

# SISKIYOU CORPORATION

*Creating opportunity, prosperity and success for customer, employee and company.*

## QUALITY ASSURANCE MANUAL

---

Revision: E

7/19/16

**ROBERT S. HODGE**  
PRESIDENT

---

**WILLIAM S. HODGE**  
VP/OPERATIONS

---

**RUTH E. HODGE**  
TREASURER

---

**CINDY BJELLAND**  
ASSEMBLY MANAGER  
Q.C.

---

**JUAN ROBLES**  
PRODUCTION MANAGER  
Q.C.

---



Siskiyou Corporation is an equal opportunity employer. Any use of the term “he” is used to describe situations which can relate to he or she, similarly the term “him” can relate to him or her. This is for simplicity in the text only and no other inference should be drawn.

## Table of Contents

Section 1 .....	2
1.0 FOREWORD .....	2
1.1 Introduction: .....	2
1.2 Quality Policy Statement: .....	2
1.3 Control of Circulation: .....	2
1.4 Purpose of Quality Manual: .....	3
1.5 Company Background: .....	3
1.6 Buildings and Facilities: .....	4
1.7 Organizational Structure: .....	5
1.8 Organizational Flow Chart: .....	6
Section 2 .....	7
2.0 QUALITY SYSTEMS .....	7
2.1 Management Responsibility: .....	7
2.2 Quality System Definition: .....	7
2.3 Contract Review: .....	7
2.4 Design Control: .....	7
2.5 Document Control: .....	8
2.6 Product Identification: .....	9
2.7 Process Control: .....	9
2.8 Inspection and Testing: .....	9
2.9 Inspection, Measuring, and Test Equipment: .....	10
2.10 Inspection and Test Status: .....	10
2.11 Control of Non-Conforming Products: .....	11
2.12 Corrective Action: .....	11
2.13 Handling, Storage, Packaging, Delivery: .....	11
2.14 Quality Records: .....	12
2.15 Internal Quality Audits: .....	13
2.16 Training: .....	14
2.17 Statistical Techniques: .....	14
2.18 Returned Goods and Complaints: .....	14
2.19 Customer Support: .....	14

## Section 1

### 1.0 FOREWORD

#### 1.1 Introduction:

- 1.1.a The objective of the Quality Management System at Siskiyou Corporation is to ensure that the product(s) delivered conform to the requirements of the customer(s) as well as the internal standards set forth at Siskiyou Corporation.
- 1.1.b To achieve this objective, the Quality Department has established policy guidelines for control within manufacturing operations to ensure the quality of products as they are manufactured.
- 1.1.c The Quality Manager(s) have the responsibility to provide a complete surveillance system over all phases of manufacturing and inspection. These systems are reviewed on a continuous basis for its conformance to current and future quality standards.

#### 1.2 Quality Policy Statement:

- 1.2.a Siskiyou Corporation is committed to providing our customers with world-class mechanical parts and completed assemblies to meet their diverse needs. Siskiyou Corporation's Quality Management System is designed to ensure that our manufactured products meet the highest quality standard. The Quality Management System optimally functions through the early detection of discrepancies and positive corrective actions. Siskiyou Corporation's Executive Council, with its emphasis on attracting and retaining highly skilled employees has mandated that continuous improvement of all Siskiyou Corporation practices and procedures is paramount, and will remain so.

#### 1.3 Control of Circulation:

- 1.3.a The Quality Assurance Manual is a controlled document. It is approved and/or revised only with the expressed written consent of the Quality Managers and the Executive Office of Siskiyou Corporation. The current revision of the Quality Assurance Manual can be found on Siskiyou Corporation server at the following location:

\\Sis3\sys\WPDATA\WPDOCS\SDII\Quality Manual\

All printed copies of this document are uncontrolled and shall be used for reference only.

#### **1.4 Purpose of Quality Manual:**

- 1.4.a** The Quality Assurance Manual is a statement of the quality policies, procedures, and philosophies adopted by Siskiyou Corporation. The manual is supplemented by a set of working documents (SOP's, Drawings, Specifications, Inspection Data, etc.) which describe in detail all major phases of manufacturing, inspection, and testing.
- 1.4.b** The Quality Assurance Manual is meant to address and demonstrate conformance to the quality requirements of Siskiyou Corporation and those of Good Manufacturing Practice.
- 1.4.c** The Quality Assurance Manual can be beneficially used as a training document and also provide the basis for auditing procedures against the stated system.
- 1.4.d** It is the responsibility of the Executive Office and the Quality Managers to ensure that all quality policies and procedures are communicated and understood by all employees.
- 1.4.e** The Quality Assurance Manual will be explained to all employees through regularly scheduled communication meetings. The manual will also be available for viewing by all employees on the company server as described above. Reference copies shall be posted in various locations throughout Siskiyou Corporations corporate facilities.

#### **1.5 Company Background:**

- 1.5.a** The company was started in August of 1972 as an alternative source for optical mounts. Unlike suppliers of the time, Siskiyou Corporations mission was to supply the highest quality components at the best price!

Siskiyou Corporation was originally located at 273 Kubli Road, Grants Pass, Oregon. The core business at the time was supplying a leading catalog house with optical mounts. As the number of products manufactured and the quantity of assemblies grew, it became apparent that the Kubli Road location was destined to become inadequate in a short period of time. In 1974, Siskiyou Corporation transferred its operations to Agness Avenue, Grants Pass, Oregon. The business continued to flourish, and in 1978 Siskiyou Corporation transferred its operations to the new and present facility at 110 SW Booth Street, Grants Pass, Oregon. The property at 110 SW Booth Street was purchased with room for expansion. The current location includes 12,000 square feet of manufacturing and assembly area. The size of the current and adjoining properties provides room to grow and will ensure Siskiyou Corporations viability for years to come.

## 1.5 Company Background (continued):

- 1.5.b** Siskiyou Corporation is a leader in the manufacture and design of catalog/custom optical mounts, manual and motorized linear devices, and general laboratory construction components for research and OEM applications related to laser and biomedical markets. Siskiyou Corporation's customer base includes those in the following industries:
- Laser and Biomedical research in University and private sectors.
  - OEM systems for laser and bio-technical companies.
  - Recreational fishing tackle

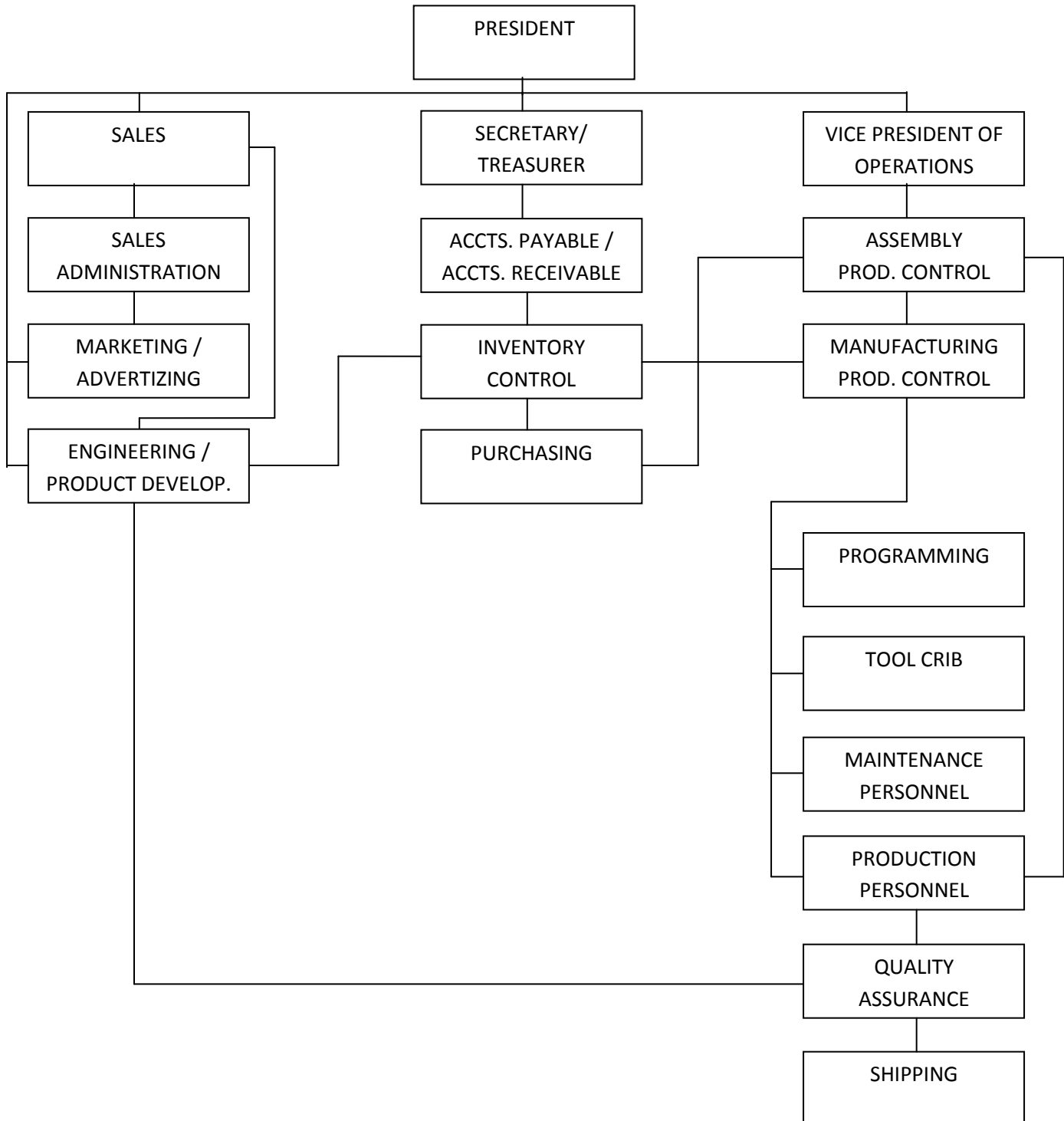
## 1.6 **Buildings and Facilities:**

- 1.6.a** The Executive Office of Siskiyou Corporation will review and approve any additions and/or modifications to the current equipment and facilities. The effects on product quality will be a major factor in the review of all potential changes.
- 1.6.b** Space Allocations- All space allocation will be reviewed by the Executive Office and key management personnel to ensure that adequate space is available for all key manufacturing and storage operations.
- 1.6.c** Environmental Controls - Specifications for lighting, temperature control, ventilation, and contamination control equipment installations are reviewed by the Executive Office and an outside engineering consultant to ensure that adequate and appropriate equipment will be installed.
- 1.6.d** Cleaning and Sanitation - Cleaning of the manufacturing areas is performed by full-time maintenance personnel. Additionally, each of the production personnel assigned to any given area are required to maintain their area to an appropriate standard. Washing and toilet facilities are maintained adequately for the number of personnel at Siskiyou Corporation, in accordance with all local ordinances. Trash and waste are removed (as required) by an industrial waste removal firm. All discarded company confidential documents are shredded. All documents containing confidential Intellectual Property of Siskiyou Corporation, customers or vendors are shredded prior to their removal from the premises.

## **1.7 Organizational Structure:**

- 1.7.a** The Executive Office - The Executive Office constitutes the President, Vice Presidents, and the Treasurer. The main duties of the Executive Office are to coordinate all efforts to ensure Siskiyou Corporations viability now and in the future. These duties include, but are not limited to sales, marketing, fiscal, and human resource management.
- 1.7.b** Production/Material Control - Purchasing functions, inventory functions, shipping functions, and receiving functions are the primary responsibilities of the material control section. Work order releases, scheduling, planning, and prioritization are the primary responsibilities of the production control section.
- 1.7.c** Manufacturing - This realm of production is divided into different areas of responsibility. Each specialized area is responsible for developing, producing and reproducing quality products that meet the customers requirements.
- 1.7.d** Quality Assurance/Quality Control - This department is responsible for testing and inspecting all manufactured and/or purchased components. It is Quality's responsibility to accept or reject the aforementioned items based solely on the documented criteria at hand. This department is responsible for implementing plans and procedures which ensure that the standards to which this company operate are impeccable.
- 1.7.e** Sales - This department is dedicated to ensuring that the needs of our customers and potential customers are fully met.
- 1.7.f** Accounting - The accounting department is tasked with ensuring the fiscal accuracy, accountability, and viability of all the Company's undertakings in accordance with all local, state, and federal law.

**1.8 Organizational Flow Chart:**



## Section 2

### 2.0 QUALITY SYSTEMS

#### 2.1 Management Responsibility:

- 2.1.a Management responsibilities are outlined in the preceding organizational chart. Although each member of the Executive Office coordinates the efforts of a designated realm, they all form a collaboration which strives to achieve the common goal of the company - that which was outlined previously in the Quality Policy Statement (Page 2).
- 2.1.b Each organizational manager beneath the Executive Office is directly responsible of all matters (as described in Section 1.7) pertaining to his section.
- 2.1.c In the event of a specific managers absence, his responsibilities shall be delegated upwards unless an individual is temporarily appointed to that role.

#### 2.2 Quality System Definition:

- 2.2.a Siskiyou Corporation has established, and is constantly upgrading, a documented quality system to ensure that our products conform to our customers requirements as well as the high internal standards the company has defined. Documents which form a portion of the Quality System are: The Quality Assurance Manual, Bills of Material, Operation Sheets, Non-conforming Material Notices, Return Inspection Reports, Drawings, Inspection Reports, Procedures and Specifications. The Quality System is maintained through periodic auditing and updating as required.

#### 2.3 Contract Review:

- 2.3.a Siskiyou Corporation functions as a “make to order” company as well as an “off the shelf” catalog supplier. A fair portion of Siskiyou Corporations business is “custom made”. In these cases, Siskiyou Corporation supplies quotes per customer request and then manufactures product, as per print, once an order has been placed.

#### 2.4 Design Control:

- 2.4.a The design process is a logical flow which initiates with the Executive Office. When a need for a design is identified, the Executive Office will assign a Project Manager who will be responsible for designing, documenting, and controlling all aspects of the assigned product. Each Project Manager will maintain a comprehensive record of the project development process per SOP3002.



## **2.5 Document Control:**

### **2.5.a Siskiyou Corporation Documents:**

All Siskiyou Corporation documents are controlled by the Engineering / Document Control department per SOP3001. The Engineering / Document Control department manager maintains a log containing specific documentation categories and document numbers. Each Siskiyou Corporation document is assigned a document number based on the category it pertains to as well as the chronology of the implementation of the document. No documents are implemented without prior approval of the affected managers to ensure its necessity and integrity.

### **2.5.b Non-Siskiyou Corporation Documents:**

Because Siskiyou Corporation is also a custom “job shop”, many jobs have specific documents that have been supplied by outside sources (customer or vendor). These documents are maintained by the Engineering department in conjunction with the specific job for which they are intended. The Engineering department then distributes copies of all documents necessary to ensure the proper manufacturing of the product(s).

### **2.5.c General:**

Procedures exist and are adhered to in order to ensure that purchased material is ordered and supplied in accordance with specified requirements.

### **2.5.d Assessment of Supplier/Vendor:**

Vendors are assessed on the following criteria:

\* Quality      \* Price      \* Delivery

These criteria are evaluated through Siskiyou Corporations Quality Manager(s) and the Executive Office.

### **2.5.e Purchasing Data:**

All purchasing data is maintained in the company software program. This data is backed up electronically and hard-copy files are maintained for supplemental purposes. Typical data includes:

* Supplier name and address	* Ship to and Bill to details
* Requestor	* Descriptions
* Buyer	* Required Date
* Payment Terms	* Quantity and unit of measure
* Ship Via	* Unit Price
* Part Numbers	* Approvals

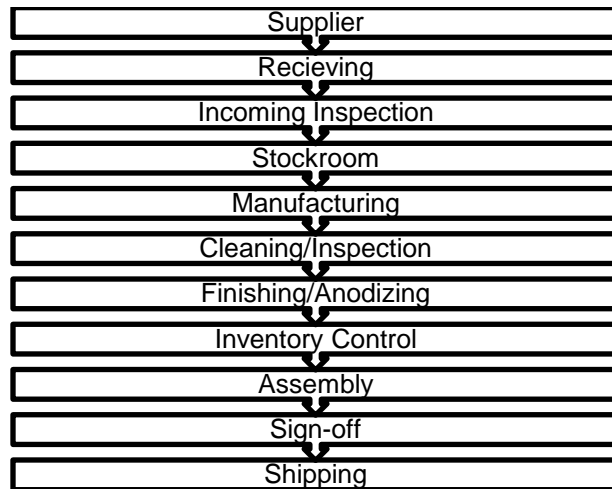
**2.6 Product Identification:**

**2.6.a** As a custom manufacturer, all parts are tracked using the customer's unique part number as well as an assigned Siskiyou Corporation job number which correlates to the customer part number accordingly. Serialization of parts is performed per customer specifications.

**2.7 Process Control:**

**2.7.a** Siskiyou Corporations policy is that all personnel are responsible for the quality of their own work. All Siskiyou Corporations employees are fully trained and qualified on all aspects of the job they perform. Production is carried out in accordance with customer specifications. All work is subjected to "in-process" and "final" quality inspections to ensure the products meet the established standards.

**2.7.b** Flowchart:



**2.8 Inspection and Testing:**

**2.8.a** Receiving/Incoming Inspection:

As parts are received in-house they are first noted in the Receiving Log under the appropriate Purchase Order Number. They are then logged into the electronic database. At that point, a physical inspection is done to ensure the parts meet specification. Certificates of Compliance and all pertinent data are also examined. A "hard copy" of all inspection data is filed and electronic updates are made as well. If the material conforms to all specifications it is then put to stock or issued to a specific job. All non-conforming material is set aside until dispositioned by the Material Review Board (MRB) per SOP5003. Dispositions and actions are processed in accordance with MRB instructions. Incoming material is not used or processed until it has been inspected and/or dispositioned per the MRB accordingly. Serious and/or repetitive discrepancies demand that a Corrective Action Request be issued to the pertinent vendor per SOP5004.

## **2.8 Inspection and Testing (continued):**

### **2.8.b In-Process Inspection and Testing:**

Testing/Manufacturing Procedures are documented and utilized for testing activities throughout the manufacturing process. An Inspection Sheet is maintained to record the performance and outcome of all testing procedures. Non-conforming parts are segregated for review by the MRB or dispositioned in accordance with documented procedures.

### **2.8.c Final Inspection and Testing:**

Final inspection and testing is performed on all pieces to ensure conformity to all specified requirements. Conformance is established by the Quality Inspector and then verified by the Quality Manager.

### **2.8.d Inspection and Test Records:**

All inspection and test records are documented and filed in relation to the corresponding job number, part number, purchase order number, and vendor per SOP5001.

## **2.9 Inspection, Measuring, and Test Equipment:**

**2.9.a** A Calibration Control System is in place per SOP5002 to ensure all appropriate mechanical, electrical, electronic, inspection, and test equipment is calibrated and verified at prescribed intervals. An individual log on each implement is maintained along with an overall schedule to ensure timely and efficient verification. These logs indicate calibration due dates, actual calibration dates, calibration results, and other pertinent information. All calibration is traceable to National or International Standards. All calibration equipment is identified by a unique number attached to each piece of equipment. A calibration sticker is attached to the piece indicating the last date of calibration and the due date for the next calibration. Calibration results are recorded on the corresponding logs. The validity of previous tests and inspections on equipment found to be out of calibration shall be assessed.

## **2.10 Inspection and Test Status:**

**2.10.a** The test and/or inspection status of the product is determined in a number of ways, which are detailed in Operation Sheets and/or Inspection Sheets. As a product passes through the production process, these sheets are updated accordingly. These sheets constitute a record of tests, performed, who performed them, and test results where applicable.

Non-conforming material is labeled and then set aside until properly dispositioned. Completed parts require a Final Inspection and Verification prior to shipping.

## **2.11 Control of Non-Conforming Products:**

**2.11.a** All non-conforming products must be identified, recorded, and separated from acceptable products. A system which prevents inadvertent use of material which does not conform to specified requirements is installed and being maintained. Procedures detail the various dispositions and possible remedial actions. Material can be deemed “non-conforming” during Incoming Inspection, during the production process, during Final Inspection, or as a result of a product return. Non-conforming material is dispositioned by Quality and the Material Review Board as detailed in the applicable procedures. Product dispositions are recorded and action is taken. Where product is deemed to be outside specification, but is still usable, a “use as is” disposition does not affect the form, fit, or function for its intended use. Repaired or reworked product is re-inspected/tested in accordance with the relevant procedures.

## **2.12 Corrective Action:**

**2.12.a** Each employee of Siskiyou Corporation has the authority to identify any issues which they believe could affect their ability to produce quality products or services. There are many ways of detecting and highlighting these issues which require corrective action. Customer feedback, review of reports, employee suggestions, and quality audits are just a few of the ways non-conformances are identified. To that end, procedures are in place to ensure that these highlighted issues are resolved as quickly and efficiently as possible.

## **2.13 Handling, Storage, Packaging, Delivery:**

### **2.13.a** Handling and Identification:

Every effort is made to ensure that goods are received and then transferred to stock in the same intact state as which they were received. Part identification is maintained physically and electronically and all parts are transported in approved containers to prevent damage.

### **2.13.b** Storage:

A secured storage area is in operation, where parts are stored in storage bins on storage racks. These parts are labeled and the storage areas are labeled accordingly. Each transaction is logged in manually as well as electronically. The storage area is divided into separate storage areas for raw material, semi-finished parts, finished parts, and non-conforming material.

### **2.13.c** Packaging and Labeling:

Siskiyou Corporation products are packed in shippers in a manner consistent with protection of the product in accordance with customer requirements. Labeling, including promotional material and advertising is reviewed by the Executive Office. Accuracy of labels is inspected by Quality prior to shipment.

**2.13 Handling, Storage, Packaging and Delivery (continued):**

**2.13.d** Distribution:

Complete records of the distribution of each Job Number are maintained.

**2.13.e** Delivery:

Shipping personnel are responsible for ensuring that the product is packed securely and that a shipping checklist has been completed by the Quality/Packaging Inspector.

**2.14 Quality Records:**

**2.14.a** General:

Quality records are maintained to demonstrate the achievement of the required quality by way of traceability, activities related to corrective action issues, the cost of quality, etc... Procedures exist to detail the identification method of collection of data, storage, retention times and maintenance of Quality Records. Quality Records are legible, securely stored, retrievable, and identifiable to the product.

**2.14.b** Retention of Records and Reports:

Records and reports described in this manual, which are considered integral parts of Siskiyou Corporations Quality Program, are retained in secure storage and are immediately retrievable as deemed necessary.

**2.14.c** Access to Records and Reports:

All access to records and reports is determined by the Executive Office and its designated management personnel. All records and reports which are considered proprietary to Siskiyou Corporation will be stamped "CONFIDENTIAL" to prevent subsequent public disclosure of Siskiyou Corporations trade secrets under the Freedom of Information Statutes. Records and reports, may be disclosed, at the discretion of authorized management to customers of affected third parties, provided that: 1) such disclosure is legally required or necessary to protect the integrity of Siskiyou Corporation or its products; 2) subsequent public disclosure of proprietary information is appropriate to non-disclosure agreements or provisions.

## **2.14 Quality Records (continued):**

### **2.14.d Master Records-Scope:**

The aforementioned scope encompasses all of the following items related to Siskiyou Corporation products:

- 1) Product Specifications, Drawings, Formulae, Composition
- 2) Component Specifications, Drawings, etc.
- 3) Manufacturing Process Specifications and Procedures, etc.
- 4) Manufacturing Equipment Specifications, etc.
- 5) Manufacturing Environment Specifications, etc.
- 6) Quality Specifications and Procedures
- 7) Packaging and Labeling Specifications and Procedures

### **2.14.e History Records-Scope:**

The History Records Scope includes the following as a minimum:

- 1) Production job order, kit list, or batch information record
- 2) Samples of all labeling with lot numbers, serial numbers, etc.
- 3) Final QC test results and material reports

### **2.14.f History Record after Distribution:**

This includes all complaint investigations and non-conforming material notices, etc.

### **2.14.g Revision Controls:**

All aspects of the Master Records are under a system of Revision Controls which require approval from the Executive Office, the Quality Managers, and the Manufacturing Managers.

## **2.15 Internal Quality Audits:**

### **2.15.a General:**

Various audits are conducted in order to verify that necessary quality plans and activities are implemented, effective, and being complied with. Personnel responsible for control over the relevant activities are copied on the results of the audits conducted in their areas and are expected to carry out the necessary corrective actions indicated. Results are documented and filed.

### **2.15.b Quality System Audits:**

An annual audit by the quality team cross references the ideals and theories of ISO 9000 with the contents of the Quality Manual. Though not ISO 9000 certified, Siskiyou Corporation recognizes the relevant uses of ISO's components and thereby models its Quality Plan with ISO 9000 theories and practices as a practical guideline.

## **2.15 Internal Quality Audits (continued):**

### **2.15.c Compliance Audits:**

Compliance audits are held where elements and sections of the Quality Manual are cross-referenced with the procedure manuals. These are then cross-referenced with the procedure manuals and with activities in the relevant areas to ensure that they are actually implemented and complied with.

## **2.16 Training:**

**2.16.a** It is Siskiyou Corporations objective to provide training for all employees to enable them to perform the operations relevant to their job tasks. Depending on requirements, training is provided utilizing the skills and experience of fully competent Siskiyou Corporation employees and/or by suitable external agencies. Training records are kept for all employees. These records document training received prior to employment at Siskiyou Corporation. All training provided while employed by Siskiyou Corporation is documented in reference to the subject matter, the dates of training, the location of training, and the result of training (i.e. a Certificate of Training, etc.). \*\*\*Note: It is a Siskiyou Corporation policy to hire the most experienced people possible in order to maintain our superior quality.

## **2.17 Statistical Techniques:**

**2.17.a** Referenced or established sampling plans are used wherever appropriate at Siskiyou Corporation.

**2.17.b** Statistical techniques such as Statistical Process Control (SPC), Pareto Analysis Reports and Control Charts, and Experimental Design/Hypothesis Testing are employed where appropriate.

## **2.18 Returned Goods and Complaints:**

**2.18.a** Products which have been returned from the field are examined by Quality and tested to determine if there is any reason to believe that the product may not have functioned as desired by the user. Such investigations are documented as are the follow-up and resolution of the issue. Representatives from Engineering, Quality, Manufacturing, and the Executive Office are consulted, as needed, to ensure proper resolution. The Quality Manager reviews documentation of all issues to alert management to trends which may indicate a need for further corrective action.

## **2.19 Customer Support:**

**2.19.a** Customer Support is based in Grants Pass, Oregon at Siskiyou Corporations Corporate Headquarters. From this location, Siskiyou Corporation is able to support customers needs throughout the world.

**Revision History:**

Date	Revision	Description of Revision
07-27-2007	C	Initial Release
04-15-2013	D	Personnel Update
07-19-2016	E	Implementation of numbered SOP system, update all sections as required.