# DAQO Bar Bus Management System Quality Assurance Policies

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Organization Abbreviation: DAQO Bar Bus
Industry Code: 3613
Address
Mingzhu Square
Development Zone
Yangzhong City
Introduction

This quality process manual describes DAQO Bus Duct quality management system, the processes involved in the operation of our quality management system, the interaction of these processes within the system, and our established policies as they relate to ISO 9001:2000 Quality management systems – Requirements.

It is important to understand how our critical (core) processes interact with each other because a change in one process may have an impact on another process that in the long term could result in sub-optimization within our organization. This quality management system is focused on process management. We have identified our critical (core) and support processes and determined how to monitor and measure these processes. Using data from these measurements, we make informed decisions on correcting and preventing nonconformances as well as for making continual improvements related to these processes.

Scope

Due to the nature of our business, this quality process manual addresses our entire quality management system and the majority of applicable requirements of the ISO 9001:2000 Quality management systems – Requirements. Those requirements not addressed in this manual are covered in related supporting procedures. Enter any exclusion to clause 7 of the standard here. For example (DAQO Bar Busl Co., Ltd. is not design responsible for the product and why.)

Documentation Structure of the Quality Management System

The quality management system is documented in the following manner consistent with the guidelines in ISO 10013, Guidance on Quality Manuals.

1. The quality management system process manual is considered a top-level (Level I) document of DAQO Bar Bus Co., Ltd. quality management system. It defines our quality policy and objectives; top management’s commitment to quality and it identifies our critical processes and the resulting process owner. The quality management system process manual is revised periodically to keep it up to date with our processes as they are continually improved. All revisions to this manual are recorded in our electronic document control system (EDMS) and may be retained electronically for an indefinite period of time. Obsolete or superseded printed, controlled copies of this document are retrieved and destroyed. Current copies of the manual are available through our EDMS or by request through the management representative.

2. A cross-referencing system identifies the management procedures that are linked to the related core processes identified in this manual. These procedures are necessary for the proper implementation of these processes.

3. Quality procedures, a lower level document (Level II) defines the primary responsibilities within each of the documented processes. They execute the policies established in this manual and link this document to the process documents. These procedures are assigned the general prefix “QSP” (for
4. Some processes may require the execution of specific tasks. When this is required to be performed consistently on a routine basis then this activity is documented in the form of an instruction, a level III document used to support a level II procedure. An instruction may take the form of a text document, a picture, a shop router (traveler), a flowchart or other means of consistently communicating the necessary information in order to perform the task. The process owners are responsible for creating, coordinating, maintaining and improving the instructions. The amount of detail contained in the instruction may vary depending on the complexity of the task being performed, the training the individual has received and/or the education and experience level of the individual performing the task.

5. Another type of quality system document is a record. A record is a document that states results achieved or provides evidence of activities being performed. Generally speaking, records need not be under revision control. The document control system administrator maintains most records while the department managers maintain records relevant to their activities. Access to records is restricted to prevent loss and/or damage.

6. The documents that define our quality management system are controlled by an electronic document management system. This system is designed to deliver only the current version of all quality system documents to those individuals who have a need for those documents and are established as a “user” in the system. Access to view documents is controlled on document-by-document basis and is provided as needed. Access to edit documents is even more limited and only specifically assigned individuals are given this level of access.

7. The management representative has the authority to revise quality system documents requiring administrative (spelling, grammar, etc.) changes. These changes do not need to be routed for review but does require approval by the designated final approval authority of the document.

Overview
DAQO Bar Bus Co., Ltd. headquarters is located at:
Mingzhu Square
Development Zone
Yangzhong City
DAQO Bar Bus Management System Quality Assurance Policies

DAQO Bar Bus Co., Ltd. Manufactures custom designed electrical bus duct systems and is classified under industry code 3613. The company was founded in 1967.

Mission

The mission of DAQO Bar Bus Co., Ltd. is to provide a quality product to the power and utility industry for bus duct systems. These systems are to use the latest materials and have the latest design innovations to be considered technically acceptable to the power generation industry globally.
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Quality Policy

Policy
The management of DAQO Bar Bus Co., Ltd. is committed to constantly improving quality and utilizing the latest techniques and processes to achieve efficiencies within the process that improves the final product.

Objectives
1. Meet defined customer requirements in a cost-effective manner.
2. Decrease customer concerns.
3. Increase customer’s perception of satisfaction as measured by objective customer satisfaction survey scores.
4. Decrease scrap and rework.

Organization Structure
DAQO Bar Bus Co., Ltd. operates its facilities at:
Mingzhu Square
Development Zone
Yangzhong City

The senior executive of DAQO Bar Bus Co., Ltd. operations is the General Manager. DAQO Bar Bus Co., Ltd. maintains written organization charts designating positions and responsibilities of company officers, managers and employees. These charts are maintained separately from this manual and are referenced in the organization references in the next section. DAQO Bar Bus Co., Ltd. operations with an impact on quality are more fully described below.

Vice President/General Manager
- ensures necessary resources are identified and provided enabling us to accomplish our mission;
- establishes the vision and direction for the organization and coordinates with the owner;
- creates policy (including quality policy);
- implements and demonstrates the organizations commitment to quality;
- ensures customer requirements are understood throughout the organization;
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- chairs Management Review meeting;
- reviews all nonconformances and corrective actions;
- creates the business and quality objectives for DAQO Bar Bus Co., Ltd.;
- reviews and approves continual improvement of core processes.

Plant Manager

- Identifies necessary resources and communicates them to the Vice President;
- Coordinates production planning;
- Reviews unique customer requirements to determine feasibility and capability.
- ensures production processes are controlled;
- reviews and dispositions nonconforming material;
- ensures quality policy is understood throughout the department;
- ensures customer requirement are understood;

Customer Service

- ensures customer requirements are fully understood and communicated to appropriate personnel;
- coordinates with appropriate departments to review unique customer requirements;
- receives, records and works to resolve customer concerns;
- tracks changes to customer purchase order and updates in Order Processing System;
- responds to customer RFQ’s;

Management Representative

- ensures the quality management system is implemented and functioning effectively;
- establishes and plans internal audits of the quality management system;
- monitors the status of corrective and preventive actions;
- ensures core processes have measures identified to determine effectiveness of corrective and preventive actions and process improvements;
• ensures relevant personnel are aware of customer requirements;
• is the voice of the customer;
• communicates performance of the QMS to top management.

Production Operations

• machine set-up;
• conduct in-process and final product inspections;
• control production, packaging and shipping processes;
• understands quality policy;
• implements identified corrective actions.

Quality Management System Development

The approach used to develop, implement and maintain our quality management system consist of the following steps:

• We determined the needs and expectations of our customers and other interested parties. An interested party is defines as a person or group having an interest in the performance or success of our organization. Interested parties include our customers, the owner and investors, our suppliers, our community, and our employees.

• We established a quality policy and objectives for our organization. A quality policy is a statement from top management that provides the overall intentions and direction of our organization as it relates to quality and sets the framework for our quality objectives. A quality objective is something that is sought or aimed for that relates to the quality of our organization and to the quality of our products and services. Each level in our organization has established quality objectives that are relevant to their functions and to our quality policy.

• We determined our processes and responsibilities necessary to achieve our quality objectives. These processes have documented procedures that define who the “process owner” is and related responsibilities within the process. Occasionally, some of our processes require a set of detailed instructions that define how specific activity is to be accomplished. The process owner is responsible for ensuring these instructions are properly documented, coordinated, and maintained.

• Each functional area is responsible for identifying the resources necessary to accomplish the specific quality objectives. Top management reviews the resource requirements for final approval. Where resources requirements are not approved, top management documents the reason for disapproval and the impact on the process and on the quality management system.
Each process owner is responsible for establishing, methods to measure the effectiveness and efficiency of their processes and any related sub-processes. The results of these measurements are subject for review by top management during the management review process.

Each process owner is responsible for using these process measurements as a means of preventing nonconformities and eliminating their causes and for identifying root causes for existing nonconformities and implementing corrective actions.

Process owners are responsible for establishing and implementing our organizational approach to continual improvement. Through or continual improvement process, our organization can determine non-value added steps in a process, improve existing processes or determine the most efficient steps to achieve a desired outcome. Continual improvement is defined as recurring activity to increase our ability to fulfill requirements more efficiently.

**Role of Top Management**

Through the leadership of top management and more importantly, through our actions, we create an environment where employees are fully involved in our quality management system. The role of top management as it relates to our quality management system is defined as follows:

1. To establish and maintain the quality policy and quality objectives or our organization. The actions of top management create and maintain an environment in which we can live by our quality policy and achieve our organization’s objectives.

2. Each department manager is responsible for understanding the quality policy, communicating it to employees in the department and to define how the quality policy is applicable within the department.

3. To ensure employees understand our customer requirements. Knowing our customer requirements helps our employees understand their role and how they add value to the products and services we provide to our customers.

4. To ensure our processes are implemented, managed and improved, which will enable us to meet our customer requirements and our quality and financial objectives.

5. To ensure the availability of necessary resources to enable us to meet our objectives. Necessary resources are defined as people, equipment, and space.

6. To ensure employees are adequately trained to perform their functions and are involved in continual improvement of those functions.

7. To have regularly scheduled reviews of the status of our quality management system. These reviews include, at a minimum, the results of our internal audits, customer feedback, process and product conformity, recommendations for improvements, corrective and preventive actions and status of personnel training.
Continual Improvement

Continual improvement is defined as recurring activity that is used to increase our ability to meet our customer requirements and our corporate objectives. There are two fundamental ways to conduct continual process improvement:

- Breakthrough projects which either lead to a major revision or an existing process leading to a significant cost savings. This is usually accomplished through the efforts of a cross-functional team outside of routine day-to-day operations.

- Small-step ongoing improvement activities conducted within existing processes by people involved in those processes. These improvements are usually based on the analysis of data provided by the specific process measurements.

The basic actions for continual improvement, whether small-step or breakthrough, include the following seven-step approach:

1. Analyzing and evaluating the existing process/situation to identify areas for improvement, such as reviewing process data, interviewing people performing the process and possibly benchmarking activities.

2. Establish the objectives for the improvement. Determine if the improvement provides an associated cost savings, eliminates a production problem, enables us to better meet customer requirements or improves our quality management system.

3. Determine possible solutions to accomplish the identified objective.

4. Evaluate the possible solution to determine if the desired outcome is achievable. Conduct trial tests of potential solutions and/or benchmark other organizations with a similar process in determining the desired outcome.

5. Implement the recommended change and train employees on the change.

6. Evaluate the implemented changes to determine if the improvement objectives have been met. If not then return to the beginning of the continual improvement process.

7. When an interim, implemented change is determined to be effective, the change is formalized, documents are updated, related processes are reviewed to determine impact, and employees are trained on the new process.
Core Processes

1. PROCESS NAME: Quality management system.

PROCESS OWNER: Management representative.

PROCESS DESCRIPTION: Process used to ensure DAQO Bar Bus Co., Ltd. develops accurate plans determining how we will meet our customer product and service requirements. This system identifies product and process nonconformance. Using process data/measurements we are able to determine root cause, the corrective actions to be implemented, steps for preventive action and continual improvement.


KEY ACTIONS: Identify critical processes, establish process measurements, collect and analyze process data to determine preventive and improvement actions, conduct internal audits of the system, conduct management review on scheduled basis.

PROCESS MEASUREMENT: Effectiveness of Management Review is measured by the achievement of our Quality Objectives.

OUTPUT/RECORD: Certification to ISO 9001:2000, internal audit reports, management review meeting minutes.

LINKED PROCESS: Processes that directly affect the quality of the product we deliver to our customers.

2. PROCESS NAME: Order processing (contract review).

PROCESS OWNER: Customer service

PROCESS DESCRIPTION: This process is used to respond to customer request for quote and capture and review all customer requirements to determine feasibility and capability prior to acceptance of the order.

PROCESS INPUT: Customer purchase order received by verbal, fax or mail. Access to order processing software program, coordination from applicable departments when capability and feasibility is not known.

KEY ACTIONS: Ensure customer requirements are identified, identify customer and/or product in order processing software, create order, operator instructions, create purchase order when new tooling is required, send operator instructions to production.
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3. PROCESS NAME: Receiving

PROCESS OWNER: Receiving personnel.

PROCESS DESCRIPTION: Process of receiving and accepting or raw material, assemblies and tooling into inventory.

PROCESS INPUT: Purchase order, bill of material, materials, packing slip.

KEY ACTIONS: Unloading of material, visual checks to determine transit damage, confirmation with bill of lading and packing slip, visual checks of materials and tooling to determine acceptance, record items into inventory.

PROCESS MEASUREMENT:

OUTPUT/RECORD: Packing slip, supplier corrective action for damaged material.

LINKED PROCESSES: Purchasing.

4. PROCESS NAME: Shipping

PROCESS OWNER: Shipping clerk.

PROCESS DESCRIPTION: Process from finished goods through packaging and delivery of product to our customer.

PROCESS INPUT: Finished products ready for delivery to customer.

KEY ACTIONS: Determine the appropriate shipping container for product, review operator instructions for special packaging or shipping instructions, package the products to prevent damage during shipping, weigh product, produce shipping label, notify customer for customer pick up, when required notify customer that package has shipped by carrier, complete and file operator instructions.

PROCESS MEASUREMENT:

OUTPUT/RECORD: Shipping record, operator instruction.

LINKED PROCESSES: Final Inspection, purchasing, order processing.

5. PROCESS NAME: Product inspection.
PROCESS OWNER: Production manager, QA manager.

PROCESS DESCRIPTION: Identification and disposition of product/parts that do not meet customer requirements.

PROCESS INPUT: Product inspection specification, standard inspections required for this type of product.

KEY ACTIONS:

PROCESS MEASUREMENT:

OUTPUT/RECORD:

LINKED PROCESSES: Inventory Control, Control of Customer Supplied Product, Receiving.

6. PROCESS NAME: Inventory storage

PROCESS OWNER: Plant manager.

PROCESS DESCRIPTION: Storage and control of raw material, stock customer supplied material, tooling.

PROCESS INPUT: Purchased material, purchase order, operator instruction, packing slip.

KEY ACTIONS: Movement of material, assemblies and tooling from receiving, in-process and final audit to safe secure locations.

PROCESS MEASUREMENT:

OUTPUT/RECORD: Inventory tag, operator instruction, receiving log.

LINKED PROCESSES: Purchasing, Production.

7. PROCESS NAME: Internal audit.

PROCESS OWNER: Management representative.

PROCESS DESCRIPTION: Process for assessing the processes in the organization to determine compliance and improvement activity.

PROCESS INPUT: Process measurement data, documents, records.

KEY ACTIONS: Planning, checklist development, conducting interviews, observation, nonconformance identification, audit report, corrective action request.
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8. PROCESS NAME: Management review.

PROCESS OWNER: President.

PROCESS DESCRIPTION: Process to review the status and effectiveness of the quality management system.

PROCESS INPUT: Process measurement data, customer feedback, internal audit results, status of corrective actions, follow-up actions from previous meetings, recommended improvements.

KEY ACTIONS: Review information provided, determine actions to be taken, update meeting schedule, create minutes of meeting.

PROCESS MEASUREMENT:

OUTPUT/RECORD: Meeting minutes, system improvements, resources needed, product improvements.

LINKED PROCESSES: Continual Improvement, Corrective & Preventive Action, Internal Audit.

9. PROCESS NAME: Corrective action.

PROCESS OWNER: Management representative.

PROCESS DESCRIPTION: Actions taken to identify and eliminate root cause of nonconformance.


KEY ACTIONS: Understand nonconformance, interview process owner and other interested parties, determine cause of nonconformance, implement actions to eliminate cause.

PROCESS MEASUREMENT:

OUTPUT/RECORD: Completion of CAR, actions to be implemented, processes changed.

LINKED PROCESSES: Internal Audit, Preventive Action, Management Review.
10. PROCESS NAME: Preventive action.

PROCESS OWNER: Process owner, management representative.

PROCESS DESCRIPTION: Process used to monitor system to determine if a potential product/process nonconformance will occur if no action is taken.

PROCESS INPUT: Process measurement information, documents, instructions.

KEY ACTIONS: Monitor process measurements, process parameters, determine potential nonconformance root cause, develop action plan to eliminate potential nonconformance, determine outcome, standardize change in process.

PROCESS MEASUREMENT:

OUTPUT/RECORD: Process Change, preventive action report.


11. PROCESS NAME: Continual improvement.

PROCESS OWNER: Management representative, Vice President.

PROCESS DESCRIPTION: Process used to monitor system to determine non-value added activity. Method used to decrease internal costs.

KEY ACTIONS: Monitor process measurements, process parameters, determine non-value added activity, small steps of improvement, breakthrough improvement.

PROCESS MEASUREMENT:

OUTPUT/RECORD: Process change, continual improvement report.

LINKED PROCESSES: Management review, all other processes

Organization References

Organization chart for top management (not included)  Org-001
4 Quality management system

1. Policy

DAQO Bar Bus Co., Ltd. uses a process management approach to operate the organization successfully. Top management has established a customer-oriented organization by defining systems and processes that are clearly understood and continually improved in effectiveness and efficiency. DAQO Bar Bus Co., Ltd. utilizes process measures and data to determine the satisfactory performance of our quality management system.

4.1 General requirements

1. Key System Components

1. DAQO Bar Bus Co., Ltd. has established, documented, implemented, maintains, and continually improves a quality management system that meets the requirements of ISO 9001:2000 Quality management systems – Requirements. (4.1[1])

   1.1 To accomplish the above, we identified the processes needed for the quality management system, their application, sequence and interaction throughout the organization. (4.1[2]a[1], 4.1[2]b[1])

   1.2 Processes are established with defined criteria and methods needed to ensure both their effective operation and control. (4.1[2]c[1])

   1.3 Top management identifies and ensures all processes have adequate resources to support the operation and information to manage the process. (4.1[2]d[1])

   1.4 The data from the established process measures are analyzed to determine a plan of action that ensures the operation achieves planned results and identifies areas for continual improvement. (4.1[2]e[1])

2. All the identified processes are managed in accordance with the requirements outlined in the referenced ISO Standard. (4.1[3])

2. Responsibility

DEPT MGR All Department Managers
EXEC MGMT Executive Management

3. References

ISO 9000 – Quality management systems - Fundamental and vocabulary
ISO 9000:2000
4. Related Procedures

4.2 Documentation requirements

1. Key System Components


2. Our Quality Manual defines the scope of the Quality Management System, including details of and the justification for [any] exclusions (4.2.2[1]a[1]).

3. The Quality Manual provides a brief description of the processes of the quality management system, how they are measured and what processes are linked to each other (4.2.2[1]c[1]). Where applicable, a procedure is created identifying the major responsibilities of individuals in the process (4.2.2[1]c[1]).

4. DAQO Bar Bus Co., Ltd. maintains documented procedures (4.2.3[3]) to define the controls over documents and data that relate to our QMS and product/service (4.2.3[1]). These controls apply to both internal and documents of external origin (4.2.3[3][f][1]).

4.1 Control extends from the initial concept through review, approval, issuance and obsolescence (4.2.3[1]).

4.2 Document access is controlled on a document –to-document basis for creation, editing, viewing and printing. Only those granted proper access will be able to make electronic transactions (4.2.3[1]).

4.3 Where documentation is held on electronic media, it is subject to backup procedures and storage control.

5. A master list is available as a report to identify the current revisions of all controlled and approved documentation. This report is readily available (4.2.3[3][c][1]) so revision indicators on the documents can be compared to the master list for confirmation of current documentation.
6. Documents and data are reviewed by authorized personnel for adequacy and approved by the designated final approval authority prior to use (4.2.3[3]a[1]).

7. Up-to-date documentation such as referenced customer drawings, specifications and standards required for the effective function of the quality system is available at relevant locations (4.2.3[3]d[1]).

8. Invalid and/or obsolete documents are promptly removed from points of issuance and use or otherwise prevented from unintended use, except as required for record retention (4.2.3[3]g[1]).

9. Documents are controlled in Electronic Document Control System (EDMS) to ensure they remain legible, identifiable (4.2.3[3]e[1]) and possess the proper review and approvals prior to issue (4.2.3[3]b[1]). Changes and previous versions of business-critical documents re maintained in the EDMS. Access to these previous versions is restricted (4.2.3[1]).

10. DAQO Bar Bus Co., Ltd. establishes and maintains documented procedures for creating and handling records that document the performance of our QMS and demonstrate conformance to specified requirements (4.2.3[2], 4.2.4[1]).

11. Records are identified, collected, indexed, accessed, filed, stored and maintained according to a documented procedure (4.2.4[3]).

12. Records are readily available, legible and identifiable to the product and activity involved (4.2.4[2]).

13. Records are maintained in a suitable environment to prevent damage or deterioration and prevent loss (4.2.4[3]).

14. Record retention periods are established and recorded for each type of record (4.2.4[3]). Retention periods are considered “minimums” and expired records are eventually destroyed. They are retained as contractually required and/or required by regulatory agencies.

2. Responsibility

   DEPT MGR   All Department Managers
   MGMT REP   Management Representative

3. References

4. Related Procedures

- Control and Maintain of Records (5 clause) QSP – 4.2.103
- Document Control – External Documents (5 clause) QSP – 4.2.102
- Document Control – Internal Documents (5 clause) QSP – 4.2.101
5 Management responsibility

1. Policy

The foundation of our Quality Management System is the leadership, commitment and active involvement of our top management team. The top management team established the vision, policies and strategic objectives; develops trust with all interested parties through leading by example; participates in improvement projects; obtains feedback on the effectiveness and efficiency of the Quality Management System and creates an environment that encourages the involvement, and development of people.

5.1 Management commitment

1. Key System Components

   1. Top management is committed to the development, implementation and the continual improvement of the Quality Management System. Evidence of this commitment is provided (5.1[1])

      1.1. Through ensuring all employees are aware of the importance of meeting all customer, statutory and regulatory requirements and the consequences to the organization for failing to meet these requirements (5.1[1]a[1]).

      1.2. Through the establishment of the quality policy (5.1[1]b[1]) and quality objectives (5.1[1]c[1]). Top management ensures quality objectives are established at each functional level and are related to the organizational quality objectives.

      1.3. By reviewing resource requirements and ensuring each process has the resources necessary to meet customer and product requirements (5.1[1]e[1]).

      1.4. By conducting management reviews at defined intervals to ensure feedback is received to determine the effectiveness and efficiency of the quality management system (5.1[1]d[1]).

2. Responsibility

   DEPT MGR All Department Managers
   EXEC MGMT Executive Management

   ISO 9000 – Quality management systems - Fundamentals and vocabulary
   ISO 9000:2000

   ISO 9001 – Quality management systems -
   ISO 9001:2000
4. **Related Procedures**

   Human Resources Management (5 clause) QSP – 6.2.103
   Infrastructure (5 clause) QSP – 6.3.101
   Management Review (5 clause) QSP – 5.6.101

5.2 **Customer focus**

1. **Key System Components**

   1. Top management ensures customer requirements are determined and met with the main focus of improving customer satisfaction (5.2[1]). This is accomplished by:

      1.1 Identifying all interested parties of our organization. Interested parties include customers, end users of the product, employees, suppliers, investors and our local community (5.2[1]);

      1.2 Identifying, understanding and satisfying the current and future needs and expectations of our customers (5.2[1]);

      1.2.1 To better understand the needs and expectations of our interested parties a process is defined to translate those needs and expectations into requirements, those requirements are communicated throughout the organization with a focus on improving the processes used to realize customer product (5.2[1]);

      1.2.2 To satisfy customer and end-user requirements our organization assesses competition in the market, determines the key product characteristics, and identifies market opportunities, weaknesses and future competitive advantage (5.2[1]);

      1.3 Identifying our employees needs and create an environment for personal development, work satisfaction and recognition (5.2[1]);

2. **Responsibility**

   DEPT MGR All Department Managers
   EXEC MGMT Executive Management
3. References

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4. Related Procedures

Customer Satisfaction Measurement (5 clause) QSP – 8.2.108

5.3 Quality policy

1. Key System Components

1. Top management has created a Quality Policy that is appropriate to the purpose of the company and is used a means for leading the organization toward continual improvement (5.3[1]a[1], 5.3[1]b[1]).

2. The Quality Policy addresses our commitment to comply with customer requirements and improve the effectiveness of the quality management system (5.3[1]b[1]).

3. The Quality Policy is communicated throughout the organization. Each Department Manager reviews the Quality Policy within their department to communicate how the policy applies to their specific function (5.3[1]d[1]).

4. The Quality Policy is used as the basis for creating our organizational quality objectives. Each functional area creates quality objectives relevant to their function and to organization’s objectives (5.3[1]c[1]).

5. The Quality Policy and Objectives are reviewed for continued suitability during our management review activities (5.3[1]e[1]).

2. Responsibility

<table>
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ISO 9001 – Quality management systems - Requirements
ISO 9004 – Quality management systems – Guidelines for performance improvements

4. Related Procedures

Management Review (5 clause) QSP – 5.6.101
Quality Policy (5 clause) QSP – 5.3.101

5.4 Planning

1. Key System Components

1. Top management mandates quality objectives are established at relevant functional and levels within the organization (5.4.1[1]). These objectives are consistent with the quality policy and are measurable (5.4.1[2]). Progress toward these objectives is tracked and reviewed during our management review activities.

2. When establishing the quality objectives, management gives consideration to current product and process performance, internal audit results, level of customer satisfaction, resources needed to meet the objectives and future needs of the industry.

3. Top management plans the quality management system (QMS) in order to meet defined objectives and requirements (5.4.2[1][a][1]). When changes are proposed or implemented to the QMS, the advance planning ensures the integrity of the system is maintained (5.4.2[1][b][1]).

2. Responsibility

DEPT MGR All Department Managers
EXEC MGMT Executive Management

3. References

DAQO Bar Bus Management System Quality Assurance Policies

4. **Related Procedures**

Quality Planning (5 clause) QSP – 7.1.101

5.5 **Responsibility, authority and communication**

1. **Key System Components**

   1. Top management defines and communicates the responsibility and authorities necessary to implement, maintain and improve the effectiveness of the quality management system (5.5.1[1]). The organization chart shows the interrelations of the organizations functions; this quality manual identifies the primary responsibilities and the quality system procedures identify the related authorities within the quality management system (5.5.1[1]).

   2. Executive management has appointed a member of management (5.5.2[1]) who has the authority and responsibility (5.5.2[2]) for ensuring the processes needed for the Quality Management System are established, implemented, measured and maintained (5.5.2[2]a[1]).

      2.1. The management representative reports to top management, through the management review process, the performance of the quality management system and any need for improvements (5.5.2[2]b[1]).

      2.2. The management representative is responsible for promoting the awareness of customer requirements throughout the organization and the potential consequences for not meeting these requirements (5.5.2[2]c[1]).

   3. Various channels of communications are established within the organization to ensure necessary information is exchanged regarding the effectiveness of the quality management system (5.5.3[1]). Examples of such communication channels include notice boards, team meetings in the work area, e-mail and other electronic means of communication (5.5.3[1]).

2. **Responsibility**

   **DEPT MGR** All Department Managers
   **EXEC MGMT** Executive Management
   **MGMT REP** Management Representative

3. **References**

ISO 9004 – Quality management systems – Guidelines for performance improvements

4. Related Procedures

5.6 Management review

1. Key System Components

1. Top management reviews the quality management system at planned intervals ensuring its continued suitability, adequacy and overall effectiveness (5.6.1[1]). This review assesses opportunities for improvement, the need for changes in the system, and the continued validity of the quality policy and established objectives (5.6.1[2]). The results of these reviews are recorded and maintained (5.6.1[3]).

2. Input for our management review activities is derived from many sources including, but not limited to reviewing the results of audits (5.6.2[1]a[1]), customer feedback (5.6.2[1]b[1]), status of corrective and preventive actions (5.6.2[1]d[1]), improvement actions (5.6.2[1]g[1]), process measurements and controls (5.6.2[1]c[1]), performance toward objectives, supplier performance, competitive market analysis, items or actions from previous reviews (5.6.2[1]e[1]), financial effects of quality related activities and changes that could affect the QMS (5.6.2[1]f[1]).

3. The result or output from our management review activities include decisions and actions related to the improvement of the quality management system and its processes (5.6.3[1]a[1]), improvements of the product related to customer requirements (5.6.3[1]b[1]), and associated resource needs (5.6.3[1]c[1]).

4. The schedule for management review activity is coordinated with the timely submission of process data to facilitate the strategic planning process. Outputs of management review is communicated throughout the organization so employees can understand how these reviews lead to new objectives that will benefit the entire organization.

2. Responsibility

DEPT MGR All Department Managers
EXEC MGMT Executive Management

3. References

|----------|------------------------------------------------------------------|----------------|
4. **Related Procedures**

- Corrective Action (5 clause)  
  QSP – 8.5.101
- Internal Audit Procedure (5 clause)  
  QSP – 8.2.101
- Management Review (5 clause)  
  QSP – 5.6.101
- Preventive Action Procedure (5 clause)  
  QSP – 8.5.103
- Supplier Performance (5 clause)  
  QSP – 7.4.103
6 Resource management

1. Policy

Top management ensures that the resources necessary to the implementation of our business strategy and the achievement of our objectives are identified and made available.

6.1 Provisions of resources

1. Key System Components

1. Department Managers identify the resources needed to implement, maintain, and improve the effectiveness of their processes within the quality management system and to enhance their ability to meet customer requirements (6.1[a][1], 6.1[b][1]). Once identified these resource needs are submitted to top management for review and approval. When the request is denied, top management identifies the impact on the process and the ability to meet identified objectives.

2. Responsibility

DEPT MGR All Department Managers
EXEC MGMT Executive Management

3. References

ISO 9000 – Quality management systems - Fundamentals and vocabulary
ISO 9000:2000

ISO 9001 – Quality management systems - Requirements
ISO 9001:2000

ISO 9004 – Quality management systems – Guidelines for performance improvements
ISO 9004:2000

4. Related Procedures

Human Resources Management (5 clause) QSP – 6.2.103
Infrastructure (5 clause) QSP – 6.3.101

6.2 Human resources

1. Key System Components
1. DAQO Bar Bus Co., Ltd. ensures that training needs are identified and training provided to all personnel performing activities affecting quality. Personnel are qualified based on appropriate education, skills, training and/or experience (6.2.1[1]).

2. The necessary competence is determined and an individual training plan is developed (6.2.2[1][a]). Education and training to achieve the required level of performance is conducted (6.2.2[1][b]). The results of the training are evaluated to determine effectiveness (6.2.2[1][c]). Employees are made aware of the relevance and importance of their assigned responsibilities and how they contribute to the success of the organization (6.2.2[1][d]).

3. Records of employee training, education, experience and skills are maintained (6.2.2[1][e]).

2. Responsibility

DEPT MGR All Department Managers

3. References

ISO 9001 – Quality management systems - Requirements
ISO 9001:2000

ISO 9004 – Quality management systems – Guidelines for performance improvements
ISO 9004:2000

4. Related Procedures

Human Resources Management (5 clause) QSP – 6.2.103

6.3 Infrastructure

1. Key System Components

1. In determining, providing and maintaining the infrastructure needed to achieve product conformity consideration is given to the objective, function, performance, availability, and associated cost (6.3[1], 6.3[1][a], 6.3[1][b], 6.3[1][c]).

2. Maintenance methods are in place to ensure the infrastructure continues to meet our needs (6.3[1]).

3. The infrastructure is evaluated annually in the strategic planning process to determine the continued suitability to meet customer requirements (6.3[1]).

2. Responsibility

DEPT MGR All Department Managers
3. References

ISO 9001 – Quality management systems - Requirements
ISO 9004 – Quality management systems – Guidelines for performance improvements

4. Related Procedures

Infrastructure (5 clause) QSP – 6.2.103

6.4 Work environment

1. Key System Components

1. Department Managers ensure the work environment has a positive influence on employee’s motivation and satisfaction (6.4[1]). A suitable work environment considers ergonomics, workplace location, hygiene and cleanliness, creative work methods and workplace safety (6.4[1]). The proper work environment contributes to the organization’s ability to achieve conformity to product requirements (6.4[1]).

2. Responsibility

DEPT MGR All Department Managers

3. References


4. Related Procedures

Infrastructure (5 clause) QSP – 6.3.101
7 Product realization

1. Policy

Top management ensures the effective and efficient operations of realization and support processes, the interrelations of these processes and their impact on the ability and capability to satisfy the requirements of all interested parties.

7.1 Planning of product realization

1. Key System Components

1. DAQO Bar Bus Co., Ltd. plans and develops the processes needed to produce the product that meets customer requirements (7.1[1]). Planning of product realization is consistent with the requirements of other processes in the quality management system (7.1[2]).

1.1 In planning the product realization processes, consideration is given to associated support processes, process inputs and outputs, key actions, process measures, linked processes, and required resources (7.1[3][b][1]).

1.2 Planning also considers the quality objectives and requirements of the product (7.1[3][a][1]), the necessary documents/records (7.1[3][d][1]), inspection requirements and process verification and validation (if new process) (7.1[3][c][1]).

2. The output of the planning activity is in a format suitable with our method of operation (7.1[4]).

2. Responsibility

DEPT MGR All Department Mangers

3. References

ISO 9000 – Quality management systems - Fundamentals and vocabulary
ISO 9001 – Quality management systems -
ISO 9004 – Quality management systems – Guidelines for performance improvements

ISO 9000:2000
ISO 9001:2000
ISO 9004:2000
4. Related Procedures

Quality Planning (5 clause) QSP – 7.1.101

7.2 Customer-related processes

1. Key System Components

   1. DAQO Bar Bus Co., Ltd. ensures requirements received from the customer are fully understood and capability (7.2.2[3][c][1]) exists to meet aspects of the customer requirements are fully understood, including requirements for delivery and post delivery activities (7.2.1[1][a][1]). Requirements not stated by the customer but necessary for the specified use of the product are identified (7.2.1[1][b][1]). Any additional statutory or technical requirements are identified and included in quality planning activities (7.2.1[1][c][1], 7.2.1[1][d][1]).

   2. Requirements are reviewed (7.2.2[1]) prior to acceptance of the contract or order (7.2.2[2]). This review ensures:

      Requirements are adequately defined and documented (7.2.2[3][a][1]).

      Every attempt is made to understand how the customer intends to use the product, the environment it will be exposed to and other unstated requirements (7.2.2[5]). This is accomplished through our knowledge of the industry and the various applications of our product.

   3. The requirements for orders received by verbal means are agreed before their acceptance (7.2.2[5]).

   4. Requirements differing from the quote are resolved prior to contract acceptance (7.2.2[3][b][1], 7.2.2[6]). Requirements are entered into our order tracking software system. Appropriate personnel have access to this system and are notified when changes occur (7.2.2[6]).

   5. Contract amendments are reviewed and approved through a similar process. Upon acceptance of contract amendments, affected functions are advised of the impact (7.2.2[6]).

   6. Records of contract reviews and resulting actions are kept in our order tracking software system (7.2.2[4]).

   7. Customer Service is the primary function designated for communicating with the customer in relation to product information (7.2.3[1][a][1]), changes to requirements (7.2.3[1][b][1]) and customer feedback (7.2.3[1][c][1]).

2. Responsibility
3. References

ISO 9000 – Quality management systems - Fundamentals and vocabulary
ISO 9001 – Quality management systems -
ISO 9004 – Quality management systems – Guidelines for performance improvements

4. Related Procedures

Contract Review (5 clause)  QSP – 7.2.101

7.3 Design and development

1. Key System Components

1. Product design and development is a planned and measured process (7.3.1[1])

2. This product design and development planning process includes the identification of the design and development stages (7.3.1[2][a][1]).

3. The design plan includes identification of the responsibilities and authorities for each activity (7.3.1[2][c][1]), a schedule of review for each stage of the plan and the appropriate verification and validation activities at each applicable stage of the plan (7.3.2[2][b][1]).

4. A multi-functional team is assembled for the design and development of the product ensuring effective communications of issues and concerns throughout the design process (7.3.1[3]).

5. Design inputs relating to product requirements are identified and recorded (7.3.2[2][a][1]). Design inputs include functional and performance requirements (7.3.2[2][b][1]), lessons learned from previous design efforts (7.3.2[2][c][1]), and other requirements essential for successful completion of the design and production effort (7.3.2[2][d][1]).

5.1 Design inputs include:
- lessons learned from previous design efforts
- existing policies and objectives
6. All design inputs are reviewed by Department Managers for adequacy, completeness, ambiguity and conflict with other requirements (7.3.2[3], 7.3.2[4]).

7. The output of the design and development process is determined in the planning stage (7.3.3[1]). Output is in a form that enables verification against the inputs to the design and development process (7.3.3[1]). This is accomplished prior to release (7.3.3[2]).

7.1 Design output may include:

- data demonstrating the comparison of process inputs to outputs (7.3.3[3]a[1]);
- product specification and acceptance criteria (7.3.3[3]b[1], 7.3.3[3]c[1]);
- specifications relating to production processes, material, testing, user information, spare parts, purchasing and training (7.3.3[3]d[1]);

8. In the Design Planning process, design reviews are identified for appropriate stages in the process (7.3.4[1]). These reviews are conducted to evaluate the ability of the design to meet all requirements (7.3.4[1]a[1]), to identify any problems associated with meeting any of the requirements (7.3.4[1]b[1] and provide the necessary action to eliminate the problems (7.3.4[1]b[1]).

9. Design reviews includes representation from functions concerned with the design and development of the product (7.3.4[2]). Such functions may include the customer, suppliers, internal functions (7.3.4[2]). Records of design reviews and resulting actions are maintained (7.3.4[3]).

10. Design verification is conducted to ensure the design outputs have satisfied the design input requirements (7.3.5[1]). Results of verification activity and any resulting activity are maintained (7.3.5[2]).

10.1 Verification activity may include:

- evaluation against similar product
- comparative calculations
- testing, simulations or trials
- evaluation against lessons learned from past experience
11. Design validation is conducted to ensure the resulting product is capable of fulfilling requirements for the intended use or application (7.3.6[1]). If practical, validation is completed prior to delivery or implementation (7.3.6[2]). Occasionally, validation requires delivery and setup of the product. Records of design validation and resulting actions are maintained (7.3.6[3]).

12. Design changes are identified, controlled and records of changes and actions resulting from the changes are maintained (7.3.7[1], 7.3.7[4]). Design chances are reviewed and approved prior to implementation and where necessary the changes are verified and validated (7.3.7[2]). The review of the design changes evaluates the impact on like parts and delivered products (7.3.7[3]).

2. Responsibility

ENG MGR Engineering Manager

3. References

Fundamentals and vocabulary

Requirements

ISO 9004 – Quality management systems – Guidelines
for performance improvements ISO 9001:2000

4. Related Procedures

Design Changes (5 clause) QSP – 7.3.103

Design Verification and Validation (5 clause) QSP – 7.3.102

Product Design (5 clause) QSP – 7.3.101

7.4 Purchasing

1. Key System Components

1. DAQO Bar Bus Co., Ltd. maintains documented procedures to ensure products and services obtained from outside suppliers conform to specified requirements (7.4.1[1]).

2. Supplier controls depend upon the type of product, impact on final product quality and previous history of supplier (4.1[4], 7.4.1[2]). These controls are described in more detail in related procedures (4.1[5]). The suppliers who are certified to ISO 9000 requirements by third parties are exempt from the supplier-evaluation process.
3. Suppliers are selected and added to our approved supplier list after an evaluation based on their ability to meet requirements are verified on the products supplied (7.4.1[3]).

4. Supplier performance is reviewed, at a minimum, semi-annually and considered during management review (7.4.1[4]). Criteria used to evaluate supplier performance fall into three categories, cost, quality and delivery performance (7.4.1[4]).

5. Records of supplier evaluations and any resulting actions are maintained (74.1[5]).

6. Purchasing documents clearly describe the products ordered (7.4.2[1]) and where applicable requirements for approval of product, processes, equipment (7.4.2[1]a[1]), requirements for qualification of personnel 7.4.2[1]b[1]), and quality management system requirements (7.4.2[1]c[1]). Certificates of Conformance or Certificate of Analysis are accepted in place of product inspection data.

7. A receiving inspection process is in place to verify products conforms to specified purchasing requirements (7.4.3[1]). When a Certificate of Conformance or Analysis if provided, the amount and type of receiving inspection is modified.

2. Responsibility

PURC MGR Purchasing Manager

3. References

ISO 9000 – Quality management systems - Fundamentals and vocabulary
ISO 9000:2000

ISO 9001 – Quality management systems - Requirements
ISO 9001:2000

ISO 9004 – Quality management systems – Guidelines for performance improvements
ISO 9004:2000

4. Related Procedures

Purchasing (5 clause) QSP – 7.4.101
Supplier Performance (5 clause) QSP – 7.4.103
Supplier Selection (5 clause) QSP – 7.4.102

7.5 Production and service provision

1. Key System Components
DAQO Bar Bus Management System Quality Assurance Policies

1. DAQO Bar Bus Co., Ltd. ensures that production is used to carry out product realization processes (7.5.1[1]). Processes are carried out under the following controlled conditions:

   1.1. The use of suitable production equipment is used to carry out product realization processes (7.5.1[2]c[1]).

   1.2. The availability of information describing the characteristics of the product (7.5.1[2]a[1]).

   1.3. Documented instructions are accessible at operator work stations for operation and process monitoring (7.5.1[2]b[1]).

   1.4. Having the correct monitoring and measuring devices available for use (7.5.1[2]d[1]).

   1.5. Implementing the proper process measurements to control critical process parameters (7.5.1[2]e[1]).

   1.6. Implementation of product release, delivery and post-delivery activities (7.5.1[2]f[1]).

2. New production processes and other associated production equipment is properly tested and validated prior to production usage (7.5.2[1]). Process measurements are identified for monitoring and measuring the process and process data is analyzed to make necessary improvements or changes in the process (7.5.2[3]a[1]), 7.5.2[3]c[1]).

3. Appropriate records are maintained for personnel, equipment and processes (7.5.2[3]d[1]).

4. A defined process is established to maintain the identification of the product through each stage of receipt, production, and delivery (7.5.3[1]). Additionally, product conformance is identified throughout each stage of product realization (7.5.3[2]).

5. Currently, there are no customer requirements for product traceability. When this becomes a customer requirement a process will be established to identify and record unique product identification as well as track product from receipt of raw material to delivery to the customer (7.5.3[3]).

6. DAQO Bar Bus Co., Ltd. maintains defined process to control products furnished by customers and to ensure they are identified, verified, stored, and protected (7.5.4[1], 7.5.4[2]).

7. Unsuitable, lost or damaged products are identified; their condition recorded; and immediately reported to the customer (7.5.3[3]).

8. DAQO Bar Bus Co., Ltd. has a defined process to ensure that products, whole or in part (7.5.5[3]), are controlled through handling, storage, packaging, preservation, and delivery in such a manner that product integrity is maintained (7.5.5[1]).
9. Designated storage areas are maintained that utilize appropriate methods for preservation, segregation, receipt, and dispatch (7.5.5[2]). Stock is periodically assessed for deterioration. Packaging, preservation, storage, and shipping processes are monitored and controlled to ensure compliance to customer requirements.

2. Responsibility

PROD MGR Production Manager

3. Reference

ISO 9000 – Quality management systems - Fundamentals and vocabulary
ISO 9000:2000

ISO 9001 – Quality management systems - Requirements
ISO 9001:2000

ISO 9004 – Quality management systems – Guidelines for performance improvements
ISO 9004:2000

4. Related Procedures

Customer Consigned Material Control (5 clause) QSP – 7.5.105
Packaging (5 clause) QSP – 7.5.107
Process Setup (5 clause) QSP – 7.5.103
Product Identification, Traceability and Status Procedure (5 clause) QSP – 7.5.106
Product Realization Process (5 clause) QSP – 7.5.102
Product Realization Process Development and Qualification (5 clause) QSP – 7.5.101
Production Equipment Maintenance (5 clause) QSP – 7.5.104
Servicing (5 clause) QSP – 7.5.109
Storage and Inventory Control (5 clause) QSP – 7.5.108

7.6 Control of monitoring and measuring devices

1. Key System Components
1. During the quality planning process for a new product, the product characteristics measurements and its related frequency are identified (7.6[1]). The proper monitoring and measuring devices to be used in capturing the measurements are identified during this process (7.6[1]).

2. DAQO Bar Bus Co., Ltd. maintains a defined process to ensure that inspection, measuring and test equipment is controlled, calibrated, adjusted (7.5[3]b[1]), handled, stored and maintained (7.6[3]e[1]). This equipment is consistent with the required measurement capability and the methodology used to collect the data is consistent with the monitoring and measurement requirements (7.6[2]). This capability is verified and recorded (7.6[6]).

3. A process is defined for the calibration of inspection, measuring and test equipment. Acceptance criteria and corrective action are also included in this process.

4. Inspection, measuring and testing equipment is identified, calibrated and adjusted at prescribed intervals or prior to use against certified equipment traceable to nationally recognized standards (7.6[3]a[1]). When no standards exist, the basis for calibration is documented (7.6[3]a[1]). Prescribed intervals are established for each testing medium and records of results are maintained (7.6[6]).

5. If equipment is found to be out of calibration, validity of prior inspections is assessed and appropriate action is initiated (7.6[4]). Handling, preservation and storage practices ensure that accuracy is maintained.

6. A master list of all gages, measuring and test equipment is maintained. Calibration records are maintained (7.6[6]).

2. Responsibility

QUAL MGR  Quality Manager

3. References


4. Related Procedures

Inspection Equipment Control, Maintenance and Calibration (5 clause)  QSP – 7.6.102
8 Measurement, analysis and improvement

1. Policy

Management ensures proper data is used for making fact-based decisions. This is accomplished by ensuring effective and efficient measurement, collection and validation of data and its intended use for adding value to the organization.

8.1 General

1. Key System Components

1. DAQO Bar Bus Co., Ltd. plans and implements improvement processes by monitoring process measurements and analyzing process data (8.1[1]). This method is used to demonstrate conformity of the product (8.1[1][a][1]), the quality management system (8.1[1][b][1]) and to continually improve the effectiveness of the system (8.1[1][b][1]) and to continually improve the effectiveness of the system (8.1[1][c][1]).

2. In order to utilize this method, we have determined the tools, methodology and statistical techniques we use to monitor and measure our processes and product/service (8.1[2]). We have also determined to what extent we utilize these tools, methodologies and statistical techniques to monitor and measure our processes and product/service (8.1[2]).

2. Responsibility

DEPT MGR All Department Managers
EXEC MGMT Executive Management

3. References

ISO 9000 – Quality management systems - Fundamentals and vocabulary
ISO 9001 – Quality management systems - Requirements
ISO 9004 – Quality management systems - for performance improvements

4. Related Procedures

Measurement Systems Development and Qualification (5 clause) QSP – 8.2.106
8.2 Monitoring and measurement

1. Key System Components

1. Customer service monitors information relating to customer perception as to whether DAQO Bar Bus Co., Ltd. has fulfilled its customer requirements (8.2.1[1]). This information is submitted for management review. Various methods are used and examples include surveys, feedback relating to the product, market needs, and customer requirements compared to contract information (8.2.1[2]).

2. DAQO Bar Bus Co., Ltd. has a documented process established for planning and performing internal audits (8.2.2[1]). Internal audits are conducted periodically to verify conformance to our QMS and International Standards (8.2.2[1][a][1]) as well as assess the operational effectiveness of the quality system (8.2.2[1][b][1]).

3. Our audit plans give consideration to the status and importance of the activity to be audited and results of previous audits (8.2.2[2]). Each planned audit has a scope, criteria and method defined (8.2.2[3]).

4. Audits are conducted by personnel who are independent of responsibility in the areas being audited (8.2.2[4]) and do not audit their own work (8.2.2[5]).

5. A documented procedure describes the responsibility for planning, conducting, recording the results and reporting the results of audits (8.2.2[6]).

6. Results of the audits are communicated to management who are responsible for the area being audited and timely action is taken to eliminate the cause of identified nonconformity (8.2.2[7]).

7. Corrective action taken is recorded and verified for effectiveness. The results of this verification are recorded. The results of the audit activities, corrective action taken and the results of verification are submitted to the management representative to be included in management review activities (8.2.2[8]).

8. The internal auditing process is the primary method used to measure and determine the overall effectiveness of the quality management system (8.2.3[1]), 8.2.3[2]). When system nonconformity is identified, correction and corrective activity is taken to ensure continued product conformity (8.2.3[3]).

9. DAQO Bar Bus Co., Ltd. maintains defined processes for inspection and testing to verify that specified requirements for products/services are met (8.2.4[1]). The requirements for inspection and testing are detailed and necessary records are identified. Review, analysis and recording of process data provides us with evidence of product conformance (8.2.4[3]).
10. Product characteristics are measured and monitored during stages of product realization where it is possible for this to occur as defined in our control plans (8.2.4[2]).

11. Material is not released prior to verification unless positive recall is provided (8.2.4[5]). Release under positive recall does not preclude verification activities. No product is dispatched until all required inspections and tests are carried out (8.2.4[5]).

12. Records of all verification activities are maintained and clearly identify the status of the product. They also list the criteria used for the determination and the authority responsible for release (8.2.4[4]).

2. Responsibility

PROD MGR  Production Manager
QUAL MGR  Quality Manager

3. References

ISO 10011-1 – Guidelines for auditing quality systems - Part 1: Auditing, ISO
ISO 10011-2 – Guidelines for auditing quality systems - Part 2: Qualification criteria for auditors, ISO
ISO 10011-3 – Guidelines for auditing quality systems - Part 3: Management of audit programmes, ISO
ISO 9000 – Quality management systems - Fundamentals and vocabulary
ISO 9001 – Quality management systems - Requirements
ISO 9004 – Quality management systems - for performance improvements

ISO 10011-1:1994
ISO 10011-2:1994
ISO 10011-3:1994
ISO 9000:2000
ISO 9001:2000
ISO 9004:2000

4. Related Procedures

Customer Satisfaction Measurement (5 clause)  QSP-8.2.108
Inspection and Testing (5 clause)  QSP-8.2.102
Internal Audit Procedures (5 clause)  QSP 8.2.101
Laboratory – Conditioning (5 clause)  QSP 8.2.105
Laboratory – Receiving (5 clause)  QSP 8.2.104
8.3 Control of nonconforming product

1. Key System Components
   1. DAQO Bar Bus Co., Ltd. maintains documented procedures (8.3[2]) to ensure that product that does not conform to specified requirements is controlled and prevented from unintended use (8.3[1]). Control provides for identification, evaluation, segregation (when practical), disposition and notification of areas affected (8.3[1]). Active programs to reduce scrap and rework are in effect.
   2. Responsibilities for review and disposition authority are clearly defined.
   3. Nonconforming product is reviewed in accordance with our defined process:
      3.1 Action is taken to eliminate the cause of the nonconformity (8.3[3][a][1]);
      3.2 - rework/repair product “as is” provided customer authorization is obtained where required (8.3[3][b][1]);
      - reject or scrap the product (8.3[5]).
   4. Nonconforming product that is repaired or reworked is re-inspected to determine it meets all specified requirements (8.3[5]).
   5. Material shipped under a customer-authorized deviation or waiver is properly identified and tracked per customer requirements. Unless otherwise specified, the accepted nonconformity, and the condition upon shipment are documented in the shipper and the operator instruction (traveler).
   6. Records of the product nonconformances and the resulting actions are maintained (8.3[4]). This includes concessions or waivers obtained from customers (8.3[4]).

2. Responsibility
   QUAL MGR  Quality Manager

3. References
   ISO 9000 – Quality management systems - Fundamentals and vocabulary
   ISO 9000:2000
DAQO Bar Bus Management System Quality Assurance Policies

4. Related Procedures

Corrective Action (5 clause) QSP – 8.5.101
Nonconforming Material Control Procedure (5 clause) QSP – 8.3.101

8.4 Analysis of data

1. Key System Components

1. A process id defined to collect and analyze system data from process monitoring and measurement and other relevant sources to demonstrate the suitability and effectiveness of the quality management system (8.4[1], 8.4[2]). The data used for analysis provide information relating to customer satisfaction (8.4[3][a][1]), product conformance (8.4[3][b][1]), suppliers (8.4[3][d][1]), and trends to identify preventive action (8.4[3][c][1]).

2. Responsibility

DEPT MGR All Department Managers

3. References

Fundamentals and vocabulary

4. Related Procedures

Statistical Methods (5 clause) QSP – 8.4.101

8.5 Improvement

1. Key System Components

1. DAQO Bar Bus Co., Ltd. takes a proactive approach to continual improvement. DAQO Bar Bus Co., Ltd. continually looks for ways to improve our operations, rather than wait for a problem to occur and then implement system improvement (8.5.1[1]). Our quality policy and objectives brings focus to our continual improvement efforts and through the use and proper analysis of audit results, process data, corrective and preventive action
and management review improvements are made in the system before problems occur (8.5.1[1]).

2. DAQO Bar Bus Co., Ltd. maintains documented procedures for implementing corrective and preventive action (8.4.2[3]), 8.5.3[3]). Actions taken are commensurate with the problems identified (8.5.2[2]) and their impact (8.5.3[2]).

3. Corrective action practices include:
   - effective handling of customer complaints and reports of nonconformities (8.5.2[3]a[1]).
   - investing and documenting the causes of nonconformance (8.5.2[3]b[1]) and the action needed to prevent recurrence (8.5.2[1], 8.5.2[3]c[1]);
   - the analysis of processes, work operations, concessions, quality records, customer complaints, and returned product to detect and eliminate potential causes of the nonconformities (8.5.2[3]d[1]);
   - verification corrective actions are taken and are effective (8.5.2[3]f[1]).

4. Preventive action includes:
   - maintaining and utilizing information on performance to detect, analyze and eliminate potential causes of nonconformities (8.5.3[3]a[1], 8.5.3[3]b[1]);
   - determining and planning the steps needed to improve and obtaining customer approval where needed (8.5.3[1]).
   - Implementing the plan and verifying the results (8.5.3c[1]).
   - submit relevant information for management review activities (8.5.3[3]e[1]).

5. Records of corrective and preventive action activities and results are kept (8.4.2[3]e[1], 8.5.3[3]d[1]).

2. Responsibility

   DEPT MGR       All Department Managers
   EXEC MGMT      Executive Management
   MGMT REP       Management Representative

3. References

   ISO 9000 – Quality management systems - Fundamentals and vocabulary
   ISO 9000:2000


DAQO Bar Bus Management System Quality Assurance Policies


4. Related Procedures

- Continual Improvement Procedure (5 clause) QSP – 8.5.104
- Corrective Action (5 clause) QSP – 8.5.101
- Customer Concerns (5 clause) QSP – 8.5.102
- Preventive Action Procedure (5 clause) QSP – 8.5.103
Bibliography

Organization chart for top management (not included)      Org-001

Fundamentals and vocabulary

Requirements

for performance improvements

ISO 10011-1- Guidelines for auditing quality systems - ISO 10011-1:1994
Part 1: Auditing, ISO

Part 2: Qualification criteria for auditors, ISO

ISO 10011-3- Guidelines for auditing quality systems - ISO 10011-3:1994
Part 3: Management of audit programmes, ISO