



Quality Management System Manual

Revision I

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Revision History

Revision	Date	Description
A	April 2011	Original document.
B	August 2012	Updated company address and author title.
C	November 2012	Updated section 2. Updated scope as per the quality certificate and added customer access rights.
D	February 2014	New quality assurance manager.
E	April 2014	Updated quality manual to include process approach management.
F	October 2014	Included special process section (3.2.6). Included CSA Z299.3 standard references in section 3.2.7. Added quality manual review notice in section 3.2.8.
G	September 2015	Addition of Eddyfi Europe location to QMS scope in section 2.1. Sections numbering changes: 3.2.7 become 3.3 & 3.2.8 become 3.4. Addition of a cross-reference table including section 50, Annex B & section 21 of 10 CFR in section 3.3 QMS Process.
H	April 2016	New Quality Policy, Mission, Vision and Values Addition of Eddyfi Corp location to QMS scope in section 2.1.
I	April 2017	ISO standard version change from 2008 to 2015 in sections to 2.1 and 2.3

Mission

Pushing back the limits of electromagnetic NDT.

Vision

A world-class, innovative technology company that aims to be the undisputed leader in advanced NDT inspection technologies.

Our Values

Passion

We take pushing the limits of electromagnetic (ET) technologies to heart. The love of ET physics, superior attention to detail, sheer technical beauty, and forward thinking are at the core of what brings us together as a company. We channel our passion for our science into pushing industry performances to new heights.

Sense of responsibility

We serve clients that perform mission-critical NDT inspections. Very often, clients rely entirely on Eddyfi to meet and surpass their inspection programs and performances. We recognize that new, innovative, or custom solutions may bring unforeseen challenges. Nevertheless and in synch with our clients, we overcome those obstacles to ensure our clients' success. As a company, we live up to our word. No excuses.

Empowerment

Eddyfi's success and emergence was a result of doing what others could not do or simply not envision doing. As entrepreneurs, we leverage the resources around us to create and capture value as opportunities arise. We are smart, agile, and truly connected with our clients. Speed to market and accelerated learning is a crucial competitive advantage. Our work environment is flexible and nurtures this spirit by valuing initiatives and empowerment.

Customer focus

At Eddyfi, customer focus is a critical component of our strategy. Technical intimacy with our customers provide the insights that help us fulfill our mission and develop the next generation of products. Eddyfi's strength lies in the fact that we are a customer-oriented SME with the professionalism and image of a multinational. We are dedicated, diligent, pragmatic in our execution, and we always go the extra mile. We truly believe that if we can't do it, no one can.

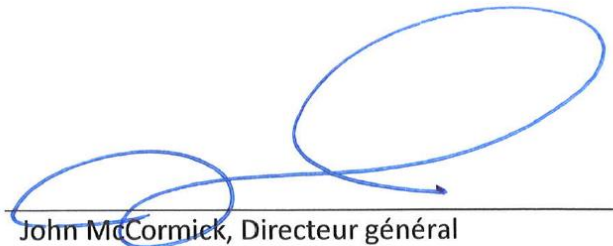
1 Eddyfi's Commitment to the Quality Management System

Eddyfi is committed to the quality management system and policies outlined in this document. This commitment includes, without limitation, the following:

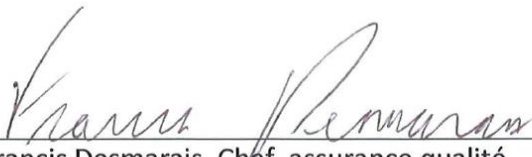
- Establishing and respecting quality management policies that are regularly reviewed to ensure their relevance.
- Increasing customer satisfaction by honoring Eddyfi's commitment to quality.
- Communicating to our employees the importance of fulfilling commitments to our customers, and the applicable statutory and legal requirements.
- Ensuring that quality objectives are set and reviewed on a regular basis.
- Ensuring that the management reviews the quality management system (QMS) on a regular basis.
- Ensuring that resources are available to implement and enforce the QMS.
- Ensuring that qualified personnel are designated to perform QMS tasks, and that the relevant responsibilities are established and communicated.
- Ensuring that communication processes are put in place at Eddyfi and that the communications regarding the efficiency of the QMS are shared. Each department manager is responsible for managing the internal communications processes of his/her department.
- Ensuring that all the personnel having an impact on product quality have the necessary competence, training, and experience.



Martin Thériault, Président et chef de la direction



John McCormick, Directeur général



Francis Desmarais, Chef, assurance qualité



Louis Beaulieu-Charbonneau, Directeur, marketing & produits

2 QMS Organization

2.1 QMS Scope

All Eddyfi activities are subject to the QMS. Processes and activities having a direct impact on product quality take precedence over all other documentation. There are no exceptions to the ISO 9001:2015 International Standards references.

2.1.1 Eddyfi NDT Inc.

2800, Louis-Lumière, bureau 100, Québec (QC), G1P 0A4, CANADA

“Design, manufacturing, calibration, repair, support, and marketing of non-destructive testing (NDT) inspection technologies and related services.”

2.1.2 Eddyfi Europe SAS

110, Allée des Lilas, Bâtiment B - Les Fenières, Parc industriel de la Plaine de l'Ain, 01150, Saint-Vulbas, FRANCE

“Design, calibration, repair, support, and marketing of non-destructive testing (NDT) inspection technologies and related services.”

2.1.3 Eddyfi Corp

812 W 13th Street, Deer Park, TX 77536-3166, United-States

“Calibration, repair, support, and marketing of non-destructive testing (NDT) inspection technologies and related services.”

Beyond the QMS, Eddyfi NDT Inc. also complies with the specific requirements of articles 50 and 21, appendix B of the 10 CFR rules and regulations.

2.2 Quality Policy

Eddyfi is committed to satisfying its customers by continuously improving the performance of its products thanks to the quality and efficiency of its organization. Eddyfi innovates by leveraging mobilized, passionate people with best-in-class knowledge.

2.3 Terms, Definitions, Glossary

Terms, definitions, and glossary are accepted as they appear in the ISO 9001:2015 International Standards.

2.4 Quality Objectives

Eddyfi's quality objectives, without limiting their scope, are aimed at following the *Quality Policy* document. They are defined yearly as part of Eddyfi's strategic planning process. Furthermore, quality objectives are formally reviewed at least once a year as part of the QMS review process.

2.5 Management Representative

Eddyfi acknowledges that the quality assurance manager is authorized to:

- Ensure that the QMS is defined, documented, efficient, and applied according to the quality standards in effect and for which Eddyfi is accredited.
- Report QMS operations to the management and the Improvement Committee, to be used as a basis for continuous improvement.
- Ensure that employees are aware of and trained on the QMS and customer requests.

2.6 Eddyfi Structure

Eddyfi is divided into departments headed by managers. This structure is illustrated by the company's organizational chart, which is accessible on the company network.

Each manager oversees the responsibilities assigned by his/her immediate supervisor. Managers must ensure that all personnel understand objectives, and have the necessary training and resources to reach them.

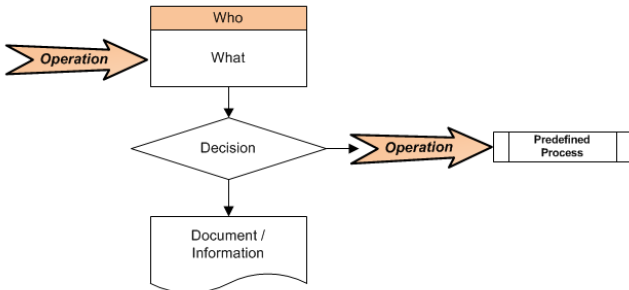
Each employee is accountable for performing quality work, and he/she must perform assigned tasks and responsibilities.

2.7 Customer Access

Eddyfi grants access to its facilities to customers and visitors. Audits and factory acceptance tests are conducted in our offices with pleasure and confidentiality. Our customers and visitors may also visit our vendors upon request.

3 QMS Process Approach

Processes and sub processes are represented by the following diagram:

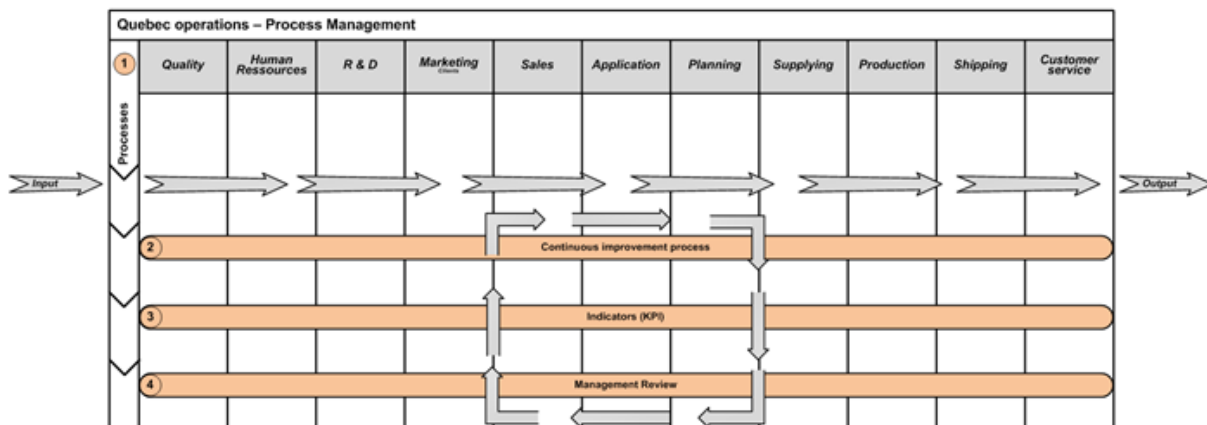


Eddyfi controls external processes (subcontractors) through existing QMS processes.

3.1 Global QMS Quality Plan

Often, the output of a process is the input element of another. The global quality plan favors identifying, interacting, and managing processes. It underlines the importance of:

- a) Understanding and satisfying customer, shareholder, and partner requests.
- b) Making sure that processes add value and eliminate unnecessary expenses.
- c) Measuring process performance and efficiency in relation to business needs.
- d) Improving products and QMS processes.



3.2 QMS-Related Responsibilities

3.2.1 Process Owners

Eddyfi managers perform QMS processes by setting goals and related key performance indicators (KPI). Managers approve business processes according to approved corporate objectives and policies. They also manage the resources (human, financial, and material) necessary to implement, maintain, grow, and improve these processes. In conjunction with other administrators and the quality assurance manager, managers approve decisions affecting other functions and processes to ensure their consistency and integration, as well as their related information systems.

3.2.2 Process Pilots

The process pilot implements, maintains, and updates Eddyfi's QMS. This person is responsible for creating and defining the company's business processes. The process pilot assists the quality assurance manager in ensuring that processes exist, are readily available, and regularly updated. The process pilot also oversees process implementation, maintenance, evolution, and continuous improvement. Finally, the process pilot identifies and analyzes the impacts on the company, and oversees process integration with information systems.

3.2.3 Quality Assurance Manager

The quality assurance manager is the architect of Eddyfi's QMS. This person must make sure that interactions are valid and consistent across all processes. The quality assurance manager performs these tasks with the process owner and the process pilot. The quality assurance manager makes sure that all processes are documented and in line with Eddyfi's business needs. This person also makes sure that controlled QMS documents are communicated. The quality assurance manager acts as the liaison between all the process owners and process pilots to ensure an efficient and relevant QMS.

3.2.4 Employees

All Eddyfi employees are responsible for applying business processes according to their detailed knowledge of certain activities. All employees must be familiar with and apply the quality policy, as well as use QMS processes that apply the scope of their work, as described in the document register.

Each business process also defines responsibilities related to each function — who is in charge of what. Each employee is responsible for identifying and recording any problem related to products and services, as well as communicating incongruities using the prescribed means.

3.2.5 Customer Property

Eddyfi applies the same processes when handling customer property as it does when handling Eddyfi products. Customers are treated as suppliers within Eddyfi's processes.

3.2.6 Special Processes

Wire soldering and wire crimping are the two special processes used in our manufacturing processes.

3.3 QMS Processes

Eddyfi's activities are grouped in the following families and types of processes:

QMS Processes			
No.	Processes	CSA Z299.3 Cross-reference	Section 50, Annex B & section 21 of 10 CFR - Cross-reference
10.01 to 10.99	Top management commitment		I. Organization II. Quality Assurance Program
20.01 to 20.99	Continuous improvement	<i>Quality records, Nonconformance, Corrective action, Statistical Techniques</i>	X. Inspection XV. Nonconforming Materials, Parts, or Components XVI. Corrective Action
30.01 to 30.99	Supply	<i>Procurement</i>	IV. Procurement Document Control VII. Control of Purchased Material, Equipment, and Services
40.01 to 40.99	Documentation management	<i>Documentation</i>	VI. Document Control XVII. Quality Assurance Records
50.01 to 50.99	Audit	<i>Quality audits</i>	XVIII. Audits
70.01 to 70.99	Measurement and test equipment management	<i>Measuring and Testing Equipment</i>	XII. Control of Measuring and Test Equipment
80.01 to 80.99	Order fulfillment	<i>Tender and Contract</i>	V. Instructions, Procedures & Drawings
90.01 to 90.99	Product completion	<i>Inspection and Test Plan(s), Incoming Inspection, In-Process Inspection, Final Inspection, Special Processes, Packaging and Shipping</i>	VIII. Identification and Control of Materials, Parts, and Components IX. Control of Special Processes XI. Test Control XIII. Handling, Storage and Shipping XIV. Inspection, Test, and Operating Status
100.01 to 100.99	Product design and development		III. Design Control

Processes are available to all employees according to their network access. Processes are in <\\SRVDATA\Quality>.

3.4 QMS Documentation

QMS documentation is divided into four categories:

- **Quality manual:** includes the quality policy and the quality plan. The quality manual is reviewed once a year at the quality management review meeting.
- **Processes:** Describe who does what and when.
- **Instructions and forms:** Describe how many tasks to perform and how to perform them.
- **Records:** Demonstrate the operation and effectiveness of the QMS.

