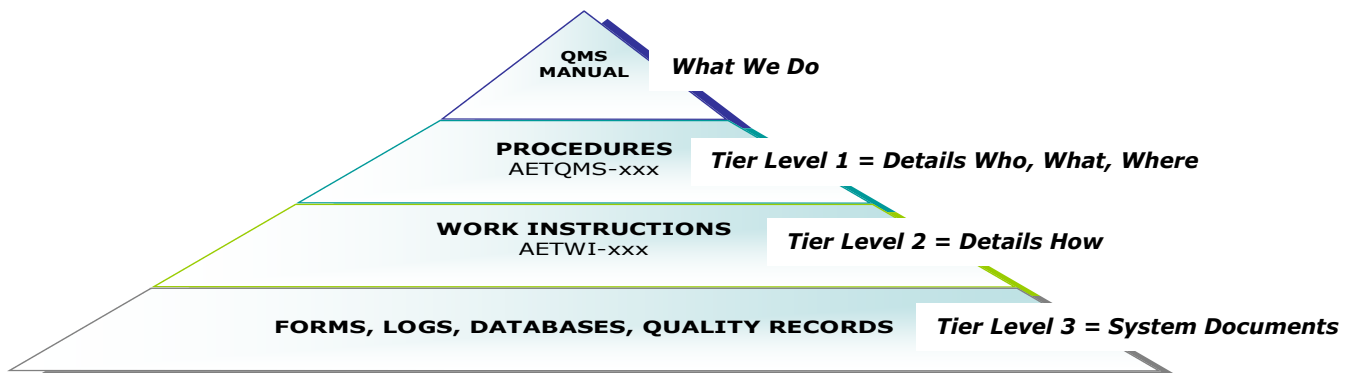
The Service department is responsible for ensuring post-delivery activities of the products are setup and installed per **documentation** specified in the manuals.

Measurement, Analysis and Improvement

Management will measure, monitor, analyze, audit and self assess the conformance to the system and empower its employees to:

- Demonstrate product conformity and ensure any nonconformities are controlled: [QA004](#)
- Track information relating to customer perception on requirement fulfillment: [AETQMS-012](#) & [AETQMS-014](#)
- Monitor data of processes and products: [Management Review meetings](#)
- Self assess conformance to the processes and products: [AETQMS-004](#) and Management Review meetings
- Continually improve through corrective action and preventive action: [AETQMS-006](#)

Documentation Hierarchy and Reference



ISO 9001:2008 Standard ([Guidelines Link](#))

4.0
QUALITY MANAGEMENT SYSTEM

5.0
MANAGEMENT RESPONSIBILITY

6.0
RESOURCE MANAGEMENT

[AETQMS-001 Quality Manual](#)
[AETQMS-002 Document Control](#)
[AETQMS-003 Control of Quality Records](#)

[AETQMS-007 Management Responsibility](#)

[AETQMS-013 Training & Education](#)

7.0
PRODUCT REALIZATION

8.0
MEASUREMENT, ANALYSIS, & IMPROVEMENT

[AETQMS-008 QA Inspection](#)
[AETQMS-010 Purchasing](#)
[AETQMS-011 Product Development](#)

[AETQMS-004 Internal Audit](#)
[AETQMS-005 Control of Non-Conforming Material](#)
[AETQMS-006 Corrective/Preventive Action](#)
[AETQMS-009 MFG Assembly & Final Test Inspection](#)
[AETQMS-012 Installation Verification & Report](#)
[AETQMS-014 Customer Satisfaction Measurement](#)

[AETQMS-015 Sales Forecasting](#)

↑ **TIER 1 – ISO AUDIT PROCEDURES** ↑

↓ **TIER 2 & 3 – SUPPORTING DOCUMENTS (referenced work instructions)** ↓

7.1
PLANNING OF
PRODUCT
REALIZATION

7.2
CUSTOMER-
RELATED
PROCESSES

7.3
DESIGN &
DEVELOPMENT

7.4
PURCHASING

7.5
PRODUCT &
SERVICE
PROVISION

7.6
CONTROL OF
MONITORING &
MEASURING EQUIPMENT

8.1 & 8.2
MEASUREMENT,
ANALYSIS &
IMPROVEMENT

8.3
CONTROL OF
NON-CONFORMING
PRODUCT

8.4 & 8.5
ANALYSIS OF DATA
& IMPROVEMENT

DOCUMENT FOLDER HYPERLINKS
(All supporting WI's & Forms)

[Document Services](#)

[Machine Shop](#)

[Engineering](#)

[QA](#)

[HR](#)

[Sales](#)

[Materials](#)

[Service](#)

[Manufacturing](#)

[Internal Audit](#)

[Management](#)