



# Quality Manual

*Comprehensive Product  
Engineering Services*



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ISO 9001:2008

The purpose of this manual is to provide an overview of the Presto Engineering, Inc. Business Management System. The policies, objectives and processes described herein are supported by additional documentation where appropriate.

The Business Management System applies to all semiconductor product engineering services provided by the company, namely Reliability and ATE Testing of electronic components.

The Business Management System includes all requirements of ISO 9001:2008.

Printed copies of this document may be used for reference only; master copy is on the server.

The management system documentation consists of different levels:

- The quality policy and the quality objectives
- This quality manual
- Process maps detailing key activities of our system
- Documented procedures required by the standards: they detail the implementation of requirements and operation guidelines.
- Instructions: they detail specific quality or inspection information and specific instructions for performance or individual tasks.
- Documents needed by the organization to ensure the effective planning, operation and management of its processes, and
- Records required by the standards per the records procedure.

## Roles and Responsibilities

### CEO

is responsible for the overall compliance of the laboratory to this Quality Manual and the standards

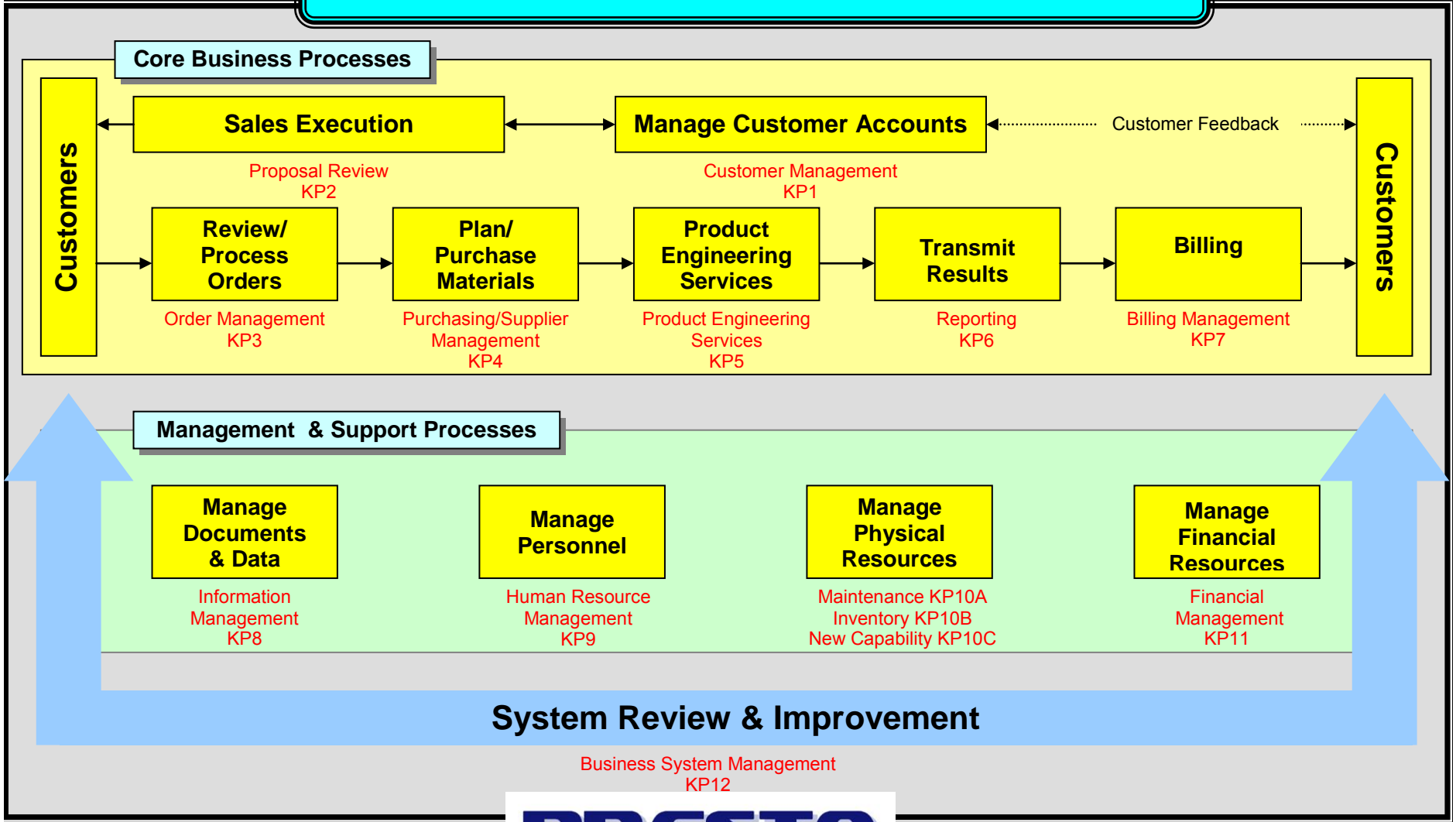
### Technical Management

is responsible for the overall administrative and technical operations of the laboratory; implements good laboratory practices by providing instruction and training as needed, develops work plans and procedures, and requires that these be followed in all day-to-day operations; assigns only competent personnel to complete tests

### Quality Manager

coordinates internal audits of the laboratory; maintains, analyzes, and updates statistical data and/or control charts; participates in available and relevant proficiency tests; where necessary, identifies, develops, and implements improvement of the laboratory capability; maintains the quality manual; has direct access to management and to the technical management.

# Business System Overview



## Key Processes

DOC ID	Key Process Title	ISO 9001 Clauses
KP1	Customer Account Management	7.2, 8.2.1
KP2	Proposal Review	7.2.2, 7.4.2
KP3	Order Management	7.2
KP4	Purchasing/Supplier Management	7.4
KP5	Product Engineering Services	7.4.3, 7.5.1, 8.3
KP6	Reporting	7.5
KP7	Billing	7.2.3
KP8	Information Management	4.2
KP9	Human Resource Management	6.2
KP10	Infrastructure Management	6.3, 7.6, 8.3
KP11	Financial Management	n/a
KP12	Business System Management	4, 5, 8

*Process inputs, outputs and responsibilities are defined in the Process Maps. Criteria for ensuring the effective operation and control of these processes are identified by the process owners and form an integral part of the objectives.*

## Quality Policy Statement

Presto Engineering will earn customer loyalty by providing products and services of the highest quality and greatest value, and by always remembering that we are in business to serve our customers.

We will achieve this by:

1. Striving for excellence in everything we do
2. Ensuring our products and services meet or exceed their published specifications, by following our established procedures
3. Continuously monitoring and improving the satisfaction of our customers
4. Managing our business to the ISO 9001 Quality Management Standard

## Business Objectives

Presto Engineering's objectives and goals change in accordance with the company's business requirements, quality system performance, and the needs of its customers.