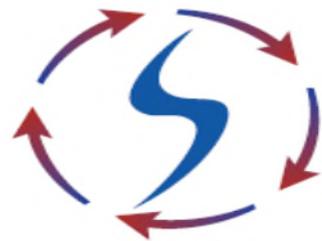


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Employee Orientation to ISO 9001



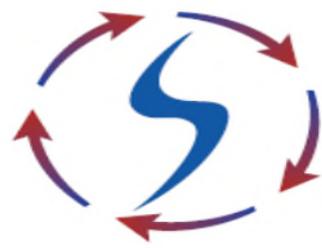


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Sygnetics, Inc. is committed to quality. 'Quality' is the ability to consistently produce a product or service that satisfies your customers' needs.

This presentation is designed to give you a basic understanding of ISO 9001 and to introduce you to its requirements and your involvement.

It will be only with your commitment and contribution to the company's success that we will be able to deliver quality products and services.



What is a QMS?

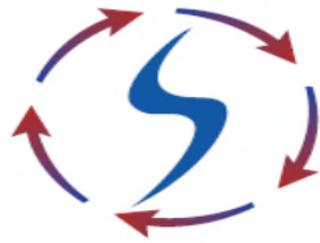
- ❑ It is the way your company directs and controls business activities that are associated with quality.
- ❑ It consists of your organizational structure together with the planning, processes, resources, documents and records that you will use to improve the quality of your products and services.
- ❑ A common sense, documented system focusing upon consistency, reliability, and improving the way a business operates.
- ❑ A focus upon organizational processes, the customer, and improvement.



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Benefits of ISO 9000 Registration for Sygnetics

- ❑ Demonstrates to customers that Sygnetics has a commitment to quality.
- ❑ Regular audits and assessments ensure that Sygnetics continually uses, monitors and improves it's processes.
- ❑ Registration improves business performance, and increases market opportunities

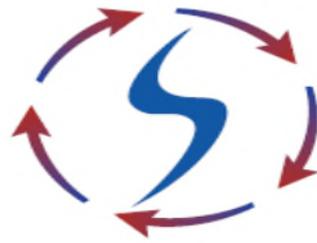


The ISO 9001 Process Approach

The ISO 9001 standard was developed using the process approach model, which means that most processes within Sygnetics' QMS are interconnected.

Emphasizes:

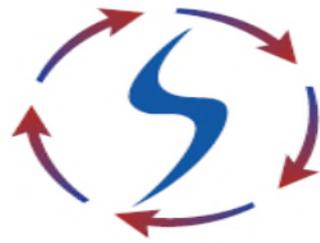
- Understanding and meeting requirements.
- Need to consider processes in terms of added value.
- Obtaining results of process performance and effectiveness.
- Continued improvement of processes based on measurement.



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Quality Documentation

- ❑ Documentation is a key element of an effective and conforming ISO 9001 QMS.
- ❑ Documentation doesn't mean paragraphs of tedious text and endless forms.
- ❑ The goal of documentation is to meet customer expectations on time and to achieve customer satisfaction.



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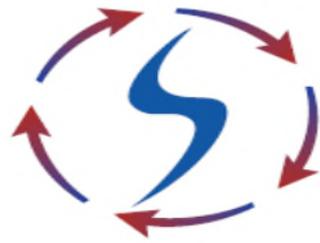
Sygnetics Quality Documents

The Sygnetics Quality documents are located
at:

www.Sygnetics.com/employees

Click on the Quality link

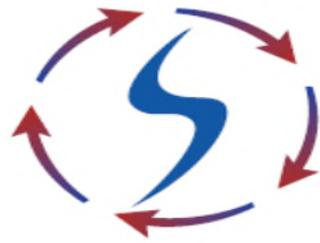
Go to this link and become familiar with the Sygnetics
quality documents



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How Will YOU Be Impacted?

- An ISO 9001-based QMS is only going to work with employee involvement and commitment.
- Once an ISO 9001 QMS is implemented, it becomes the way you operate day-to-day.
- In the long term, an ISO 9001-based QMS should eliminate problems before they even begin.

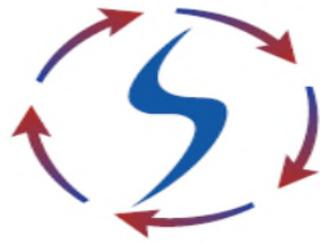


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How Can YOU Contribute?

Each Sygnetics employee contributes to the success of an ISO 9001 QMS by:

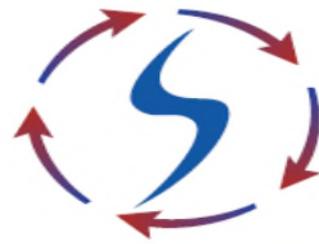
- Understanding the processes.
- Sharing the best practices company wide.
- Identifying training requirements.
- Communicating customer perceptions.
- Suggesting process improvements.



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What To Do Next

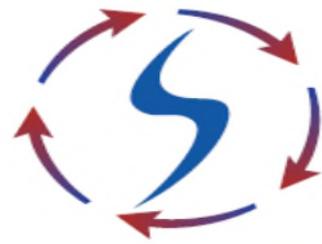
- Know your Quality Policy (provided on next slide).
- Be familiar with the documentation that applies to your work.
- Look for ways to contribute to Sygnetics' goals.
- Promote your ISO 9001 registration to our customers and suppliers.
- Take pride in working for a company that has achieved ISO 9001 registration.



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Sygnetics Quality Policy

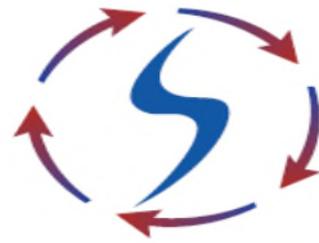
Sygnetics will maintain a company-wide Quality Management System (QMS) designed to ensure that our products and services meet or exceed client requirements. We will comply with requirements of the standard and plan for continuous improvement of the QMS while consistently striving to simplify our processes to prevent unnecessary work or waste. Sygnetics' overall goal is to provide quality products and services, meeting or exceeding client requirements, while growing profitably.



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YOU CAN MAKE A DIFFERENCE!

- Quality is Everyone's Job!
- Quality must be integrated into the way we do business to achieve quality results.



SYGNETICS ISO 9001 Employee Orientation Training

Certification of Completion

I confirm that I completed the orientation training listed above. I read and understood the training, and I understand that as an employee, it is my responsibility to abide by Sygnetics quality policies and procedures, in accordance with the training.

If I have questions about the training materials presented or Sygnetics quality policies and procedures, I understand it is my responsibility to seek clarification from the ISO Coordinator (kim.smith@sygnetics.com).

Name _____

Date _____

Please copy the complete statement above and paste into the body of an email addressed to kim.smith@sygnetics.com. Receipt of email from employee email address provides proof of training.