

AT&T Cabling System Quality Assurance Policy

1. AT&T Cabling Systems QA Policy statement

We are committed to provide products of the highest possible quality, based on established international cabling standards, to satisfy our customers' requirements and expectations of quality and reliability. We will accomplish our quality objectives by establishing, implementing and maintaining a documented effective Quality Management System which complies with the requirements of ISO 9001 and provides continuous improvement. Our objective is to continuously improve our products and to achieve total customer satisfaction. Products and services supplied by AT&T Cabling Systems shall be of consistent quality and shall perform as represented in AT&T Cabling Systems catalogs and technical specifications. AT&T Cabling Systems management ensures this policy is understood, implemented, and maintained at all levels of the organization.
2. AT&T Cabling Systems Quality Management System (QMS) MO
 - 2.1. Basic activities
 - 2.1.1. Various activities which may contribute to quality are identified and documented. These activities include design, raw material definitions, production specs, production methods, production machinery, test methods, packaging, shipping procedures and customer feedback.
 - 2.1.2. Quality responsibilities are defined. QA personnel have the responsibility and authority to intervene in all steps of production, including design, raw material definitions, production specs, production methods, production machinery, test methods, packaging, shipping procedures and customer feedback.
 - 2.1.3. Responsibility and authority given to each activity contributing to quality are defined. QA personnel have the responsibility and authority to intervene in all steps of production, including design, raw material definitions, production specs, production methods, production machinery, test methods, packaging, shipping procedures and customer feedback.
 - 2.1.4. Internal and external QA audits are assigned to independent auditors. The auditors may survey all steps of production, including design, raw material definitions, production specs, production methods, production machinery, test methods, packaging, shipping procedures and customer feedback.
 - 2.1.5. Potential quality problems are promptly identified and preventive measures activity is initiated.
 - 2.1.6. Each production facility has full responsibility and authority to identify QA problems, initiate CAR activity and verify its implementation.
 - 2.2. Responsibilities
 - 2.2.1. AT&T Cabling Systems Management is responsible for establishing the quality policy and for decisions concerning the initiation, development, implementation and maintenance of the quality system.
 - 2.2.2 The QA manager is responsible for overall direction, guidance, training and assurance of compliance with the ISO 9001 guidelines and AT&T Cabling Systems procedures and specifications.
 - 2.2.3. Each individual in AT&T Cabling Systems is personally responsible for the quality of the products and services produced or provided by his department.
 - 2.3. QA Resources and Continuity

AT&T Cabling Systems Management is responsible to provide the resources needed to achieve quality objectives.
AT&T Cabling Systems QA system should have continuous control over all activities affecting quality with emphasis on preventive actions.
3. Incoming Products and Materials

Purchased materials, components and assemblies are considered integral part of AT&T Cabling Systems products and are inspected accordingly.
All purchasing specifications are controlled documents that include precise identification of the product and all applicable requirements for testing, inspection, qualification, and packaging.

4. Production
 - All products are clearly specified by controlled production specifications.
 - Work instructions are defined to the necessary extent by written instructions, photographs and samples.
 - Spot measurements are performed at selected points along the production process.
 - Modifications and corrections are allowed by designated personnel and the effect of changes is evaluated promptly.
 - Each and every product is clearly marked with a unique batch number, enabling full traceability.
 - All inline measurement devices are duly calibrated and clearly marked.
 - Packaging & labeling is based on clearly documented instructions and ensure safe shipping and easy identification at the customers' sites.
5. Final inspection
 - 5.1. Testing
 - AT&T Cabling Systems rigorous testing plan is aimed to minimize shipping of defective products.
 - All batch test reports are available for download from customers designated sections at AT&T Cabling website.
 - 5.2. Nonconformity, Corrective & Preventive Action
 - Any non-conforming product is quarantined, duly reviewed and rejected in case of need.
 - A detailed Corrective Action Report is issued.
 - Rejected items are reviewed and the effectiveness of the quality management system is re-evaluated.
 - Modifications and updates in raw materials, production & testing methods are implemented in case of need.
6. Customer Complaints
 - All complaints are recorded and reviewed.
 - In case of need the effectiveness of the quality management system is re-evaluated.
 - Modifications and updates in raw materials, production & testing methods are implemented in case of need.
 - A detailed Corrective Action Report is issued and submitted to the customer.
7. Continuous improvement
 - In addition to the evaluations and modifications done as a result of non-conformance or complaint, AT&T Cabling QA System is being periodically reviewed and evaluated by the QA team in order to improve its effectiveness.