



*Wire Harnesses and Cable Management Products*

# **QUALITY AND ENVIRONMENTAL MANUAL**

• 1. TITLE PAGE.....	Page 1
• 2. INDEX.....	Page 2
• 3. OBJECTIVE OF THE DOCUMENT.....	Page 4
• 4. CONTEXT OF THE ORGANIZATION.....	Page 4
○ 4.1 Understanding the organization and its context	
▪ Internal Context (Mission, Vision and Values)	
○ 4.2 Interested parties	
○ 4.3 Scope	
▪ Exclusion	
▪ Justification	
○ 4.4 Quality management system and its processes	
• 5. LEADERSHIP.....	Page 6
○ 5.1 Leadership and commitment	
▪ Customer focus	
○ 5.2 Quality, environmental and safety policies	
○ 5.3 Organizational roles, responsibilities and authorities	
• 6. PLANNING.....	Page 8
○ 6.1 Actions to address risks and opportunities	
▪ Environmental aspects	
▪ Compliance obligations	
○ 6.2 Quality and environmental objectives	
○ 6.3 Planning of changes	
• 7. SUPPORT.....	Page 8
○ 7.1 Resources	
▪ People	
▪ Infrastructure	
▪ Environment for the operation of processes	
▪ Monitoring and measuring resources (including calibration)	
▪ Organizational knowledge	
○ 7.2 Competence	
○ 7.3 Awareness	
○ 7.4 Communication	
○ 7.5 Documented information	
• 8. OPERATION.....	Page 10
○ 8.1 Operational planning and control	
○ 8.2 Requirements for products and services	
▪ Customer communication	
▪ Determining the requirements for products and services	
▪ Review of the requirements for products and services	
▪ Changes to requirements for products and services	

- 8.2 Emergency preparedness and response (environmental)
- 8.3 Design and development of products and services
  - This section is not applicable for Cesar-Scott
- 8.4 Control of externally provided processes, products and services
- 8.5 Production and service provision
  - Control of production and service provision
  - Identification and traceability
  - Property belonging to customers or external providers
  - Preservation
  - Post-delivery activities
  - Control of changes
- 8.6 Release of products and services
- 8.7 Control of nonconforming outputs
- 9. PERFORMANCE EVALUATION.....Page 13
  - 9.1 Monitoring, measurement, analysis and evaluation
    - Customer satisfaction
    - Analysis and evaluation
    - Evaluation of compliance (Legal requirements and others)
  - 9.2 Internal audit
  - 9.3 Management review
- 10. IMPROVEMENT.....Page 14
  - 10.2 Nonconformity and corrective action
  - 10.3 Continual improvement

### 3. OBJECTIVE OF THE DOCUMENT

This document describes the structure, context, processes, activities, responsible personnel, and methods of measurement, control and continuous improvement of the Quality and Environmental Management System of Cesar-Scott, Inc.

This manual is a reference for all Cesar-Scott employees in order to achieve the objectives and goals set by the company management. It is also a reference guide to show the necessary procedures and documents of the different processes of the company.

The manual is a controlled and unique document which cannot be totally or partially modified.

### 4. CONTEXT OF THE ORGANIZATION

#### 4.1 Understanding the organization and its context

Cesar-Scott, Inc. has been building wire harnesses and cable assemblies for over 30 years in the state of Chihuahua, México, sometimes called the “Wire Harness Capital of the World”. Our expertise lies in the 12 to 26 gages which we manufacture day-in and day-out.

Our trained staff is focused to the needs of the medium-high volume, labor intensive wire harness and cable assembly industry. We also specialize in labor intensive tinning operations, rework and sort. Our goal is to meet our customers' quality expectations, production volumes and delivery requirements at a low cost.

We have created a niche here as there is a different level of technology required to produce these smaller “jumpers” successfully. Because Delphi, Lear, ECI, Sumitomo, Packard, Yazaki and other large companies are located in this border manufacturing region, we benefit from local suppliers of wire, connectors, terminals, equipment, tooling and test support. This benefit or Value Added Service is passed on to our customers.

The company structure is divided into three main areas: Manufacturing, Distribution and Representation. Cesar-Scott manufactures wire harness assemblies for a variety of industries and electronic ignition systems for appliance market. We manufacture our own electronic gas ignition products and offer them directly to appliance industry OEMs. Our ignition systems portfolio includes: manual modules, re-ignition modules, battery modules, electronic switch harnesses, and electrodes. Cesar-Scott also distributes electronic components, heat shrink tubing products, cable management products, gaskets, foam, cable ties, and gas valves.

Incorporated in Minnesota in 1988, Cesar-Scott, Inc. is a ISO 9001-2015/ISO 14001-2015 Registered Company, Minority Registered Company and HUB Certified. Cesar-Scott was established to be a leading sales and marketing channel between the United States, México & Latin America's best electronics companies. Our competitive advantage remains our people; all fully bilingual, bicultural, technically competent individuals continually striving to identify and fulfill our customer's needs. We look forward to the opportunities you may give us.

Cesar-Scott, Inc. is a manufacturer of wire harnesses, cable assemblies, electro-mechanical assemblies, electronic gas ignitors, switch harness assemblies and seller of heat shrink tubing and electronic components for Contract Manufacturers (CMs), Original Equipment Manufacturers (OEMS), and Original Design Manufacturers (ODMs) for the appliance, automotive, custom, and electronic markets worldwide. For more information, visit [www.cesar-scott.com](http://www.cesar-scott.com)



Wire Harnesses and Cable Management Products

## **Internal and External Context (SWOT: Form CI-100)**

In order to determine its internal and external context, the company carried out an analysis through SWOT: Our mission, vision and values speak of what we can offer our staff and our clients:

### **MISSION STATEMENT (Form CI-075)**

*“Provide quality products and services to our customers”*

### **VISION (Form CI-075)**

*“To be recognized as a reliable and strategic supplier that anticipates and exceeds the needs of its customers”*

***Reliable:** To provide quality products and flexibility on deliveries. Customer can depend on us.*

***Strategic:** To be located in the “Wire Harness Capital of the World”.*

***Anticipate:** To know our customers and suppliers.*

***Exceed:** To meet our customers’ needs and exceed their expectations.*

### **VALUES (Form CI-075)**

***Equal Employment:** Offer the same opportunities to all employees.*

***Integrity:** Be honest and committed.*

***Respect:** Treat others the way you want to be treated.*

***Responsibility:** Say what you do and do what you say.*

***Teamwork:** Work together to meet our goals*

## **4.2 Interested Parties**

Internal and external parties and their requirements have been identified, which are summarized as follows:

**CUSTOMERS:** Take care of product quality and services to achieve customer satisfaction.

**SUPPLIERS:** Evaluate our suppliers to receive the expected product in time and quality.

**PERSONNEL:** Provide job security as well as professional development opportunities, and motivate employees.

**COMPETITORS:** Promote our image as a company: keeping us updated on innovation, product development and processes to remain in the market.

**SOCIETY:** Maintain a professional image inside and outside our facilities.

**GOVERNMENT:** Comply with local, state and federal laws.

## **4.3 Scope:**

**CSI:** *“Manufacturer of Wire Harnesses and Cable Assemblies, Distributor of Cable Management Products, Logistics & Warehouse Services”.*

**CSJ:** *“Manufacturer of Wire Harnesses and Cable Assemblies, Electromechanical Assemblies, and Electronic Ignition Systems for the Gas Appliance Industry”.*

### **Exclusion:**

Cesar-Scott, Inc. builds to print hence it is not involved in product design. Therefore, Cesar-Scott, Inc. claims exclusion to clause **8.3 Design and Development of products and services** of the ISO 9001-2015 standard.

**Justification:**

8.3 Cesar-Scott is not involved in product design therefore it declares this section as not applicable.

#### **4.4 Quality and environmental management systems**

Cesar-Scott has continuously established, documented, implemented, maintained and improved its Quality and Environmental Management System in accordance with the requirements of the international ISO 9001: 2015 and ISO 14001: 2015 standards.

The necessary processes and interaction between them have been determined for the proper functioning of both systems (see PRO-005).

Processes are kept under control, with the information, resources, criteria and methods necessary for their proper functioning, monitoring and analysis of processes, measuring critical steps when applicable and taking the necessary actions to achieve planned results and continuous improvement (see metrics).

The metrics have been established and approved by the management of the company. The results are continuously reviewed depending on the process or during management reviews.

Cesar-Scott identifies and addresses the risks and opportunities in the planning of the quality and environmental management system. (See PRO-029).

When a process needs to be carried out externally, the necessary controls are established depending on the type of process, internal capacities and the supplier.

## **5. LEADERSHIP**

### **5.1 Leadership and commitment**

Cesar-Scott has recognized that leadership, commitment and the active involvement of top management are essential for developing and continuously improving both systems. In addition, top management at Cesar-Scott has recognized the advantages of implementing the “Plan, Do, Check, Act” model throughout its operations, therefore; Cesar-Scott has allocated appropriate and sufficient resources for planning. This includes planning for the identification of environmental aspects, setting of targets, and the consequent attainment of objectives. Additionally, Cesar-Scott has also ascertained its legal and other requirements in order to coordinate its environmental objectives with those of customers as well as the general public. Cesar-Scott understands the proactive nature of quality and environmental management programs and therefore administers them accordingly.

**Cesar-Scott monitors customer satisfaction, legal and other requirements for the performance of the organization, as well as thinking based on risks and opportunities (PRO-029.)**

**Top management at Cesar-Scott provides evidence of its commitment to the development and implementation of both systems and continually improving its effectiveness.**

Quality and environmental objectives and goals are communicated to the rest of the organization through various channels and activities, such as communications bulletins, internal communications, boards and screens located in strategic locations, etc.

Management ensures that the requirements for both systems are integrated into Cesar-Scott's business processes and that they are developed, evaluated and reviewed. The management review is carried out twice a year (form CI-005).

- **Customer Focus**

Top management at Cesar-Scott ensures that customer requirements are determined and are met with the aim of enhancing customer satisfaction. The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed

## **5.2 Quality, environmental and safety policies (Form CI-072, CI-073 and CI-074)**

Top management at Cesar-Scott has established, implemented and maintains a quality and environmental policy that is appropriate for the purpose and context of the organization, both policies are communicated on badges, electronic screens, web pages, communication boards, etc...

### **QUALITY POLICY (Form CI-072)**

*We are committed to provide quality products and services to our customers*

*In order to maintain and improve our ISO 9001-2015 Quality System, we shall:*

- *Offer competitive pricing, quality products/services, and on-time delivery.*
- *Maintain open communication channels within all levels of the organization, internal/external parties.*
- *Maintain standardized practices in our processes.*
- *Promote continuous improvement in all areas.*

### **ENVIRONMENTAL POLICY (Form CI-073)**

*We are committed to protect the environment at all times in every aspect of our business*

*In order to maintain and improve our ISO 14001-2015, we shall:*

- *Be a proactive organization and be aware of environment.*
- *Apply reutilization and recycle practices to prevent and minimize pollution.*
- *Maintain open communication channels within all levels of the organization, internal/external parties.*
- *Comply with local, state, and federal rules, in addition to regulations and other requirements.*

### **SAFETY POLICY (Form CI-074)**

*We are committed to provide a secured work environment, In order to achieve this, we shall:*

- *Use and maintain personal protection equipment in proper condition.*
- *Be aware of the industrial health **and** safety regulations.*
- *Report unsecured working conditions to prevent accidents/injuries at work.*
- *Maintain a secured and healthy work environment at Cesar-Scott premises.*
- *Treat each other with respect and kindness,*
- *Adhere to a policy of making employment decisions without regard to race, color, religion, sex, sexual orientation, national origin, citizenship, age or disability.*

## **5.3 Organizational roles, responsibilities and authorities**

Top management at Cesar-Scott ensures that responsibilities and authorities are defined, communicated and understood within the organization (See Form CI-083 & HR-002).



## 6. PLANNING

### 6.1 Actions to address risks and opportunities (PRO-029)

Cesar-Scott determines the risks and opportunities that need to be addressed in the different processes.

For better control, a matrix of risks and opportunities is constructed where a probability of occurrence and an expected impact are assigned for each one, establishing the necessary actions to mitigate the risk or to take advantage of the opportunity, as well as those responsible for the monitoring thereof to take and evaluate the relevant actions (See Risk Matrix CI-093 and the form E-034 Risk).

- ***Environmental aspects***

Cesar-Scott has established and maintains a procedure (*PRO-EP008*) to identify the environmental aspects of its activities, products or services that it can control and over which it can be expected to have an influence, in order to determine those that have or can have significant impacts on the environment. Cesar-Scott ensures that the aspects related to these significant impacts are considered in setting its environmental objectives and targets.

Cesar-Scott keeps this information up-to-date. (*Form CI-002*)

- ***Compliance obligations***

Cesar-Scott has established and maintains a procedure (*PRO-EP009*) to identify and have access to the compliance obligations to which the organization subscribes, that are applicable to the environmental aspects of its activities, products or services.

### 6.2 Quality and environmental objectives (*Form CI-008*)

Top management at Cesar-Scott ensures that objectives, including those needed to meet requirements for product, are established at relevant functions and levels within the organization. The objectives are measurable and consistent with the policies, including the commitment to prevention of pollution.

When establishing and reviewing its objectives, Cesar-Scott considers the compliance obligations, its significant environmental aspects, its technological options and its financial, operational and business requirements, and the views of interested parties.

### 6.3 Planning of changes

Cesar-Scott senior management must consider when there is a need to make changes to the Quality System: the purpose of the changes and their possible consequences, the integrity of the system, the availability of resources and the allocation or reallocation of responsibilities.

## 7. SUPPORT

### 7.1 Resources

Cesar-Scott determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of both systems.

Cesar-Scott has considered:

a) The capabilities of, and constraints on, existing internal resources;



b) What needs to be obtained from external providers?

**People:** persons necessary for the operation and control of its processes.

**Infrastructure:** buildings, equipment (hardware and software), transportation, information and communication Technology.

**Environmental for the operation of processes** and to achieve conformity of products and services.

**Monitoring and measuring resources:** to ensure valid and reliable results (include calibration).

**Organizational knowledge** necessary for the operation of its processes and to achieve conformity of products and services.

## 7.2 & 7.3 Competence, awareness and training (PRO-004)

Personnel at Cesar-Scott performing work affecting product quality are competent on the basis of appropriate education, training, skills and experience. (Form CI-070, HR-002, HR-004, HR-005, M-092, FA-005)

Cesar-Scott

- a) determine the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of both systems;
- b) ensure that these persons are competent on the basis of appropriate education, training, or experience;
- c) where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken;
- d) retain appropriate documented information as evidence of competence. (Form HR-005, FA-005).
- e) awareness the policies, objectives and significant environmental aspects.

## 7.4 Communication (PRO-003)

Top management at Cesar-Scott ensures that appropriate communication processes are established within the organization and that communication takes place regarding the effectiveness of both systems.

The communication can be through activities, such as communications bulletins, internal communications, boards and screens located in strategic locations, etc.

## 7.5 Documented information (PRO-014)

Cesar-Scott established in its PRO-014 procedure the necessary controls for the proper management of the documented information required by both systems as well as documents and records internal or external necessary for the proper functioning of the quality and environmental management system. These controls include:

- Documented information is generated and updated according to the needs of its processes
- Documented information is controlled from an array of documents including those of external origin
- Control changes, conservation and proper disposal of documents and records

## 8. OPERATION

### 8.1 Operation planning and control (PRO-019)

**Cesar-Scott identifies and reviews the requirements inherent to its products in order to plan and control the processes needed for its realization. Effective and efficient communication with customers, suppliers and other interested parties are maintained to ensure adequate understanding of needs and expectations.**

In planning product realization, Cesar-Scott determines the following, as appropriate:

- a) defines the requirements for the products and services;
- b) establishing criteria in the process and the acceptance of products and services;
- c) determining the resources needed to achieve conformity to the product and service requirements;
- d) implementing control of the processes in accordance with the criteria;
- e) determining, maintaining and retaining documented information to the extent necessary:
  - 1) to have confidence that the processes have been carried out as planned;
  - 2) to demonstrate the conformity of products and services to their requirements.

### 8.2 Requirements for products and services

- **Customer communication:** Cesar Scott determine that all communication with customers should be through an account executive (information relating to products and services, handling enquiries, contracts or orders, including changes, customer feedback, customer complaints, handling or controlling customer property, contingency actions, when relevant).
- **Determining the requirements for products and services:** Cesar-Scott ensures that requirements for the products and services are defined, including any applicable statutory, regulatory and others requirements.
- **Review of the requirements for products and services:** Cesar-Scott reviews the requirements related to the product and service. This review is conducted prior to the organization's commitment to supply a product to the customer and ensures that:
  - a) requirements specified by the customer, including the requirements for delivery and post-delivery activities;
  - b) requirements not stated by the customer, but necessary for the specified or intended use, when known;
  - c) requirements specified by the organization;
  - d) statutory and regulatory requirements applicable to the products and services;
  - e) contract or order requirements differing from those previously expressed.
  - f) retain documented information when as applicable (on the results of the review or in new requirements)

The organization shall ensure that contract or order requirements differing from those previously defined are resolved.

The customer's requirements shall be confirmed by the organization before acceptance, when the customer does not provide a documented statement of their requirements.

- **Changes to requirements for products and services:** Cesar-Scott ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

## **8.2 Emergency preparedness and response (Environmental)**

Cesar-Scott has established and maintains a procedure (*PRO-EP010*) to identify potential for and respond to accidents and emergency situations, and for preventing and mitigating the environmental impacts that may be associated with them.

Cesar-Scott reviews and revises, where necessary, its emergency preparedness plan and procedure, in particular, after the occurrence of accidents or emergency situations.

Cesar-Scott periodically tests such emergency plan where practicable.

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

**Cesar-Scott is not involved in product design therefore it declares this section 8.3 as not applicable.**

## **8.4 Control of externally provided processes, products and services (PRO-EP020 & EP-021)**

Cesar-Scott ensures that purchased product conforms to specified purchase requirements. The type and extent of control applied to the supplier and the purchased product is dependent upon the effect of the purchased product on subsequent product realization or the final product.

Cesar-Scott evaluates and selects suppliers based on their ability to supply product in accordance with the organization's requirements. Criteria for selection, evaluation and re-evaluation have been established. Records of the results of evaluations and any necessary actions arising from the evaluation are maintained.

Cesar-Scott has established and implements the inspection or other activities necessary for ensuring that purchased product meets specified purchase requirements.

Where Cesar-Scott or its customer intends to perform verification at the supplier's premises, Cesar-Scott states the intended verification arrangements and method of product release in the purchasing information.

Cesar-Scott has established procedures for its purchasing department, supplier evaluation and receipt inspection and has the necessary resources to be able to supply what is necessary for the elaboration of its products and services. See PRO-020, PRO-021 and PRO-002.

## **8.5 Production and service provision**

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

Cesar-Scott plans and carries out production and service provision under controlled conditions. Controlled conditions includes, as applicable

- a) the availability of information that describes the characteristics of the product and the results to be achieved
- b) the availability and use of suitable monitoring and measuring resources
- c) the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;

- d) the use of suitable infrastructure and environment for the operation of processes;
- e) the appointment of competent persons, including any required qualification;
- f) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;
- g) the implementation of actions to prevent human error;
- h) the implementation of release, delivery and post-delivery activities.

- **Identification and traceability**

Where appropriate, Cesar-Scott identifies the product by suitable means throughout product realization.

Cesar-Scott identifies the product status with respect to monitoring and measurement requirements.

Where traceability is a requirement, Cesar-Scott controls and records the unique identification of the product.

- **Property belonging to customers or external providers**

Cesar-Scott exercises care with property belonging to customers or external providers while it is under the organization's control or being used by the organization.

Cesar-Scott identifies, verifies, protects and safeguards property belonging to customers or external providers provided for use or incorporation into the product. If any property belonging to customers or external providers is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer and records are maintained.

- **Preservation of product**

Cesar-Scott preserves the conformity of product during internal processing and delivery to the intended destination. This preservation includes identification, handling, packaging, storage and protection. Preservation also applies to the constituent parts of a product.

- **Post-delivery activities**

Cesar-Scott ensures shall meet requirements for post-delivery activities associated with the products and services. (Statutory and regulatory requirements; the potential undesired consequences, use and intended lifetime, customer requirements and feedback).

- **Control of changes**

Cesar-Scott ensures review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements. Cesar-Scott builds to customer print. When there is a revision change in the client drawing, the client notifies the account executive and the executive ensures that the changes are implemented in the internal documentation through an *Engineering Change Order* (ECO).

## **8.6 Release of products and services**

Cesar-Scott has implemented controls and verifications at the different stages of the process to ensure product and service requirements are met.

The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer. Cesar-Scott retains documented information on the release of products and services (evidence of conformity and traceability).

### **8.7 Control of nonconforming outputs (PRO-013)**

Cesar-Scott ensures that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product are defined in the procedure (PRO-013).

Cesar-Scott maintains documented information of the nature of nonconformities and any subsequent actions taken, including concessions obtained.

When nonconforming product is corrected it is subject to re-verification to demonstrate conformity to the requirements.

When nonconforming product is detected after delivery or use has started Cesar-Scott takes action appropriate to the effects, or potential effects, of the nonconformity.

## **9. PERFORMANCE EVALUATION**

### **9.1 Monitoring, measurement, analysis and evaluation (PRO-024)**

Cesar-Scott has established and maintains procedures to monitor and measure key characteristics that can have a significant impact on the quality of its products or on the environment, and to take corrective actions of nonconformance.

In addition, Cesar-Scott has established and maintains procedures to periodically evaluate the both systems by means of internal audits. Checking and effective corrective actions are a critical part of the PDCA cycle to which Cesar-Scott espouses.

- **Customer satisfaction (Form CI-006)**

As one of the measurements of the performance of the quality management system, Cesar-Scott monitors information relating to customer perception as to whether the organization has met customer requirements. The methods for obtaining and using this information have been determined.

- **Analysis and evaluation**

Cesar-Scott has established controls at the different stages of its process to ensure it meets its customers' requirements: controls or metrics are reviewed and evaluated by its assigned staff and business results are reviewed during management review meetings. See metrics and management review agendas. This includes determination of applicable methods, including statistical techniques, and the extent of their use.

- **Evaluation of compliance**

Cesar-Scott has established and maintains a documented procedure for periodically evaluating compliance obligations. (PRO-EP009)

### **9.2 Internal audit (PRO-007)**

Cesar-Scott conducts internal audits at planned intervals to provide information on whether the quality and environmental management system.

An audit program has been planned, taking 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 have been defined. Selection of auditors and conduct of audits ensures objectivity and impartiality of the audit process. Auditors do not audit their own work.

The responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records are defined in the procedure PRO-007.

The management responsible for the area being audited ensures that actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities include the verification of the actions taken and the reporting of verification results.

### 9.3 Management Review (Form CI-005)

Top management at Cesar-Scott reviews the organization's quality management system twice a year, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization. This review includes assessing opportunities for improvement and the need for changes to both systems, including the policies and objectives.

Cesar-Scott in his first managerial review of the year reviews and evaluates the business results, the departments present their metrics and a brief explanation of the overall results. The necessary actions are taken and it is followed up in coordination of the departments involved. In its second revision the follow-up of the actions that were raised in the first revision is reviewed.

All information related to the management review is documented and maintained in the form CI-005 as well as in the presentations of each department.

## 10. IMPROVEMENT

### 10.1 General

Cesar-Scott determines opportunities for improvement and implements necessary actions to meet customer requirements and enhance customer satisfaction.

Opportunity improvements are monitored through the *Actions Report Log* for both systems.

### 10.2 Corrective action (PRO-011)

Cesar-Scott has established the procedure PRO-011 to follow up on external and internal corrective actions, assigns the responsible and the departments involved in each action and follow-up takes place until the closing of each report. Cesar Scott maintains a *Corrective Action Log* where all the information of each case is stored.

### 10.3 Continual improvement

Cesar-Scott continually improves the effectiveness of both systems through the use of the quality policy, quality objectives, audit results, analysis of data, corrective actions, risk analysis, management review.

Top management has established different metrics in each department to evaluate the results. These are reviewed as the company considers or during management review meetings. Opportunity for improvement actions are documented in the *Actions Report Log*.



*Wire Harnesses and Cable Management Products*

Cesar-Scott, Inc. Quality and Environmental Manual was updated by:

**Gaudencio Martinez**

*Continuous Improvement/Supplier Quality Supervisor*

César-Scott, Inc.  
1731 Myrtle Avenue  
El Paso, Texas 79901  
USA

<http://www.cesar-scott.com>

<http://www.heatshrinktubing.net>

<http://www.wirecableassembly.net>

<http://www.electronicgassignitor.com>

Approved By:  
Cesar Gustavo Farell  
President Cesar Scott, Inc

1731 Myrtle Avenue \* El Paso, TX 79901 \* 915-543-3212 \* Fax: 915-543-3213 \* Email address: [csmail@cesar-scott.com](mailto:csmail@cesar-scott.com)