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QUALITY PROCEDURES

Title
QUALITY MANUAL

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1 INTRODUCTION

Established in 1983, Greystone Energy Systems is one of Canada's largest independent manufacturers of HVAC sensors and transducers for building automation management systems. Greystone's manufacturing facility is located at 150 English Dr. in the City of Moncton, New Brunswick and to better assist our customer has sales representatives located strategically worldwide



2 SCOPE OF THE QUALITY MANAGEMENT SYSTEM

Greystone has determined the scope of the Quality Management System by considering external and internal issues and processes, the requirements of relevant interested parties such as the Executive Board, Customers, Employees, and External Providers, as well as the products and services of the organization. Greystone's Quality Management System (QMS) complies fully with ISO 9001:2015.

3 Products and Services of the organization

The scope of our QMS, as stated on our ISO 9001:2015 registration is:

Manufacturing of Temperature Sensors and Transmitters, Humidity Transducers, Pressure Transmitters, Current Transducers, Air Quality Controllers, Gas Detectors, Power Supplies, Water Detectors, Damper End Switches, and Distribution Goods.

Our quality manual represents the scope of Greystone's QMS, references the procedures established, identifies the relationships between the procedures and processes established, and defines the interaction between these processes. The relationship between ISO 9001 and Greystone QMS is defined in this manual and our internal audit schedule.

4 APPLICABILITY

All clauses of ISO 9001-2015 standard are applicable to the above scope; however, in terms of services Greystone does not install our final product nor do we send technicians out in the field to assist in installing product. The scope is applicable to Greystone Corporate and Manufacturing Headquarters located at 150 English Dr., Moncton, NB. only.

5 OUR VISION

To be the premier independent global supplier of high quality sensing and measurement devices to the HVAC industry. This vision is realized through our dedication to the following:

- Exemplary service to our customers.
- Strict adherence to quality standards.
- Continued quest to advance the state of the industry through research and development.
- The genuine pride we take in our work.

6 OUR MISSION

Greystone is a global family engaged in socially responsible and inclusive operations world-wide. As a provider of high quality sensing and measuring devices to the HVAC industry we are committed to providing competitively positioned products of superior quality with the following objectives;

- Our customers receive superior value
- Our employees and business partners share in our success
- Our shareholders receive a superior return on their investment.

7 QUALITY POLICY STATEMENT

Greystone is committed to conform to all applicable clauses of ISO 9001, including the requirement to continually improve the effectiveness of its' QMS. This commitment is supported by Greystone's quality policy statement:

Greystone Energy Systems' policy is to provide product that conforms to customer and Internal requirements. Defect free products that are shipped on time. We are committed to continual improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

This quality policy statement is supported by our documented objectives found posted throughout the company and revised annually if needed.

8 KEY QUALITY OBJECTIVES

- Maintain justified customer returns and complaints below 0.50%
- Maintain internal NCR's below 1.00%
- Maintain RMA processing within 4 working days.
- Maintain order fulfillment rate above 85%.
- Survey 70% of all critical customers (top 80% of revenue)
- Maintain ISO 9001 certification

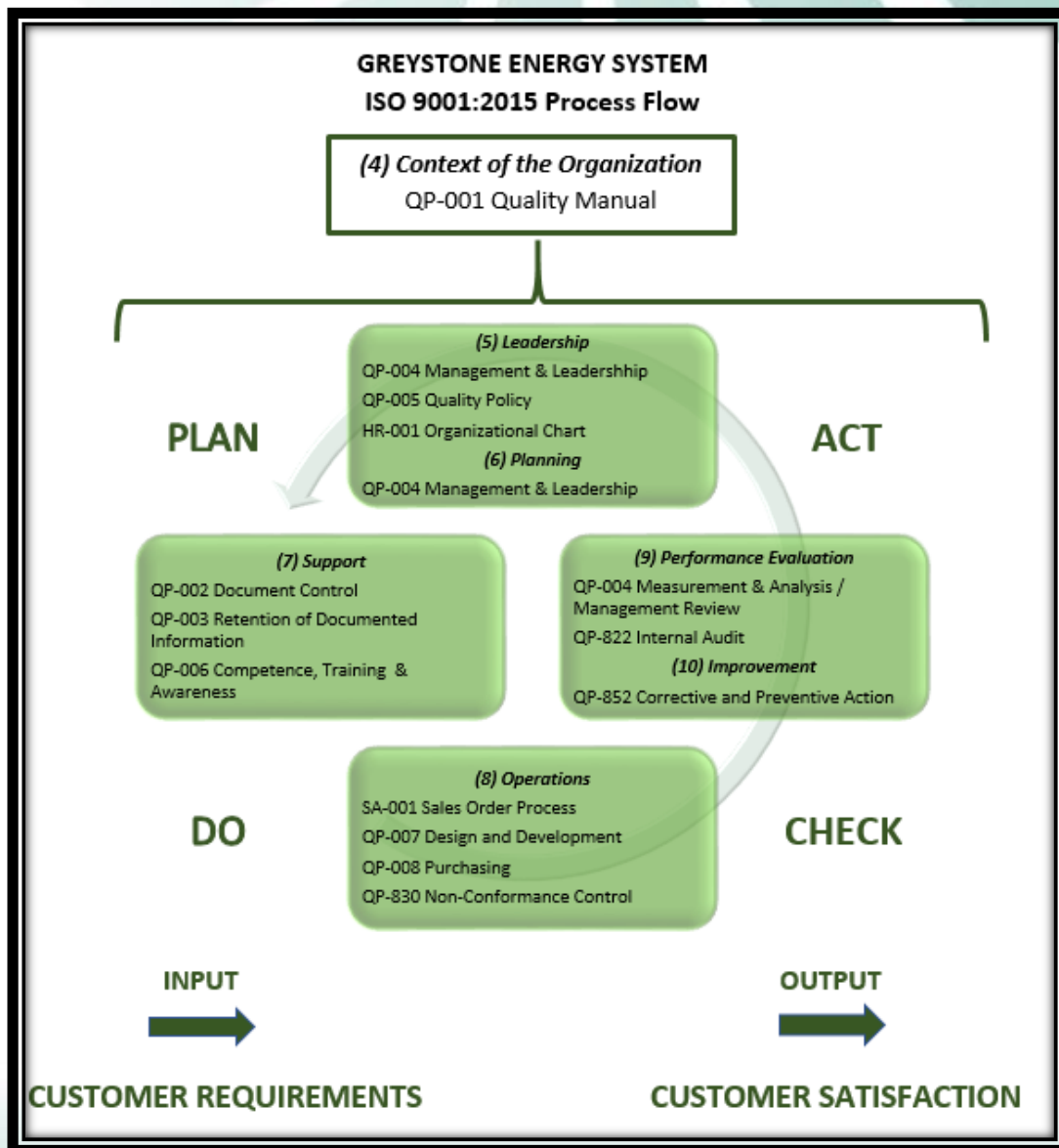
9 CUSTOMER FOCUS

Our customer focus is on satisfaction and is realized through our dedication and rigid adherence to quality standards. Greystone employees take genuine pride in their skills and in providing our customers with quality product and exemplary service.

- All Greystone sales people have technical backgrounds.
- Greystone provides in-house product technical support.
- Greystone has an online buying site.
- Greystone website has complete information on our company facilities, people, applicable standards and complete product information, specifications, and installation notes.
- Greystone offers custom design services to our customers to meet specific applications as required.

10 GES QMS PROCESS FLOW CHART

The flow chart below shows an overview of the Quality Management System process. It will explain the relationship between Quality Processes, Procedures, and ISO 9001 process approach.



11 CRITICAL QUALITY PROCEDURES

QP-001	Quality Manual
QP-002	Document Control
QP-003	Retention of Documented Information
QP-004	Management and Leadership
QP-005	Quality Policy
QP-006	Competency Training and Awareness
QP-007	Design and Development
QP-008	Purchasing
QP-009	Responsibilities and Authorities
QP-822	Internal Audits
QP-830	Non-Conformance Process
QP-852	Corrective Action Process

12 CRITICAL INSPECTION PROCEDURES

IP-001	Quality Plan
IP-008	PCB Assembly
IP-011	Sampling Plan
IP-035	Packaging Inspection
IP-044	Calibrated and Tested Product
IP-053	Etched Labels, Logos and Enclosures
IP-073	Incoming, In-Process, Final Inspection
IP-079	First Piece Inspection – SMD
IP-084	Final Assembly Inspection

13 RELATED DOCUMENTS

FM-210 GES Strategic Statement

14 QUALITY AUDIT

Quality Assurance shall conduct periodic audits to ensure conformance to this policy per QP-822.

15 REVISION APPROVAL HISTORY

Version Revision	Change Summary	Date dd-mm-yyyy	Approval(s) Name: <i>Sign Name</i>
04	Update Procedure numbers and change to new template. Reword Policy statement	24-10-2016	Name: Robin Drummond Name: Francinis Basque
05	Section 5 change AP-424 to QP-003	09-02-2017	Name: Robin Drummond Name: Francinis Basque
06	Section 5 change QP 852-853 to QP-852	May 2017	Name: Robin Drummond Name: Francinis Basque
07	Revise to meet 9001:2015 conformity Adding Applicability, Vision, Mission, Customer Focus, Map, and critical procedures.	Nov 6, 2017	Robin Drummond, President & CEO Francinis Basque, Quality Manager
08	Revise Policy to read Continual instead of Continuous Add QP-009 to critical QA procedures Add Critical Inspection Procedures	July 5, 2018	Robin Drummond, President & CEO Francinis Basque, Quality Manager
09	Update Quality Objectives Add IP-001 to Critical Inspections	Aug 22/19	Robin Drummond, President & CEO Francinis Basque, Quality Manager