



QUALITY MANUAL

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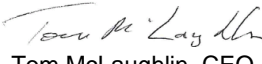
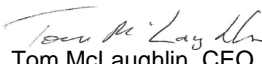
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0.0 Revision History and Approval

Rev.	Nature of change	Approval	Date
0	Original Release	 Tom McLaughlin, CEO	7/11/2016
1	Updated to reflect ISO 9001:2015	 Tom McLaughlin, CEO	11/17/2017

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Elinco International, Inc./Japanese Products Corp. (JPC)

1.0 Background

Elinco International, Inc. manufactures brushless DC motors and routinely adds or provides gears, gearboxes, encoders, lead assemblies, dampers, and electronic assemblies to internally manufactured or externally sourced motors, fans, and blowers.

Japan Products Corporation (JPC) sells and distributes motors, fans, and blowers, and related components, made by Nidec Servo, with emphasis on BLDC motors, fans, and blowers, for leading OEMs and other customers.

2.0 Scope:

The scope of the quality system includes the manufacture and assembly of motors, fans, and blower, as well as the sales and distribution of motors, fans, and blower, and related components including gears, gearboxes, encoders, lead assemblies, dampers, and electronic assemblies. The scope of the QMS applies to our main offices at *1525 Kings Highway East Fairfield, CT 06824* and our manufacturing facility at *480 Barnum Avenue, Suite 12, Bridgeport, CT 06608*.

Exclusions:

Product design is excluded as not applicable to the scope of the QMS at this time, as we are a contract manufacturer and our products are engineered to meet customer requirements based on their designs or industry standards.

Communication relating to the QMS:

The Internal/ External Communication process with respect to the quality management system is management sub-process. Elinco/JPC communicates externally regarding the QMS through several means, including our website (e-jpc.com) where our ISO cert is available for download by our customers; through discussions with customers, suppliers, certification bodies and other interested parties; via the Quality Manual which is made available, upon request, to customer and other interested parties through surveys and other forms of outreach via mailings and/or electronically, etc.

Elinco/JPC communicates internally regarding the QMS through inter-office electronic communication; via shared resources where current QMS documents are made available; through meetings and, as appropriate, postings; via general orientation (when hired) and through the Employee Handbook.

3.0 Quality Policy:

Elinco/JPC underscores our commitment to meeting customer requirements and expectations in our Quality Policy. Our Quality Policy statement is as follows:

“Elinco/JPC is committed to providing leading-edge motors and related components for a variety of commercial applications, and to meeting or exceeding customer requirements and expectations. Elinco/JPC is committed to remaining competitive and customer-focused by continuously improving our management system processes and the quality of the products we provide.”

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4.0 Context of the Organization

Understanding the Organization and Its Context

Elinco/JPC has reviewed and analyzed key aspects of itself and its stakeholders to determine the strategic direction of the company. This requires understanding internal and external issues that are of concern to *Elinco/JPC* and its interested parties (see below); the interested parties are identified per the document **SOP 0.0, Context of the Organization**.

Such issues are monitored and updated as appropriate and discussed as part of management reviews.

Understanding the Needs and Expectations of Interested Parties

The issues determined per 4.1 above are identified through an analysis of risks facing *Enflo* and its interested parties. “Interested parties” are those stakeholders who receive our products, or who may be impacted by them, or those parties who may otherwise have a significant interest in our company. These parties are identified per the document **SOP 0.5, Context of the Organization**, and are managed using our *COTO Log*.

This information is then used by senior management to determine the company’s strategic direction. This is defined in records of management review, and periodically updated as conditions and situations change.

5.0 Description of Processes

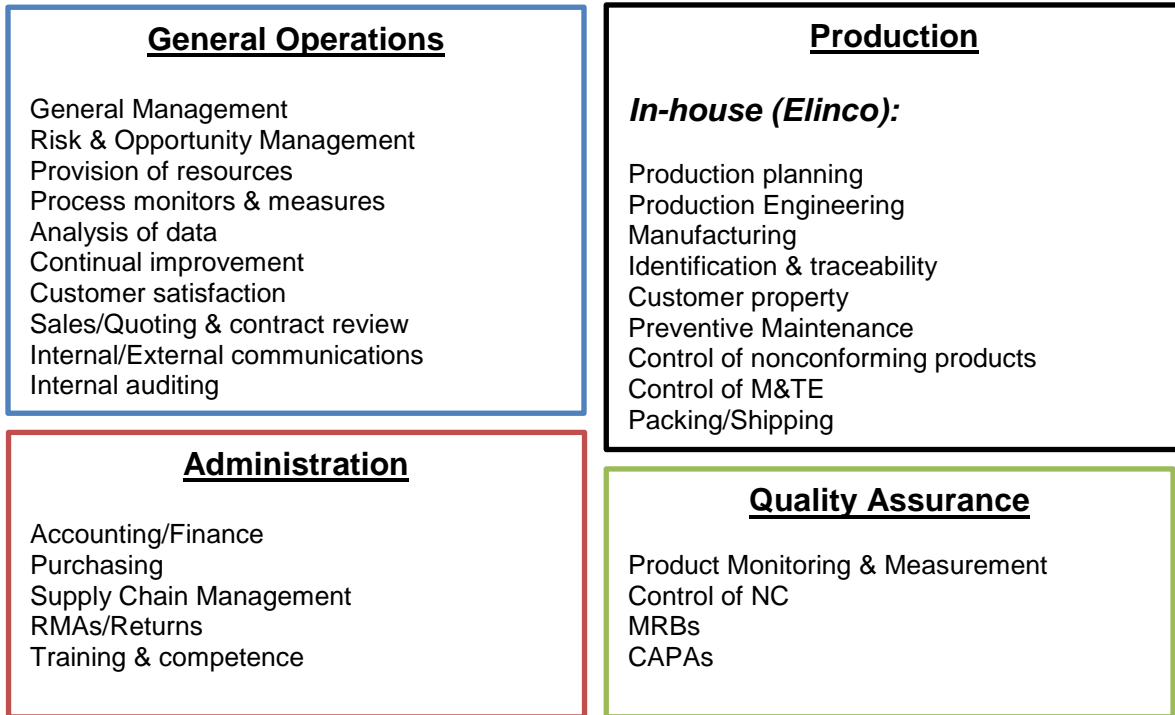
Elinco/JPC has identified four core processes: an overall Operations process, an Administration process; a Production process (which is divided between outsourced manufacturing and components procured/distributed and product manufactured at Elinco) and a Quality Assurance process.

Top Management has established, as deemed appropriate, Key Performance Indicators (KPIs) related to the four processes and/or sub-processes to monitor performance and drive improvement. The specific KPIs and their targets are established and reviewed, at a minimum, at periodic Management Review meetings. Each process has an “owner” that is responsible to assure the process is effectively implemented and maintained (as outlined on page 6 of this manual). Process owners are responsible to regularly review or provide data for review of their respective process as part of our continuous improvement initiatives.

Top Management establishes, as appropriate, Key Performance Indicators for each of the four processes consistent with high level targets (Quality Objectives). The specific KPIs and their targets are established and reviewed at the Management Review meetings.

The Illustration on Page 6 of this manual outlines the four core processes and their respective process owners. Note: Many sub-processes are shared activities (ex. Training & Competency is the responsibility of all “managers” for their respective employees, but the records are maintained and many of the activities are directed by the CFO, so it is listed under the “Administration” process.)

Four Core Processes at Elinco/JPC.



The CEO is the overall process owner for all processes. The CEO has delegated responsibility and authority for key processes as follows:

-  **General Operations – Responsibility – CEO**
-  **Administration – Responsibility – CFO**
-  **Manufacturing – Responsibility – VP of Engineering**
-  **Quality Assurance – Responsibility – VP of Engineering**

6.0 QMS Documentation Structure

The document hierarchy consists of four-levels of documented information subject to control:

- Level one** **Quality Manual**
- Level two** **Quality Procedures (SOPs)**
- Level three** **Quality Work Instructions (WIs)**
- Level four** **Records, forms, tags, etc.**



Quality pyramid showing four-levels of QMS documentation

Management system documents are made available through the QMS Index which allows access to (a read-only version) of the most current QMS document needed. Controlled masters are protected from access by password and location and are backed up to assure their integrity.

Documented information needed to demonstrate QMS processes (records) are listed in a Record/Retention log (also accessible via the QMS Index) which describes the record, its location and standard retention time as well as how disposed.

Note: Customer and/or statutory/regulatory requirements for record retention may supersede Elinco/JPC's standard retention times, as applicable.

APPENDIX B

QUALITY OBJECTIVES

- To meet or exceed customer delivery expectations on at least 95% of the orders
- 3% or less internal rejects
- 0.2% or less customer rejects related to quality
- Compliance with statutory and regulatory requirements
 - This objective is measured by zero actions that lead to violations or findings from regulatory inspections.

Approved By:



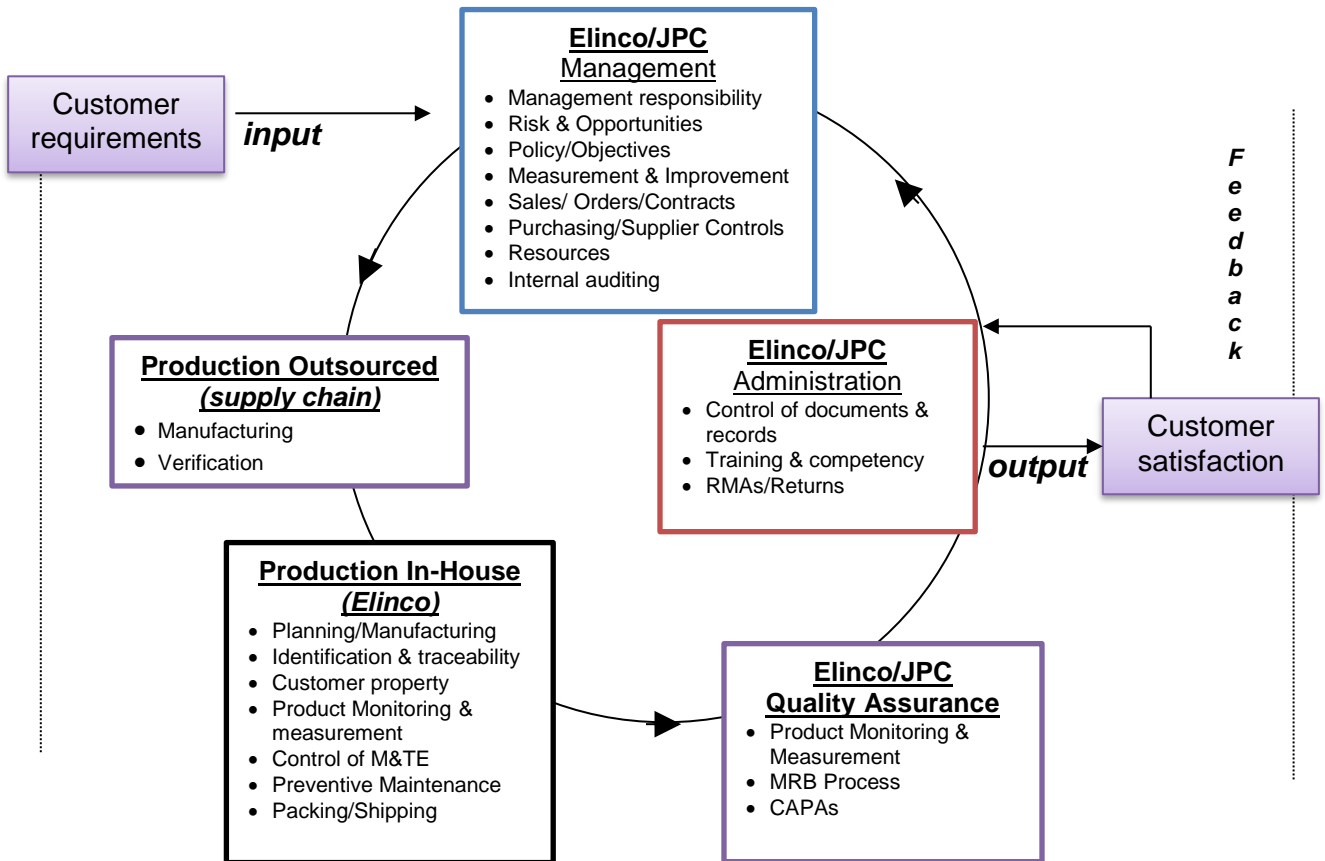
Tom McLaughlin, CEO

Date: May 24, 2018

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APPENDIX C Overall Process Sequence & Interaction

The interaction of the processes is shown in the following diagram:



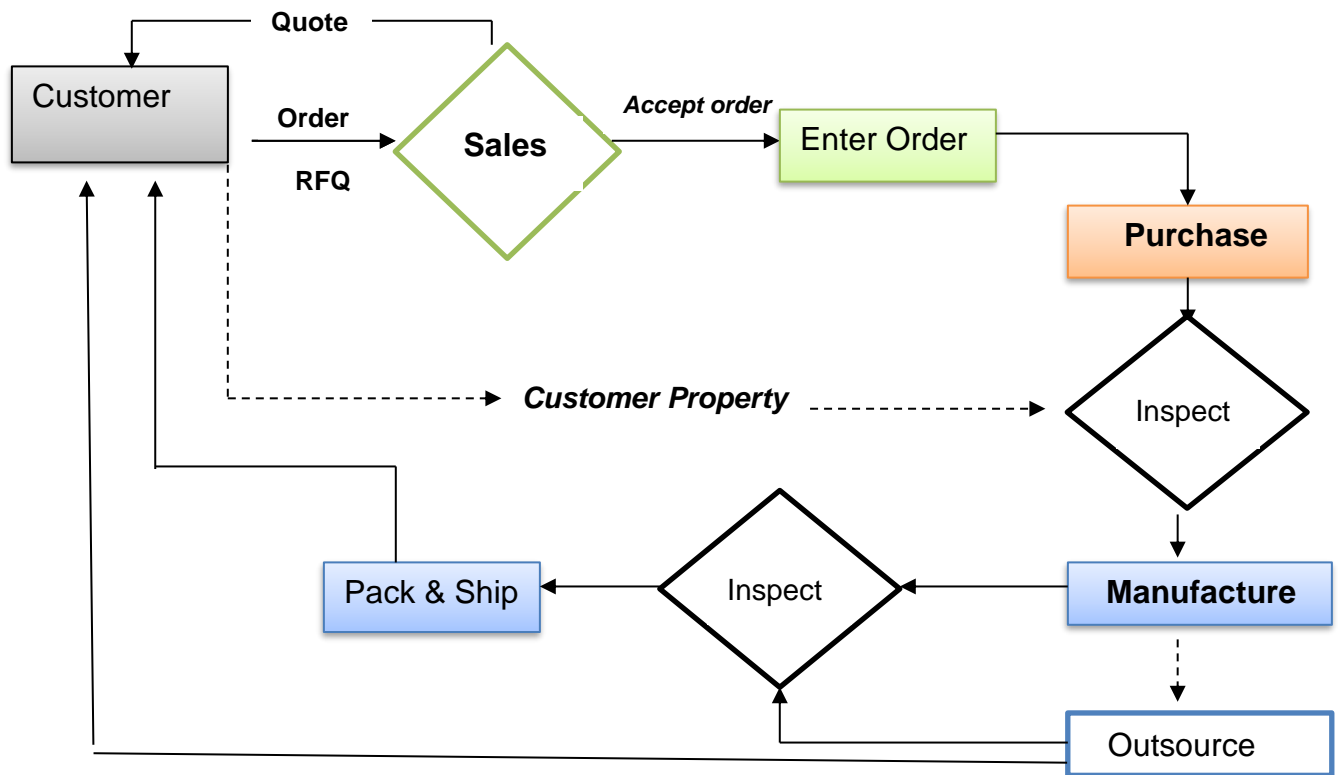
Elinco/JPC Process Sequence & Interaction Rev. 11/2017

*This is a stand-alone, controlled document.
A revision to this document can be made without necessitating a revision of the Quality Manual.*

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APPENDIX D Process Flow Description

The typical product flow is described in the following diagram:



Elinco/JPC Process Flow Diag., Rev. 11/17

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APPENDIX E

QUALITY PROCEDURES LIST

Level 2 Documented Procedures)

- **SOP 0.0 Context of the Organization**
- **SOP 0.5 Risk & Opportunity Management**
- **SOP 1.0 Control of Documents & Records**
- **SOP 1.5 Sales Procedure**
- **SOP 2.0 Quotes/Review of Requirements**
- **SOP 3.0 Purchasing/Supply Chain Management**
- **SOP 4.0 Control of Production**
- **SOP 5.0 Internal Auditing**
- **SOP 6.0 Control of M&TE**
- **SOP 7.0 Control of Nonconforming Product**
- **SOP 7.5 Material Review Board**
- **SOP 8.0 Corrective Action**
- **SOP 9.0 Environmental Health & Safety**

Elinco/JPC Level 2 Document List, Rev. 4/18

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