

THORLABS, INC. QUALITY MANUAL

REVISION HISTORY:

REVISION	DATE OF CHANGE	DESCRIPTION OF CHANGE	REVISION ORIGINATOR
1	3/14/96	DRAFT RELEASE	J. CIEKURS
A	3/25/97	INITIAL RELEASE	J. CIEKURS
B	6/2/97	UPDATED POLICY MANUAL	J. CIEKURS
C	6/27/97	UPATED POLICY MANUAL SECTIONS 4.6, 4.7, 4.8	J. CIEKURS
D	12/15/97	Updated per registration audit	J. CIEKURS
E	2/15/99	Updated per winman software changes	J. CIEKURS
F	08/15/99	Updated to include shop processes and general ISO coordinator	T. WALDRON
G	10/01/00	Organizational chart revised to reflect new positions	T. ROSS
H	06/30/01	Org chart update, ISO Coordinator. Update	R. SLOCKBOWER
I	2/24/02	Update of Qual. Policy Statement, org. chart, ISO9000:2000 compliance; insert hyperlinks; removed grandfathered vendor classification	R. SLOCKBOWER
J	9/13/02	Update QUALITY ASSURANCE MANAGER – GENERAL ISO COORDINATOR to Andy Morris	A. Morris
K	3/2/04	Revise manual content and organization	A. Morris
L	12/9/05	Reword and revise to reflect business unit structure	A. Morris
M	12/29/06	Revise to reflect changes in operational responsibilities and simplification of some processes	A. Morris

Quality Manual Index

1.0	Scope	4
1.1.	About Thorlabs Inc.	5
1.2.	The Thorlabs' Mission Statement	5
1.3.	Thorlabs' Commitment to Quality (Quality Policy)	5
1.4.	Thorlabs' Eight Management Principles	5
1.5.	Thorlabs Management Team Endorsement	6
1.6.	Quality Management System Documentation	6
1.7.	Manual maintenance and distribution	6
2.0	Normative Reference	6
3.0	Terms, Definitions and Abbreviations	6
4.0	Quality Management System	7
4.1.	General	7
4.2.	Documentation Requirements	7
4.2.1.	General	7
4.2.2.	Quality Manual	7
4.2.3.	Control of Documents	7
4.2.4.	Control of Records	9
5.0	Management Responsibility	9
5.1.	Management Commitment	9
5.2.	Customer Focus	9
5.3.	Quality Policy	10
5.4.	Quality Planning and Objectives	10
5.4.1.	Quality Objectives	10
5.4.2.	Quality Management System Planning	10
5.5.	Responsibility, Authority, and Communication	10
5.5.1.	Responsibility and authority	10
5.5.2.	Management Representative (QMS Manager / QMS Representative)	10
5.5.3.	Internal Communication	10
5.6.	Management Review	12
5.6.1	General	12
5.6.2	Review Input	12
5.6.3	Review Output	12
6.0	Resource Management	13
6.1.	Provision of Resources	13
6.2.	Human Resources	13
6.2.1.	General	13
6.2.2.	Competence, Awareness, and Training	13
6.3.	Infrastructure	13
6.4.	Work Environment	13
7.0	Product Realization	14
7.1	Planning for Product Realization	14
7.2	Customer Related Processes	14
7.2.1.	Determining Requirements Related to the Product	14
7.2.2.	Review of Requirements	14
7.2.3.	Customer Communication	14
7.3.	Design and Development	15
7.3.1	Design and Development Planning	15
7.3.2	Design Inputs	15
7.3.3	Design Outputs	15
7.3.4	Design and Development Review	15
7.3.5	Design Verification	15
7.3.6	Design Validation	15

7.3.7	Control of Design and Development Changes	15
7.4.	Purchasing	16
7.4.1	Purchasing Process	16
7.4.2	Purchasing Information	16
7.4.3	Verification of Purchased Product	16
7.5	Production and Service Provision	16
7.5.1.	Control of Production	16
7.5.1.1.	Identification and packaging	16
7.5.1.2	Fabrication, machining, and assembly	16
7.5.1.3	Documentation	16
7.5.2	Process Validation	17
7.5.3	Customer property	17
7.5.4	Identification and Traceability	17
7.5.5.	Preservation of Product	17
7.6.	Control of Monitoring and Measuring Devices	18
7.6.1	Calibration	18
7.6.2	Control	18
8.0	Measurement, Analysis and Improvement	18
8.1	General	18
8.2	Monitoring and Measurement	18
8.2.1	Customer Satisfaction	18
8.2.2	Internal Audit	18
8.2.3	Monitoring and Measurement of Processes	19
8.2.4	Monitoring and Measurement of Product	19
8.3	Control of Nonconforming Product	19
8.4	Analysis of Data	20
8.5	Improvement	20
8.5.1	Continuous Improvement	20
8.5.2	Corrective Action	20
8.5.3	Preventive Action	21