



QUALITY MANUAL

NORTH AMERICA

HEADQUARTERS

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MANUFACTURING

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1. Introduction

This Quality Manual describes the policies and company-wide control system of the PEI-Genesis Quality Management System (QMS). The QMS described in this manual meets the requirements of the ISO 9001:2015 and AS9100D international standards.

2. Context of the Organization

PEI-Genesis is one of the world's fastest assemblers of precision connectors and cable assemblies. PEI partners with customers to design engineered solutions that meet specific application requirements and then delivers with speed, service and consistent quality that is unmatched in the industry.

Proprietary automation in mirrored factories around the world allows PEI to assemble, from one of the largest inventories of electronic components, according to commercial, mil-spec and customer-specific requirements. PEI develops custom interconnect solutions that support the harsh environments of the aviation, energy, military, industrial, rail, and other sectors worldwide.

Over 70% of products sold are assembled to order. PEI provides a highly tailored solution shipped fast with a minimum order quantity of one piece. PEI-Genesis is also in the unique position of being the only value-add connector distributor with assembly facilities in North America, Europe and Asia.

With fast shipping and excellent, responsive service, PEI-Genesis provides access to the brands design engineers trust. PEI's line card includes the top global brands in the connector industry, including Amphenol, ITT Cannon, CINCH, Esterline/SOURIAU, and TE Connectivity brands DEUTSCH, Raychem and Polamco.

PEI offers custom cable harness design services and assembly. PEI's Engineered Solutions Group can design and build custom cable assemblies from our extensive inventory of connectors, as well as leverage our more than 40 years of connector expertise. The PEI team engages customers early in the design process and partners through delivery and optimization.

Founded in 1946 by Murray Fisher and Bernie Bernbaum, PEI remains a family-owned company, steeped in the same traditions of innovation, integrity, teamwork, and delivery of excellence to its customers.

Information about external and internal issues affecting the organization's purpose and strategic direction are monitored by evaluating feedback from relevant interested parties (refer to section 3). Context shall be reviewed during Management Review and updated as needed based upon that feedback.

3. Relevant Interested Parties

PEI-Genesis has determined the following internal and external entities are interested parties relevant to the effective implementation of this Quality Management System: Customers, Owners, Board of Directors, Employees, Suppliers, Contractors, U.S. Department of Defense, City of Philadelphia, City of South Bend, Indiana Department of Environmental Management, and other government agencies.

PEI-Genesis monitors and reviews information about these internal and external interested parties and the relevance of the impact of their requirements on the ability to provide conforming products and services. Records of customer, statutory, and/or regulatory information reviewed may be found in but are not limited to: contract/order reviews, management reviews, customer communication(s), corrective actions, strategic business plan meetings, and risk analyses.

4. Quality Policy

PERFORM • **E**VALUATE • **I**MPROVE

PEI-Genesis will provide the fastest delivery and flawless quality that meets or exceeds our customers' expectations.

Our quality objectives are used to build a culture of continuous measurable improvement.

5. Scope of Registration

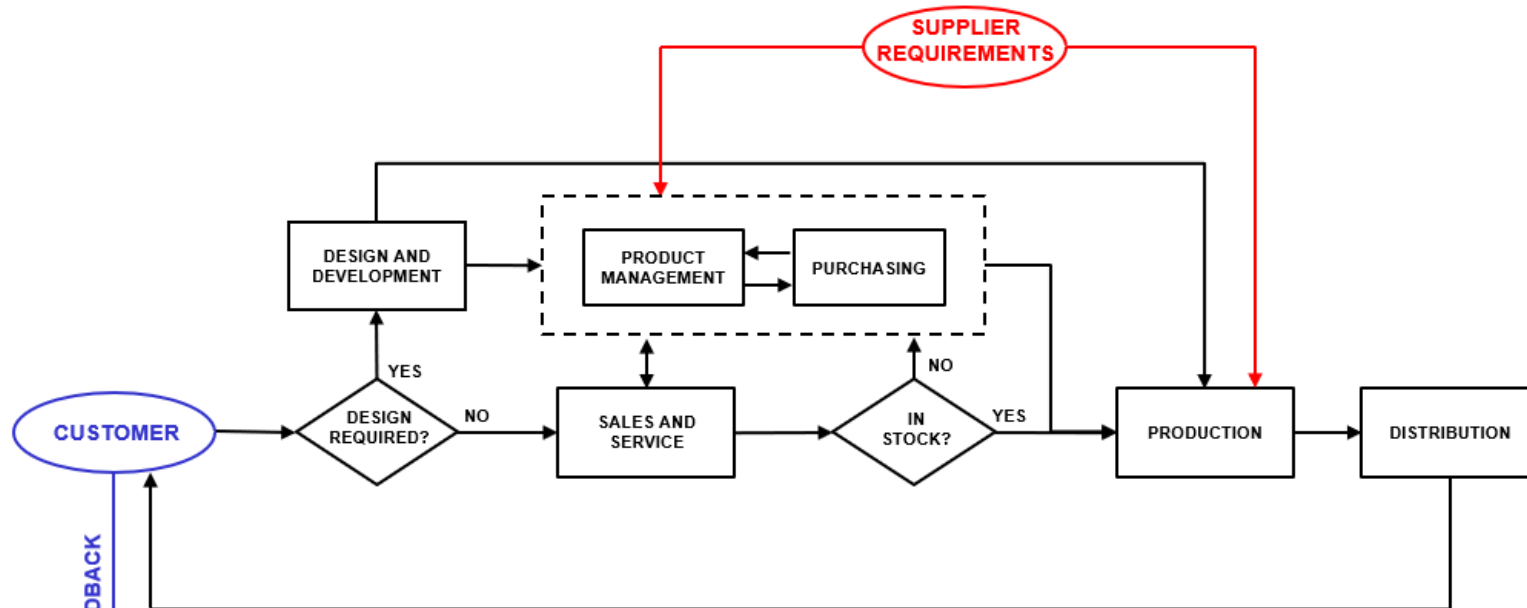
Distribution and Assembly of Connectors and Accessories, Design and Manufacture of Cable Assemblies

Where required, design and development generally applies to assemblies of cables, harnesses and other related products as needed.

Registration applies to:

- 2180 Hornig Road, Philadelphia Pennsylvania, 19116
- 4747 Cleveland Road, South Bend Indiana, 46628

6. Sequence and Interaction of Processes



QMS MANAGEMENT
 Context of the Organization / Leadership
 Planning / Risk Management
 Infrastructure / Training Awareness / Communication / Document Control / Record Control
 Monitoring & Measurement / Internal Audit / Management Review
 Nonconformity / Corrective Action / Improvement

7. Quality Management System Responsibility and Authority

NAME	DESCRIPTION, APPLICATION & RESPONSIBILITY	RELATED CLAUSES
QMS Management	Context, Leadership, Planning, Support, Performance Evaluation, and Improvement <u>Responsible</u> <i>Management and All Staff</i>	4.1, 4.2, 4.3, 4.4 5.1.1, 5.1.2, 5.2, 5.3 6.1, 6.2, 6.3 7.1.1, 7.1.2, 7.1.3, 7.1.4, 7.1.6, 7.2, 7.3, 7.4, 7.5, 8.5.5, 9.1.1, 9.1.2, 9.1.3, 9.2, 9.3 10.1, 10.2, 10.3
Locations	Philadelphia, PA South Bend, IN	All Locations
Clause numbers correspond to AS9100D. Bold red clause numbers indicate primary ownership by that process.		

8. Process Descriptions, Responsibility & Authority

PROCESS NAME	PROCESS DESCRIPTION, APPLICATION & RESPONSIBILITY	RELATED CLAUSES
Design and Development Ref: QPM 021	Design and development of cable assemblies <u>Responsible</u> <i>Director of Operations, NA</i>	6.2, 7.1.4, 7.1.5, 7.1.6, 7.2, 7.3, 7.5, 8.1, 8.1.1, 8.1.2, 8.1.3, 8.2.1, 8.2.2, 8.2.3, 8.2.4, 8.3.1, 8.3.2, 8.3.3, 8.3.4, 8.3.5, 8.3.6, 8.5.1, 8.5.3, 8.5.6, 9.1.1, 9.1.3, 10.1, 10.2
Sales and Service Ref: QPM 020	Quoting, sales, and customer service (All NA Sales segments) <u>Responsible</u> <i>Sr. Director Global Strategic Accounts, VP NA Sales & Engineering Solution, Account Development Manager, Chief Digital Officer, Director of Sales Distribution</i>	6.2, 7.1.4, 7.1.6, 7.2, 7.3, 7.5, 8.1.1, 8.2.1, 8.2.2, 8.2.3, 8.2.4 9.1.1, 9.1.3, 10.1, 10.2
Product Management Ref: QPM 030	Configuration management of franchised products, price & delivery support, supplier relationship management <u>Responsible</u> <i>Director of NA Product Management</i>	6.2, 7.1.4, 7.1.6, 7.2, 7.3, 7.5, 8.1 8.1.1, 8.1.2, 8.2.2, 8.2.3, 8.2.4, 8.4.1, 8.5.1, 8.5.2, 8.5.3, 8.5.6 9.1.1, 9.1.3, 10.1, 10.2
	Configuration management of proprietary products, price & delivery support, supplier relationship management <u>Responsible</u> <i>Product Manager/Applications Engineer Analyst</i>	

Purchasing Ref: QPM 022	Purchasing for franchised products (components) <u>Responsible</u> <i>Director of NA Product Management</i>	6.2, 7.1.4, 7.1.6, 7.2, 7.3, 7.5, 8.1.1, 8.1.4 , 8.2.3, 8.2.4, 8.4.1, 8.4.2, 8.4.3 , 8.5.3, 9.1.1, 9.1.3, 10.1, 10.2	
	Purchasing for proprietary products (components) <u>Responsible</u> <i>Product Manager/Applications Engineer Analyst</i>		
	Supplier approval, supplier evaluation <u>Responsible</u> <i>Quality Manager</i>		
	Purchasing for consumable products <u>Responsible</u> <i>Engineering Manager Production Manager</i>		
Production Ref: QPM 032	Receiving, inspection, order pulling, assembly of connectors & kits, quality assurance, and packaging (excluding cable assemblies) <u>Responsible</u> <i>Director of Operations, NA</i>	6.2, 7.1.4, 7.1.5 , 7.1.6, 7.2, 7.3, 7.5, 8.1, 8.1.1 , 8.1.2, 8.1.3 , 8.1.4, 8.2.1, 8.2.2, 8.2.3, 8.2.4, 8.4.2, 8.5.1, 8.5.1.1, 8.5.1.2, 8.5.1.3, 8.5.2, 8.5.3, 8.5.4, 8.5.5, 8.5.6, 8.6, 8.7 , 9.1.1, 9.1.3, 10.1, 10.2	
	Assembly of cable assemblies, and cable assembly packaging <u>Responsible</u> <i>Director of Operations, NA</i>		
Distribution Ref: QPM 031	Picking and shipping <u>Responsible</u> <i>Director of Operations, NA</i>	6.2, 7.1.4, 7.1.6, 7.2, 7.3, 7.5, 8.1, 8.1.1, 8.1.3, 8.5.1, 8.5.2, 8.5.3, 8.5.4, 8.6, 9.1.1, 9.1.3, 10.1, 10.2	
Process Locations	Philadelphia, PA	South Bend, IN	All Locations
Clause numbers correspond to AS9100D. Bold red clause numbers indicate primary ownership by that process.			

9. Outsourced Processes

Outsourced processes required by the QMS are managed in accordance with the procedure requirements described in the Purchasing Procedure (QPM 022). Outsourced processes required by the QMS may include but are not limited to the following processes:

- Transportation
- Design & Development
- Customs
- Import/Export Compliance
- Calibration
- Preventive Maintenance
- Destruction of Scrap

10. Communication

Communication is a critical element of an effective quality management system. While communication occurs internally and externally continually, the following communications events regarding the quality management system have been established.

What is communicated?	When?	Audience	How?	Sender
Results of registrar audits	Following closing meeting	All employees	Bulletin boards	Quality Manager
Results of customer audits	Upon receipt of results	All employees	Bulletin boards	Quality Manager
Results of internal audits	Following closing meeting	All employees	Bulletin boards	Quality Manager
Process metrics performance	Monthly	All employees	Bulletin boards	Quality Manager
Quality objective performance	Monthly	All employees	BBS	Quality Manager
Compliance to customer expectations (RMAs)	Monthly	All South Bend employees	Department meetings *	Quality Manager
QMS certification	On demand	External	peigenesis.com	Quality Manager
Customer surveys	Upon request	External	As required	Quality Manager
Customer corrective action requests	Upon request	External	As required	Quality Manager
Changes to the quality management system	Upon implementation	Internal	Training, email/posting, department meetings	Subject matter expert

**Note: In the event that large in-person employee gatherings are prohibited (due to county and state health regulations or Corporate mandates), all efforts will be made to communicate this information to the employees in alternate methods.*

AMENDMENT RECORD

REVISION DATE	DESCRIPTION	APPROVAL
20130425	Rewrote ISO 9001:2008 Manual to accommodate the requirements of AS9100C:2009.	Russ Dorwart, Stacy Beaver, Erik Nguyen
20130701	Removed reference to procedure 8.2.1, 7.5.2, and 8.1	Russ Dorwart, Stacy Beaver, Kirsten Byrd
20131112	Removed reference to ISO9001:2008 from cover, updated table in Appendix A.	Russ Dorwart, Stacy Beaver, Kirsten Byrd
20140310	Corrected typos, rearranged Company History section, expanded section 5 Interaction of Processes, updated Appendices A and B.	Russ Dorwart, Stacy Beaver, Kirsten Byrd
20150203	Updated to reflect revised scope. Removed "Internal Auditing" from list of outsourced processes. Synchronized Appendix A and Appendix B.	Russ Dorwart, Stacy Beaver, Kirsten Byrd
20161010	Removed last paragraph of Company History section.	Mike Owens, Stacy Beaver, Kirsten Byrd
20170208	Revised Appendix B to designate Support Process and to correspond to process designations in the Internal Audit Matrix. Removed VP Operations as Document Owner	Kirsten Byrd, Stacy Novotny
20170221	Revised Appendix B to further clarify Support Processes and eliminate boxes around "Customer Requirements" and "Customer Satisfaction". Replaced logo with current version.	Kirsten Byrd, Stacy Novotny
20170228	Revised Appendix A to indicate that location for Customer Complaints is South Bend.	Kirsten Byrd, Stacy Novotny
20170313	Revised Appendix A to indicate that Purchasing occurs in both locations and add Destruction of Scrap to Outsourced Processes	Kirsten Byrd, Stacy Novotny
20171005	Extensive revisions to ISO9001:2008/AS9100C version of manual to accommodate the requirements of AS9100D.	Stacy Novotny
20171218	Changed Management Representative and Director of Quality & Compliance responsibilities to Quality Manager, removed SOTU from communication section. Updated titles in Responsibility & Authority section to reflect recent changes.	Stacy Novotny
20180620	Removed all references to Nogales, Mexico	Stacy Novotny
20191121	Updated Related Clauses to match 40.8.13.3. Updated Responsible Process Owner per the updated Organizational Chart.	Dore Rajski, Stacy Novotny
20201015	Updated IOP to reference Purchasing and Product Management as closer processes, Revised R&A's to correspond to revised job titles (per ICAR 20-0364), Included an * and Note under Communication section (per ICAR 20-0363).	Stacy Novotny