

**NOTE:** *Changes to this document require the new document revision to be uploaded to the TDGO website, [www.teledynemarine.com/dgo](http://www.teledynemarine.com/dgo), to replace the obsolete version located under the DOCUMENTS Tab, within the Quality Documents listing.*

## 1. SCOPE

Teledyne D.G. O'Brien (TDGO), with its location at 162 Corporate Drive, Portsmouth, NH, is responsible for the design, development and manufacture of electrical and optical connectors, cable assemblies, penetrators, and servo control devices used in hostile environments for military and commercial applications, including sales, testing, and technical services.

TDGO's Quality Management System (QMS) has been designed and implemented for effective management, customer satisfaction, and continual improvement. It has been implemented to meet the requirements of ISO 9001:2015, internal and external interested parties and applicable regulatory agencies, and to improve and sustain the overall performance of the organization.

## 2. NORMATIVE REFERENCES

ISO 9001:2015, Quality management systems-Fundamentals and vocabulary

## 3. TERMS AND DEFINITIONS

Unless otherwise specified, all terms used in this document are defined in ISO 9001:2015

Term	Definition
Concession	A special approval that is granted to release a nonconforming product for use or delivery
KPI	Key Process Indicators
PACE	Product and Cycle-time Excellence
PPM	Policy and Procedure Manual
PONC	Price of Nonconforming
QMS	Quality Management System
SOP	Standard Operating Procedure
TDGO	Teledyne D.G. O'Brien



#### **4. CONTEXT OF THE ORGANIZATION**

##### **4.1 Understanding the organization and its context**

Through the strategic and operational planning process, TDGO identifies internal and external issues that are relevant to the purpose and direction of the organization and identifies how they affect the ability to achieve intended results.

TDGO Organizational context includes:

- Understanding TDGO products and services
- Identifying and understanding the needs and expectations of interested parties
- Determining the scope of the QMS

TDGO identifies interested parties as follows:

- City and state agencies
- Community
- Competitors
- Customers
- Employees
- Owners
- Owner of Property
- Regulators/Certification Bodies
- Suppliers

##### **4.2 Understanding the needs and expectation of interested parties**

TDGO internal and external issues and the needs of interested parties are identified using the process approach. In addition, issues can also be identified using risk-based thinking. Such issues are monitored and updated as appropriate and discussed during Management Review Meetings.

##### **4.3 Determining the scope of the quality management system**

Management determines the boundaries and application of the QMS by considering:

- The internal and external issues referred to in Clause 4.1 of the ISO 9001:2015 Standard
- The requirements of relevant interested parties referred to in Clause 4.2 of the ISO 9001:2015 Standard
- The quality of the applicable products and services
- Customer satisfaction through effective application of the QMS
- Establishment of a suitable process for improvements of the QMS

#### 4.4 Quality management system and it's processes

##### 4.4.1.

The QMS defines:

- Criteria and methods to ensure performance
- How processes and changes are implemented to achieve their intended results
- How risk and opportunities are determined
- How QMS processes are improved
- Performance indicators
- Resources needed
- Assign responsibilities/authorities
- The processes needed
- Their sequence of interactions (Reference Figure 1.)

##### 4.4.2

The QMS maintains and retains documented information to support its process and to verify that processes are being carried out as planned.

References	Title
QP-001	Quality Policy
Teledyne D.G. O'Brien website	Risks & Opportunities of Interested Parties (matrix)

Teledyne DGO  
Quality Management System (QMS)  
Top Level Business Process Interaction

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Portsmouth, NH 03801-6815 US

QUALITY MANUAL

Document ID: QM-001  
Revision: AN CO 66024

Leadership and Direction

Quality Policy

- Listen to our Customers
- Meet their Requirements
- Measure our Success by their Satisfaction
- Continual Improvement

Top Level Operating Cycle

**Plan:** Planning for Product Realization, Mgmt. Review  
**Do:** Provision of Resources & Product Realization Processes  
**Check:** Internal Auditing & Data Analysis of Processes  
**Act:** Strategy Deployment, CA & PA Action

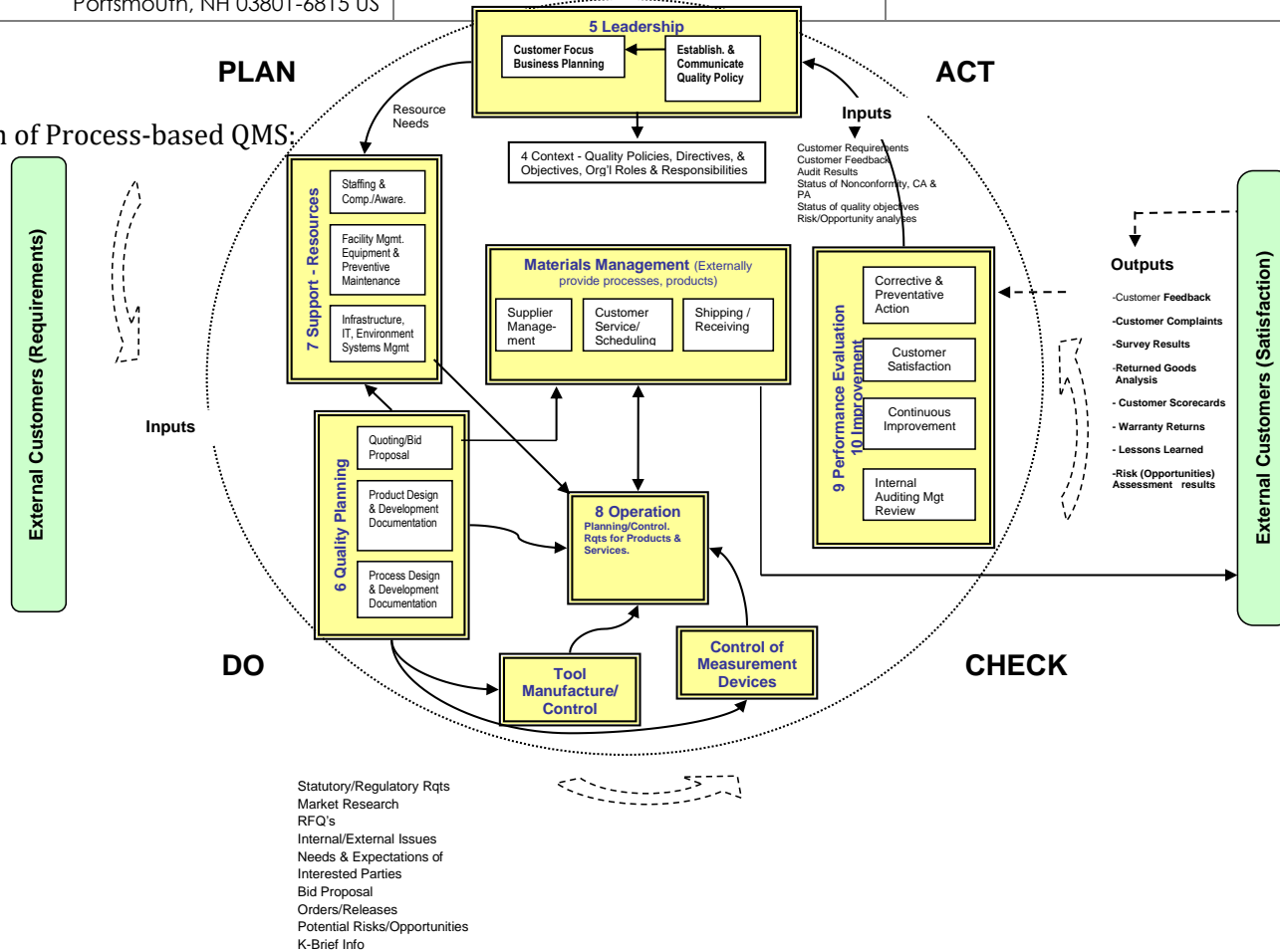
Process Management

**Process Owner(s):**  
Leadership Team  
**Monitoring Method:**  
KPI Review  
Internal Audit  
Management Review  
**Measurement:**  
Customer Satisfaction  
KPI Performance  
**Improvement Methodology:**  
Strategy Deployment

Interested Parties

- Customers
- Suppliers
- Employees
- Stakeholders
- Financial Institutions
- Regulatory Agencies
- Local community

Figure 1. Diagram of Process-based QMS:



## 5. LEADERSHIP

### 5.1 Leadership and commitment

#### 5.1.1 General

The Management Team provides evidence of its leadership and commitment to the development and implementation of the QMS through continually improving its effectiveness by:

- Being accountable for the effectiveness of the QMS
- Communicating to the organization the importance of compliance with the QMS, and meeting customer and regulatory requirements
- Engaging, directing and supporting personnel to contribute to the effectiveness of the QMS
- Ensuring that the QMS achieves its' intended results
- Ensuring resources are provided for the integration of the QMS
- Establishing the Quality Policy and Quality Objectives that are in alignment with the direction of the organization
- Management demonstrates leadership in their areas of responsibility
- Promoting and supporting improvements
- Promoting the use of the process approach and risk-based thinking

#### 5.1.2 Customer Focus

The Management Teams demonstrates leadership and commitment by ensuring that customer requirements are determined, understood, and met with the objective of enhancing customer satisfaction.

### 5.2 Policy

*Teledyne Marine is committed to safely providing products and services of the highest integrity and reliability. We continually review and improve the effectiveness of our Quality Management System through execution of goals and objectives, verification of compliance with customer and legal requirements, and conformance to the ISO 9001 standard. We Strive to provide ultimate customer satisfaction and product quality by engaging and empowering our entire stakeholder community from supply chain, to workforce, to customers, in attaining these goals.*



### 5.2.1 Establishing the quality policy

The Management Team establishes, implements and maintains a Quality Policy that:

- Is appropriate for the purpose, context and supports the strategic direction of the organization
- Includes a commitment to continual improvement
- Includes a commitment to customer satisfaction
- Provides a framework for setting quality objectives

### 5.2.2 Communicating the quality policy

The Management Team provides communication to the organization regarding the effectiveness of the QMS through:

- Customer communications
- Employee training
- Management Reviews
- Planning meetings
- Quality Policy
- TDGO commitment to continual improvement

### 5.3 Organizational roles, responsibilities and authorities

TDGO assigns responsibilities within its management organization. It is management's responsibility that these roles are communicated and understood within the organization and to:

- Ensure that the quality system is established, implemented, and maintained in accordance with the requirements of ISO 9001:2015
- Ensure that the processes deliver their intended outputs
- Ensure the promotion of customer focus throughout the organization
- Report on the performance of the quality system and on opportunities for improvements

References	Title
QP-001	Quality Policy
Teledyne D.G. O'Brien Website	TDGO Leadership Principles



## **6. PLANNING**

### **6.1 Actions to address risks and opportunities**

**6.1.1** Planning activities for the QMS focus on how to effectively meet quality objectives, customer, and legal requirements by:

- Enhancing desirable effects
- Ensuring that the QMS is achieving its intended results
- Reducing or preventing undesirable effects

**6.1.2** In addition, planning activities also identify risk, opportunities, and define actions to ensure that:

- Effectiveness of actions are evaluated
- Improvements are fostered

### **6.2 Quality Objectives and Planning to achieve them**

**6.2.1** The Management Team ensures that quality objectives (including those needed to meet product requirements) are established at relevant functions and levels within the organization. Quality objectives are:

- Consistent with the quality plan
- Measurable, through internal audits and management reviews
- Monitored for customer satisfaction, effectiveness, efficiency and conformance
- Updated when appropriate

**6.2.2** Quality objectives are determined by:

- Understanding what needs to be done and what resources are needed
- Completion of the objective and how the results will be measured and evaluated
- The responsible individual for the objective tasks

### 6.3 Planning of changes

When planning how to achieve a Quality Objective, the following are taken into consideration:

- How the results will be measured/evaluated
- KPI meetings' & PoNC reduction meetings utilizing continuous improvement tools and techniques
- The assignment or reassignment of responsibilities and authorities
- The reason for the change and the potential effects
- The integrity of the QMS
- Resources Requirements

References	Title
Teledyne D.G.O'Brien Website	Risk & Opportunities of Interested Parties
Teledyne D.G.O'Brien Website	KPI-Key Process indicators
Teledyne D.G.O'Brien Website	Management Review Input and Output (access is required)
Teledyne D.G.O'Brien Website	Meeting OQE (objective quality evidence)

## 7. SUPPORT

### 7.1 Resources

#### 7.1.1 General

The management team considers the capabilities and constraints on internal resources when determining the maintenance and continual improvement of the QMS. In addition, resource requirements from external providers will be taken into consideration.

#### 7.1.2 People

The management team provides personnel necessary for the effective implementation and operation of the QMS processes to achieve TDGO's objectives and conformity product requirements.



### 7.1.3 Infrastructure

The management team ensures that infrastructure, including buildings, workspaces, utilities, process equipment, and supporting services are enough to ensure conformity to product requirements are consistently achieved. The Infrastructure includes but is not limited by:

- Building, workspace and associated utilities
- Communications and information technology
- Process equipment, including both hardware and software
- Supporting services like transportation resources

### 7.1.4 Environment for the operation of processes

The Management Team determines, provides and manages an environment that is suitable for the operation to achieve its' quality objectives and conformity to product requirements. Factors considered when determining the type of environment required are based on:

- Business culture, social and psychological needs
- Level of employees' skills, number of employees working in an area, and stress of tasks being performed
- Type of environmental conditions, e.g. lighting, heat, humidity, sound levels, and air quality

### 7.1.5 Monitoring and measuring resources

#### 7.1.5.1 General

TDGO ensures that all equipment used in the manufacturing process, including inspection and test equipment, meets specified requirements and is appropriately designed, constructed, and installed. TDGO ensures that measuring and test equipment provided is suitable for the type of monitoring and measuring activities required. Equipment maintenance schedules are established and maintained. Periodic equipment inspections are conducted and documented, and adjustments are made correctly as needed.

#### 7.1.5.2 Measurement traceability

Equipment used for inspection, measuring and testing of products are identified and calibrated at specified intervals. A calibration team member reviews and approves the calibration certificate to verify that the following requirements have been met:

- Calibration Dates
- Tool Identification number (mfg. s/n or TDGO property #)
- Standards used, including NIST or equivalent standard traceability data for standards used
- Environmental Conditions
- Identification of Calibration technician
- As found data and as returned data when applicable
- Authorized signature or equivalent method of identification

When a tool/gage is received without a calibration certificate it must be calibrated by an outside certified calibration service provider prior to being placed into service. Calibration stickers are affixed to equipment to identify their calibration status. Measuring and test equipment is handled, preserved, stored and safeguarded from adjustments to preserve accuracy and fitness for use. When measuring and test equipment is found to be out of tolerance/calibration, an assessment of the validity of previous measurements of effected products are assessed and actions taken as required.

#### 7.1.6 Organizational knowledge

TDGO determines the knowledge necessary for the operation of its processes and to achieve conformity of products and organizational objectives. This may include knowledge and information obtained from:

Internal sources, such as:

- Audit results
- Continuous improvement activity
- Feedback and lessons learned
- On the job and cross training
- Product noncompliance
- Project and design reviews



External sources such as:

- Audit results
- Customer standards
- Industrial standards
- Subject matter experts
- Statutory and regulatory requirements

Organizational knowledge is retained and made available through reports, spreadsheets, databases, work instructions, procedures and standards. When addressing changing needs and trends, TDGO considers its' current knowledge and determines if additional knowledge is required.

## 7.2 Competence

New employees undergo and complete orientation training within the timeframe defined by SOP-HR-001. This orientation ensures that each employee is familiar with the company's facilities, regulations, safety restrictions, quality system and are trained for the area/job he/she is being placed into. Employees also maintain proper qualification through continuous job specific training. Reimbursement programs for employees who desire to upgrade their competence through external education or training. Records of personnel training are maintained.

## 7.3 Awareness

Management ensures that employees are aware of:

- Quality objectives and results
- Safety procedures, goals and results
- TDGO Quality Policy
- Their contribution to the effectiveness of the QMS
- The benefits of improved QMS Performance
- The significance of nonconformance with the QMS requirement



## 7.4 Communication

Management provides communication to the organization regarding the effectiveness of the QMS through: (this list is not exhaustive)

- Management reviews
- One on one meetings
- Operational meetings
- Performance reviews
- Planning meetings
- Safety meetings

## 7.5 Documented information

### 7.5.1 General

TDGO QMS includes information required by the ISO 9001:2015 Standard and documented information determined to be required for the effective operation of the company.

### 7.5.2 Creating and updating

Documents required for the QMS are controlled. Processes have been established and implemented for maintenance of documents and data through:

- Identification and description (a title, reference number)
- Reviewing, updating when necessary, and re-approving, by the same function, such documents, and maintained and identified by its revision.

### 7.5.3 Control of documented information

**7.5.3.1** TDGO determines which documents are controlled and which are managed. The document control process ensures that only the correct revision of controlled documents are available for use, and that obsolete documents are not available for use.

Documented information required by the QMS are controlled by:

- A master index to identify current revision of all procedures
- Ensuring that documents remain legible, readily identifiable and retrievable
- Ensuring that relevant versions of applicable documents are available at point of use
- Preventing the unintended use of obsolete documents and their retention period, and maintain suitable identification if they are retained

**7.5.3.2** Controls of documented information (records) required for the QMS are established and implemented by the following activities:

- Records are maintained and retained as defined in the record index or as specified by applicable industry standard
- Record control plan that is established, implemented and maintained for storage, protection, retrieval, retention period, and disposal
- The records are identifiable to the product or process involved

References	Title
SOP-HR-001	New Hire Orientation Training
SOP-HR-002	Competency and Training
SOP-QMS-001	Document Control Procedure
SOP-QMS-015	Calibration and Control of Metrological and Test Instruments
SOP-QMS-020	Engineering Change Order
SOP-QMS-022	Quality and Vital Records

## **8. OPERATION**

### **8.1 Operational planning and control**

Inspections and tests are performed with controlled and calibrated equipment. Records of inspections are established and maintained to provide evidence that products comply with stated requirements.

### **8.2 Requirements for products and services**

#### **8.2.1 Customer communication**

TDGO communication with customers includes:

- Addressing inquiries, contracts or order changes
- Establishing requirements for contingency actions, when relevant
- Handling and controlling customer property
- Obtaining customer feedback related to products and/or services offered, including customer complaints
- Providing information related to the products and services offered

#### **8.2.2 Determining the requirements for products and services**

Requirements for products and services are defined; including those requirements necessary to meet contractual requirements.

#### **8.2.3 Review to the requirements for products and services**

**8.2.3.1** TDGO ensures that it can meet customer requirements for products and services that it offers to its 'customers through contract reviews, job reviews and product reviews. Reviews of customer information consists of a verification to determine that the customer's requirements are adequately defined, documented, understood, can be agreed to, and that the company has the capacity to meet contractual requirements. Any differences between the contract and those in the quotation phase are resolved.

**8.2.3.2** Customer's intellectual property is protected through the means of confidentiality agreements with customers, employees, suppliers, and subcontractors. Records including new requirements for products and services of confidentiality are maintained.



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#### **8.2.4 Changes to requirements for products and services**

Changes made to contracts and/or products and services are reviewed to ensure that requirements are adequately defined, documented, understood, and agreed to. Departments affected by the change are notified through:

- Change orders
- Change requests
- Engineering change order
- Management of change
- Management reviews
- One on one meetings
- Operational meetings

### **8.3 Design and development of products and services**

#### **8.3.1 General**

TDGO plans and controls the design and development of products to include: design and development, reviews, verification, and validation stages. A stage gate system (PACE) is used to drive design and development of products and services.

#### **8.3.2 Design and development planning**

Plans are prepared for each design and development activity, which describe the activity, and defines the responsibility for their implementation. The activities are assigned to qualified personnel equipped with adequate resources. The plans are updated as necessary, as the design evolves, and records are maintained. When determining the stages and controls the followings are considered:

- Customer involvement in design and development process
- Design and development reviews
- Design and development verification and validation activities
- Duration and complexity of the design
- Necessary documentation and adequate resources



### 8.3.3 Design and development inputs

Design input requirements, including applicable statutory and regulatory requirements, are identified, documented, and reviewed for adequacy. Incomplete, ambiguous, or conflicting requirements are resolved.

### 8.3.4 Design and development controls

Formal reviews of designs are planned and conducted at appropriate stages of the design. Participants are cross-functional with the design stage being reviewed, as well as other specialists as required. Records of the reviews are maintained.

### 8.3.5 Design and development outputs

The design output is documented and expressed in terms that are verified against the design-input requirements. The responsible engineers assure that the design:

- Contain or refer to acceptance criteria
- Design output documents are reviewed prior to release.
- Identify characteristics that are crucial to safe and proper functioning of the products
- Meets the design input requirements

### 8.3.6 Design and development changes

Design changes and modifications are identified, documented, reviewed and approved by authorized personnel before they are implemented.

## 8.4 Control of externally provided processes, products and services

### 8.4.1 General

TDGO evaluates its' subcontractors and purchases only from those that can satisfy its quality requirements. Purchasing documents clearly and completely describes ordered products, including quality requirements. Purchasing documents are reviewed and approved prior to release.



#### **8.4.2 Type and extent of control**

TDGO evaluates and selects potential suppliers, contractors and consultants based on their ability to meet specified requirements, including quality requirements. TDGO establishes and maintains records of acceptable suppliers, contractors and consultants in an Approved Supplier List (ASL)

#### **8.4.3 Information for external providers**

Quality performance of subcontractors is monitored. Subcontractors showing inadequate performance are asked to implement corrective actions and are discontinued if there is no improvement. The type and extent of control exercised over subcontractors is dependent upon the impact of the subcontracted product on the quality of the final product, and the subcontractors' prior quality performance.

### **8.5 Production and service provision**

#### **8.5.1 Control of production and service provision**

Production operations are planned and documented. Personnel performing complex or critical operations are provided with work instructions and workmanship standards. Special processes are controlled and performed in accordance with written procedures. Production areas are clean and provide a suitable working environment. After final inspection, products are protected and stored in adequate conditions to prevent damage and deterioration. If delivery is specified, protection of the product is extended to include delivery to the destination

#### **8.5.2 Identification and traceability**

Identification: TDGO ensures that products are identified by suitable means throughout all stages of receipt, production, distribution and installation to prevent errors. TDGO also ensures that product status is maintained throughout all stages to make certain that products (that have passed the required inspections and tests) have the appropriate identification.

Traceability: TDGO, directly or through its suppliers, contractors and service providers, establishes, documents, and maintains procedures for identifying each unit, lot, or batch of finished products and components, where appropriate, with a unique control number. These controls are used to facilitate corrective action when required.



### 8.5.3 Property belonging to customers or external providers

TDGO exercises care with customer property, including intellectual property, while it is under the control of the organization or being used by the organization. The organization identifies, verifies, protects and safeguards customer property provided for use or incorporation into the product. If any customer property is lost, damaged or otherwise found to be unsuitable for use, the TDGO reports it to the customer. Records are maintained.

### 8.5.4 Preservation

TDGO preserves the product (and any components) during processing and delivery to the intended destination in order to maintain conformity to requirements. As applicable, preservation includes:

- Handling
- Identification
- Packaging
- Protection
- Storage

### 8.5.5 Post-delivery activities

TDGO determines the requirements for post-delivery activities during the contract review process. In addition, post-delivery activity may be associated with actions outside the scope of the contract. While determining the extent of post-delivery activities that are required, TDGO considers the following:

- Customer feedback
- Customer requirements
- Statutory and regulatory requirements
- The nature, use, and intended lifespan of products and services
- The potential undesired consequences associated with products and services

### 8.5.6 Control of changes

TDGO ensures that changes or process deviations are reviewed and evaluated, and where appropriate, revalidation is performed and documented.

## 8.6 Release of products and services

In-process inspections are specified on the inspection instruction or production traveler (shop order). These inspections are normally carried out by the production personnel. In addition, quality personnel perform product audits to verify the effectiveness of the production quality system. Acceptance is denoted with a “sign-off” of in-process inspections records, which gives the authorization to release product for the next operation. A final inspection is performed at the completion of processing to determine that operations are completed and to ensure all requirements have been met. Products that pass final inspection are released for transport to the customer. Source inspections are also performed in accordance with the applicable contract requirements.

## 8.7 Control of nonconforming outputs

8.7.1 TDGO ensures that outputs that do not conform to requirements are identified and controlled to prevent unintended use or delivery.

TDGO takes appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This also applies to nonconforming products and services detected after delivery of products, during or after the provision of services.

TDGO deals with nonconforming outputs in one or more of the following ways:

- Correction
- Segregation, containment, return or suspension of provision of products and services
- Informing the customer
- Obtaining authorization for acceptance under concession
- Conformity to the requirements is verified when nonconforming outputs are corrected

8.7.2 TDGO retains documented information that:

- Describes the nonconformity
- Describes the actions taken
- Describes any concessions obtained
- Identifies the authority deciding the action in respect of the nonconformity



References	Title
SOP-ENG-001	Engineering Responsibilities
SOP-QMS-002	Control of Non-Conforming Product
SOP-QMS-003	Non-Conformance Report (NCR) and Corrective and Preventative Action (CAPA)
SOP-QMS-011	Traceability Requirements for Level 1 and or Sub safe Materials
SOP-QMS-015	Calibration and Control of Metrological and Test Instruments
SOP-QMS-016	Return Material Authorization Policy
SOP-QMS-019	Customer Complaint/Feedback Procedure
SOP-QMS-020	Engineering Change Order
SOP-QMS-021	Design Control
SOP-QMS-023	Foreign Object Elimination
SOP-SCM-006	Procurement Policy
WI-ENG-0003	Product and Cycle-time Excellence (PACE) Procedure

## 9 Performance Evaluation

### 9.1 Monitoring, measurement, analysis and evaluation

#### 9.1.1 General

TDGO collects and analyzes appropriate data to demonstrate the suitability and effectiveness of the QMS.

#### 9.1.2 Customer satisfaction

TDGO monitors customer satisfaction through the receipt of customer scorecards, customer feedback, customer complaints, warranty claims and other mechanisms.



### 9.1.3 Analysis and evaluation

TDGO analyzes and evaluates appropriate data and information gathered from monitoring and measuring performance evaluations. To determine the effectiveness and suitability of the QMS the data from the following objectives will be measured, analyzed and evaluated:

- Audit results
- Customer complaints and warranty claims
- Effective implementation of planning activities
- Effectiveness of actions taken to address risk and opportunities
- Effectiveness of Corrective/Preventive Actions,
- Management objectives
- Performance and effectiveness of internal audits
- Performance of suppliers and subcontractors
- Price of nonconforming (PONC)
- Quality Objectives
- Quality Policy

## 9.2 Internal audit

### 9.2.1 TDGO conducts internal audits at planned intervals to determine whether the QMS:

- Conforms to the requirements of ISO 9001:2015
- Conforms to its established QMS and external requirements
- Is effectively implemented and maintained

### 9.2.2

The audit schedule is defined by the designated Quality Audit Leader. The schedule takes into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency and methods are defined. Audits are conducted by trained auditors who are independent of the work being audited. Audit Documentation: Audit reports are company confidential. Additional audit records that provide objective evidence of audit execution are maintained and available for outside review as needed.

## 9.3 Management review

### 9.3.1 General

The Management Team reviews the QMS at least once a year. In order to assess the effectiveness and continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.

### 9.3.2 Management review inputs

The planned Management Review takes the following into consideration:

- Changes in external and internal issues that are relevant to the quality management system
- The adequacy of resources
- The effectiveness of actions taken to address risks and opportunities
- The status of actions from previous management reviews
- Opportunities for improvement
- Information on the performance and effectiveness of the quality management system, including trends in:
  - Customer satisfaction and feedback from relevant interested parties
  - The extent to which quality objectives have been met
  - Process performance and conformity of products and services
  - Nonconformities and corrective actions
  - Monitoring and measurement results
  - Audit results

- The performance of external providers

### 9.3.3 Management review outputs

The output from the Management Review includes decisions and actions relative to:

- Any need for changes to the quality management system
- Opportunities for improvement
- Product improvements
- Resources needed

References	Title
SOP-QMS-004	Quality, Health, Safety and Environmental Management Systems Audit Process
SOP-QMS-019	Customer Complaint/Feedback Procedure
PPM-11.7	Procedure for Collection, Analysis and Reporting of field Reliability Data

## 10 IMPROVEMENTS

### 10.1 General

A comprehensive continuous improvement philosophy is deployed throughout TDGO. Quality and service is continuously improved. TDGO ensures, through risk-based thinking, that actions are taken to identify, correct, and ensure that nonconformities that have already occurred do not recur, and to prevent potential nonconformities. CAPA investigations focus on the cause of nonconformities (or potential nonconformities) relating to product, processes or the QMS. A summary of CAPA activity is included in the Management Review.

### 10.2 Nonconformity and corrective action





**10.2.1** Nonconforming product includes nonconforming product occurring in TDGO's own facilities, as well as nonconforming product received or delivered by the organization. TDGO ensures that product that is nonconforming or is suspected of being nonconforming is identified and controlled to prevent its unintended use or delivery. Customer, and other applicable interested parties, are notified if there is a risk of receiving product that does not abide by the associated requirement(s).

TDGO ensures that procedures are established for review and disposition of nonconforming product and that responsibility and authority for disposition is defined within these procedures.

**10.2.2** TDGO also ensures that actions are taken to identify, document, and eliminate the root cause of nonconforming product.

### **10.3 Continual improvement**

TDGO continually improves the suitability, adequacy and the effectiveness of the QMS using the following areas (not exhaustive):

- Analysis of data
- Audit results
- Corrective and Preventive Actions
- Customer feedback and Score Cards
- KPI meetings' & PoNC Reduction meetings utilizing continuous improvement tools and techniques
- Management Review
- Quality Objectives
- Quality Policy

**REFERENCES:**

References	Title
SOP-QMS-002	Control of Non-Conforming Product
SOP-QMS-003	Non-Conformance Report (NCR) and Corrective and Preventative Action (CAPA)

- Revision G Released 10/01/03 Per ECO 20250 Revised to meet the new requirements of ISO 9001 revision 2000.
- Revision H Released 12/12/03 Per ECO 20372 Revised to change procedure numbers into PPM numbers.
- Revision I Released 03/11/05 Per ECO 21194 Revised to correct administrative errors.
- Revision K Released 06/06/08 Per ECO 36950 to change logo to Teledyne logo; changed job title; deleted reference to QATM.
- Revision L Released 06/19/08 Per ECO 37010 Added servo control devices to scope.
- Revision M Released 02/04/09 per ECO 37745 Changes per Management Review Recommendation.
- Revision N Released 09/21/09 Per ECO 38177 to reflect ISO 9001:2008.
- Revision P Released 04/22/11 Per ECO 40901 to reflect current titles.
- Revision R Released 01/08/14 Per E3476 to reflect current titles and removal of address.
- Revision T Released 04/21/14 per E4019 Total Re-Write of Manual.
- Revision V Released 05/12/14 Per E4053 to Include Customer – Specific Record Retention guidance.
- Revision W Released 05/30/14 per E4174 Legal Requirements for DGO.com
- Revision Y Released 07/15/14 Author K Peek, Per E4388 Multiple Changes to Update to new document system (references, document control and definitions)
- Revision AA Released 9/24/15 Author K Peek, Per E4554 Clarification of Section 7
- Revision AB Released 10/08/15 Author K Peek, Per E6025 Updated references in Section 4
- Revision AC Released 12/15/15 Author K Peek, Per E6801 Added Figure 1 to Section 6, updated verbiage in section 9
- Revision AD Released 01/26/16 Author K Peek, Per E6954 Added dates to Section 28 Revision History
- Revision AE Released 03/07/16 Author K Peek, Per E7179 Added “And Quality Objectives” to Management Review inputs



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Revision: AN CO 66024

- Revision AF Released 10/25/2016 Author M Mitchell, Per ECO 8214 Clerical changes to document to tighten up and correct formatting, punctuation, and grammar, and consolidate revision history, Section 28.
- Rev AG Released 08/25/2017 Author K. Peek, Changes to Scope (Section 2), Updated References (Section 3), Updated Table of Contents (Section 4) and Management Review (Section 9)
- AH Released 05/08/2018 Author: K. Peek, Per CO 45836 Changes to ISO 9001 references, added document tree reference and Appendix A
- AI Released 06/14/2019 Author: P. Vandette. Per CO 51063. Added statement to section 24. Added process matrix to Section 6. Added Acknowledement by Senior Management on sheet 1
- AK Released 11/20/2019 Author: M Mitchell per CO 53056. Adding note at top of document:
- NOTE: Changes to this document require the new document revision to be uploaded to the TDGO website, [www.teledynemarine.com/dgo](http://www.teledynemarine.com/dgo), to replace the obsolete version located under the DOCUMENTS Tab, within the Quality Documents listing.
- AL Released 02/05/2020 Author: M. Hafez per CO 53880 Complete update of the format of the manual to align with ISO 9001:2015 formatting. Added document titles to TDGO document references. Updated Appendix A to reflect changes in the Quality Manual formatting.
- AM Released 02/13/2020 Author: M. Hafez per CO 54034. On page 20, added the reference; SOP-SCM-006" Procurement Policy" and removed SOP-QMS-005 "Supplier Quality Management". Alphabetized the references throughout the Quality Manual.
- AN Released 06/12/2023 Author: P. Vandette per CO 66024 – Delete the 30 day new employee orientation period and reference SOP-HR-001

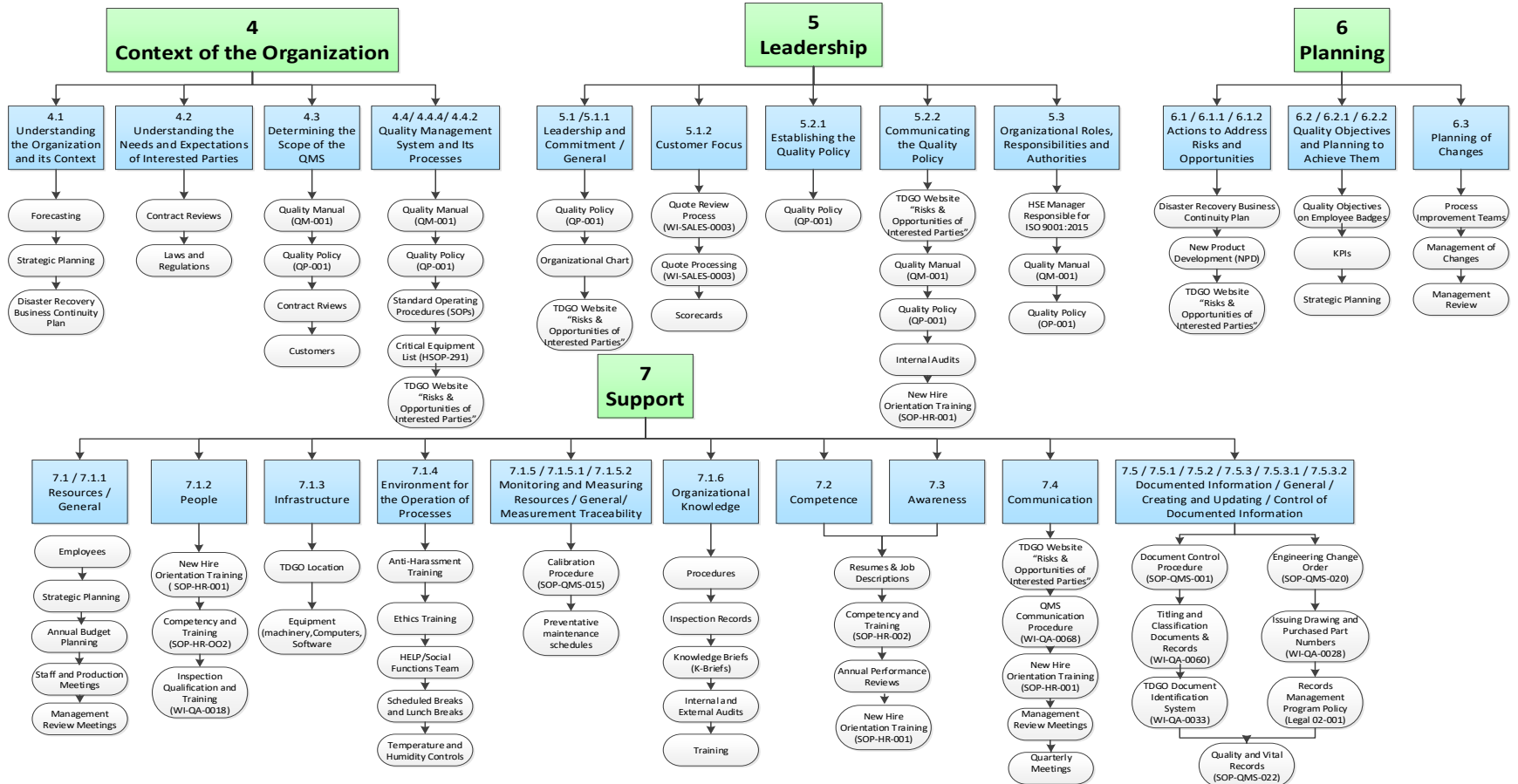
 <b>TELEDYNE DGO</b> <i>Everywhereyoulook™</i> 162 Corporate Drive, Suite 100 Portsmouth, NH 03801-6815 US	QUALITY MANUAL	Page 28 of 31 Document ID: QM-001 Revision:    AN       CO 66024
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## 2.     **APPENDIX**

### Appendix A: QMS Document Tree



**Quality System  
ISO 9001:2015**



Appendix A: QMS Document Tree (Cont.)

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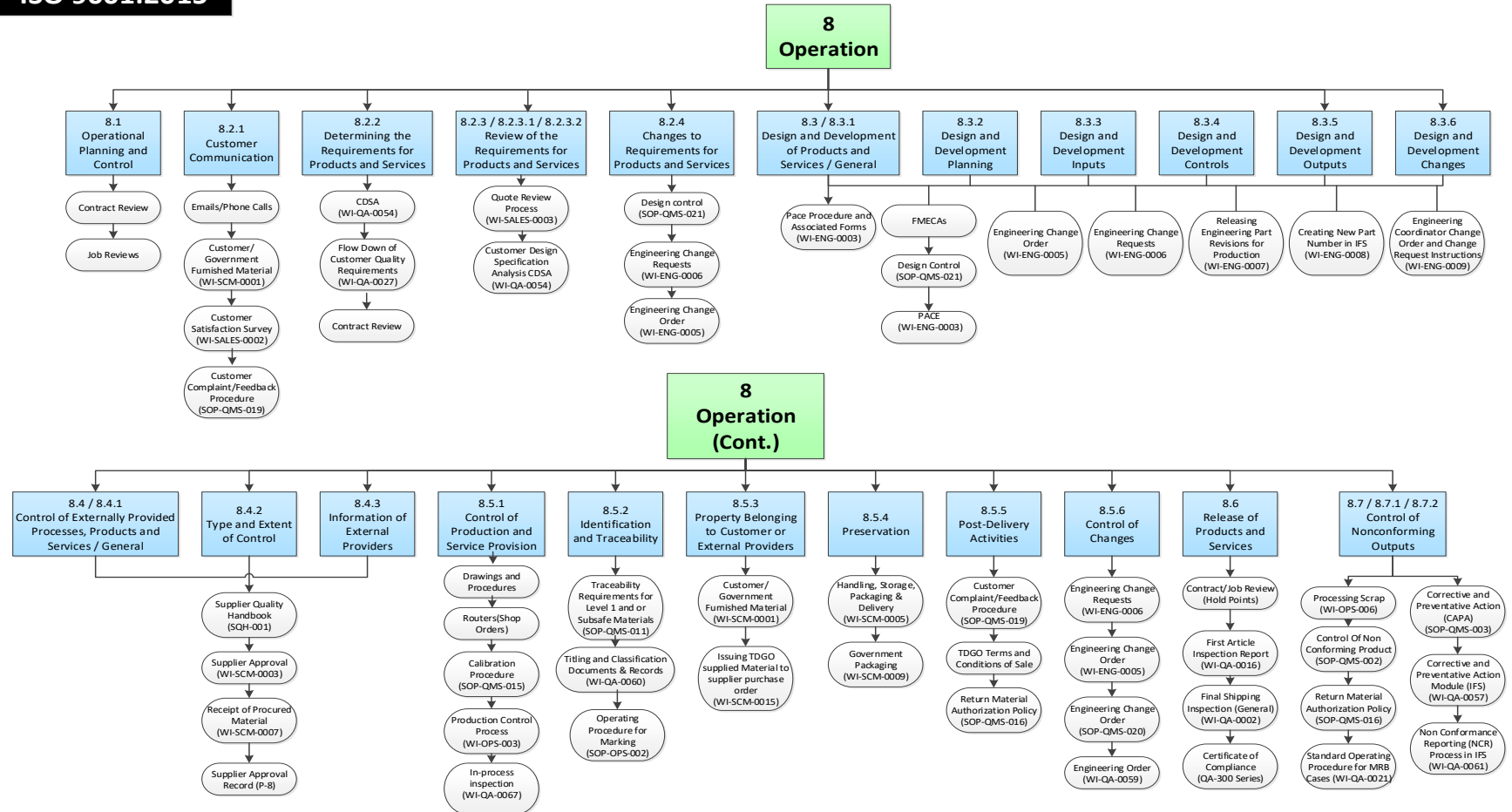
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**Appendix A: QMS Document Tree (Cont.)**

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