



Rapport Quality/Business Manual

QBM 9001:2015

Revision 10

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www.rapportinc.com



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1.0 Quality/Business Management Manual Purpose and Scope

This Quality/Business Management manual contains retained information of the Quality System, quality policy, and quality objectives implemented at Rapport Inc., located at 13180 West 43rd Drive, Golden, Colorado 80403. Additional general company information may be obtained at the Rapport Inc. website: www.rapportinc.com.

This manual provides specific policies and maintained information to ensure that all interested parties understand what is used to demonstrate customer satisfaction with respect to our products and services with continuous improvement built in. The scope of our ISO 9001-2015 registration applies to the following: *Distribution of Electro Mechanical and Power Products Offering Value-Added Services: Products Distributed: Fans, Power Supplies, Battery Assembly, Cable Assemblies, Enclosure Modification, Panel Sub-Assembly, and Terminal Block Assembly.* Exact wording can be found on our current ISO 9001-2015 certificate. To earn and maintain the confidence of our customers, it is essential that we provide the highest quality products and services, and we provide accurate information to all interested parties.

Key subject matter experts, including the President and Chief Executive Officer approve this manual. This manual and all supporting documents support the ISO 9001 International Quality Standard, ANSI/ASQC 9001:2015.

2.0 Normative References

- N/A.

3.0 Terms and Definitions

- Business Management – Management with respect to business.
- Change Control – Activities for control of output after formal approval of its product configuration information.
- Competence – Ability to apply knowledge and skills to achieve intended results.
- Configuration Management – Coordinated activities to direct and control configuration.
- Context of the organization – Combination of internal and external issues that can have an effect on the organization’s approach to development and achieving its objectives.
- Continual Improvement – Recurring activity to enhance performance.
- Customer – Person or organization that could or does receive a product or service that is intended for or required by this person or organization.
- Document – Information and the medium on which it is contained.
- Documented Information – Information required to be controlled and maintained by the organization.
- Effect of Uncertainty – An effect is a deviation from the expected.
- External Provider – External provider that is not part of the organization.



- Improvement – Activity to enhance performance
- Interested Party – Stakeholder person or organization that can affect, be affected by, or perceive itself to be affected by, a decision or activity.
- Management – Coordinated activities to direct and control an organization.
- Management Review – Regular systematic evaluation of the suitability, adequacy, effectiveness and efficiency of the quality management system.
- Measurement – Process to determine value.
- Measurement Process – Set of operations to determine the value of a quantity. Objective – Result to be achieved.
- Objective Evidence – Data that is supporting the existence or verification of something.
- Outsource – An arrangement where an external organization performs part of the organization function or process.
- Procedure – Specified way to carry out an activity or a process.
- Process – Set of interrelated or interacting activities that use inputs to deliver an intended result.
- Product – Output of an organization that can be produced without any transaction taking place between the organization and the customer.
- Product Realization – Set of interacting processes designed to produce a product or service and fulfill the customer’s requirements.
- Provider – Supplier organization that provides a product or service.
- Quality/Business Manual – Specification for the Quality/Business Management system of an organization. Note that this manual can vary in detail and format to suit the size and complexity of an individual organization.
- Quality Improvement – Part of the quality management system focused on increasing the ability to fulfill quality requirements.
- Quality Management – Management with regard to quality.
- Quality Objective – Objective related to quality.
- Quality Plan – Specification of the procedures and associated resources to be applied when and by whom to a specific object.
- Quality Planning – Part of the quality management system focused on setting quality objectives and specifying necessary operational processes and related resources to achieve the quality objectives.
- Retained Documented Information – A record stating results achieved in providing evidence of activities performed.
- Service – Output of an organization with at least one activity necessarily performed between the organization and the customer.



- Strategy – Plan to achieve a long term or overall objective.

4.0 Context of the Organization

4.1 Understanding the organization and its context

Rapport shall determine external and internal issues that are relevant to its purposes and its strategic direction and that affects its ability to achieve the intended result(s) of the business management system. Rapport shall monitor and review information about these internal and external issues.

4.2 Understanding the needs and expectations of interested parties

Due to their effect or potential effect on the organization's ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, the organization shall determine:

- All interested parties that are relevant to the Quality/Business Management System.
 1. Company owners/shareholders
 2. Customers
 3. Regulatory bodies (e.g. ISO registrar)
 4. Employees
 5. Suppliers
 6. Government agencies (e.g. OSHA, Fire Department, etc.)
- The requirements of these interested parties are relevant.
- Rapport shall monitor and review information about these interested parties and their relevant requirements.

4.3 Determining the scope of the Quality/Business Management System

The organization shall determine the boundaries and applicability of the Quality/Business Management system to establish its scope. Rapport shall consider (when determining the scope), the external and internal issues referred to in section 4.1 of the ISO 9001:2015 standard, along with the requirements of relevant interested parties referred to in section 4.2 of ISO 9001:2015, along with the products and services of the organization. Our scope of the Quality/Business Management System shall be available and be maintained as documented information. Our scope shall state the type of products and services covered, and provide justification for any requirement of the ISO 9001:2015 standard that we determine is not applicable to the scope of the Quality/Business Management System.

4.4 Quality/Business Management System and its processes

4.4.1 Continuous Improvement



Rapport has established, maintains, and continually improves the Quality/Business Management system including the processes needed to run the business, and their interactions in accordance with the requirements of the International Standard. Rapport shall determine the processes needed (to run the business) for the Quality/Business Management System and their application throughout the organization and shall:

- Determine the inputs required and the outputs expected from these processes.
- Determine the sequence and interaction of these processes.
- Determine and apply the criteria and methods (including monitoring measurement and related performance indicators) needed to ensure the effective operation and controls of these processes.
- Determine the resources needed for the processes and ensure their availability.
- Assign the responsibilities and authorities for these processes.
- Address the risk and opportunities as determined in accordance with the requirements of 6.1.
- Evaluate these processes and implement any changes needed to ensure that these processes achieve their intended results.
- Improve the processes and the Quality/Business Management System.

4.4.2 Documentation

To the extent necessary, Rapport shall maintain documented information to support the operations of its processes. Rapport will retain documented information to have confidence that the processes are being carried out as planned.

5.0 Leadership

5.1 Leadership and Commitment:

5.1.1 General

Executive management at Rapport Inc. shall demonstrate leadership and commitment with respect to the Quality/Business Management System by:

- Taking accountability for the effectiveness of the Quality/Business Management System.
- Ensuring the quality policy and quality objectives are established for the Quality/Business Management System and are compatible with the context and strategic direction of Rapport.
- Ensuring the integration of the quality management system requirements into the business processes.
- Promoting the use of the process approach and risk base thinking, ensuring that the resources needed are available, that it achieves its intended results, and that we are



engaging, communicating, directing and supporting persons to contribute to the effectiveness of the Quality/Business Management System.

5.1.2 Customer Focus

Executive management at Rapport shall demonstrate leadership and a commitment with respect to customer focus by ensuring that customer and applicable statutory requirements are determined, understood, and consistently met. The risks and opportunities that can affect conformity of product and services and the ability to enhance customer satisfaction are determined and understood. The focus in enhancing customer satisfaction is maintained.

5.2 Policy

5.2.1 Developing the Quality Policy

Our Quality Policy is:

“At Rapport we will provide our customers with products and services that perform to their specifications, delivered on time, and at a competitive price. We will diligently pursue practices which meet and or exceed these objectives. Rapport will strive to continually review and improve our quality management process and applicable requirements, thereby ensuring stability and future growth for the company and all interested parties.”

Rapport’s Quality Process:

- Provides a framework for setting quality objectives.
- Is appropriate to the purpose and context of the organization and supports its strategic direction.
- Includes a commitment to satisfy applicable requirements. Includes a commitment to the continual improvement of the quality management system.

5.2.2 Communicating the Quality Policy

- The Quality Policy is approved by top management and is documented information.
- It is communicated, applied, and understood within the organization and is required training for all new hires. Retraining to the Quality Policy is conducted for all employees, each time the Quality Policy or Quality Objectives noted with the Quality Policy are updated or modified.
- It is made available to relevant interested parties, as appropriate.

5.3 Organizational roles, responsibilities and authorities

Rapport top management ensures that the responsibilities and authorities for relevant roles are assigned, communicated, and understood within the organization. Top management is assigned the responsibility and authority for:



- Ensuring the quality management system conforms to the requirements of the International Standard.
- Ensuring that the processes are delivering their intended outputs.
- Ensuring the promotion of customer focus throughout the organization.
- Ensuring the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.
- Reporting on the performance of the quality management system and on opportunities for improvement in particular to top management.

6.0 Planning

6.1 Actions to address risks and opportunities

6.1.1 Planning Considerations

When planning for the Quality/ Business Management System, we consider the issues referred to in the standard clause 4.1 and the requirements referred to in 4.2. We have various types of quality planning at Rapport, Inc. All types of planning are reviewed with the issues referred to in clause 4.1 and 4.2 to determine the risks and opportunities that need to be addressed.

- Product Planning is in response to an identified market or customer need. The customers design process controls the development process for new products. The procedure is used to help identify customer requirements and to ensure our internal capability to meet those requirements.
- Project Planning is a process where opportunities for continual improvement or problems that are identified and a plan are developed accordingly. These plans address preventive measures involving the quality process or service improvement. Projects are initiated as the result of input from any and all employees and may come from, but are not limited to, areas such as performance goals, department targets, and plans because of strategic planning.

These actions give assurance that the Quality/Business Management System can achieve its intended result(s), achieve improvements, prevent or reduce undesired effects, and enhance desirable effects.

6.1.2 Rapport Action Plan

- Actions to address these risks and opportunities.
- Integrate and implement the actions into the Quality/ Business Management System processes and evaluate the effectiveness of these actions using the mechanism of Rapport internal audits.
- These actions taken will address risks and opportunities and be proportionate to the potential impact on the conformity of products and services.



6.2 Quality Objectives and planning to achieve them

Rapport has the following quality objectives defined:

- Maintain a quality system in compliance with the ISO9001:2015 standard, obtaining no Major non-conformities in any regulatory audit.
- Meet customer expectations and requirements as it relates to quality level, pricing, on-time delivery and support. This will be measured by scoring a 4 or above on the customer survey and or requirement of their respected scorecards.
- Perform Quality Management System gap analysis on AS9100 requirements by September 2021.
- Maintain our competitive pricing for our pass-thru battery line offering. This will be measured by reviewing online pricing from 3 of our competitors.

6.2.1 Relevant Functions

Rapport has established quality objectives at relevant functions, levels and has processes needed for the quality management system. These quality objectives are:

- Consistent with our quality policy
- Measureable, monitored, updated as appropriate, and communicated
- Take into account applicable requirements
- Relevant to conformity of products and services and to enhancement of customer satisfaction
- Maintained documented information of these quality objectives

6.2.2 Resource Planning

When planning how to achieve our quality objectives, we determine what will be done and what resources are required. We also determine who will be responsible, when it will be completed, and how the results will be evaluated.

- During either the last quarter of the ending year and no later than the first quarter of the upcoming year, Executive Management along with Quality Management will review the previously approved Quality Objectives that were published within the Quality Policy and contained within the Quality/Business Manual. As appropriate, Quality Objectives will be altered, added or deleted.
- Quality Management is responsible to assign each function affected by the oversight and accountability of the approved Quality Objectives. Each accountable department/individual will provide a status report during Management Review.



- A final review of the performance to the Quality Objectives will be conducted as the New Year's objectives are developed. This review will be conducted by Executive Management and Quality Management.

6.3 Planning of changes

When Rapport determines the need for changes to the Quality/Business Management System, we carry out those changes in a planned manner. We take into account the purpose of the change and its potential consequences, the availability of resources, allocation or reallocation of responsibilities and authorities, and the integrity of the Quality / Business Management System.

7.0 Support

7.1 Resources

7.1.1 General

Rapport determines and provides the resources needed for the establishment implementation, maintenance, and continual improvement of the Quality/Business Management System.

7.1.2 People

Resources are determined and provided that are necessary to implement and maintain the Quality/ Business Management System, and for the operation and control of its processes. Our hiring process is established to ensure that all personnel are competent based on their education, training, skills and or prior experience.

7.1.3 Infrastructure

The Executive management team determines, provides and maintains the infrastructure necessary for the effective implementation of the processes and to achieve conformity of products and services. We provide workspace and associated utilities to meet the business needs of the company. Provisions are provided for the suitable equipment, tools and software for manufacturing, inventory, finance, and administrative processes. Maintenance of the manufacturing equipment is performed per the manufacturer's specifications or customer requirements to ensure equipment is capable of achieving conformity of processes and product. Additionally, we manage relationships with external entities including:

- Supporting services such as shipping or transport, internet service, document disposal and building security
- Information Technology professionals and other resources needed to maintain the infrastructure

7.1.4 Environment for the operation of processes



We provide and maintain the environment necessary for the operation of processes and to achieve conformity of products and services. This environment includes but is not limited to:

- Clean, safe workstations and work areas with adequate lighting and ventilation to ensure the workplace health and efficiency of our employees.
- Adequate facilities that includes a lunch/break room, restrooms, outside picnic/break area and a first aid station.
- Employee programs such as 401(K) retirement plan, luncheons, and special events, to motivate and involve employees through social interaction.

7.1.5 Monitoring and measuring resources

When measurement traceability is a requirement, or considered by Rapport to be an essential part of providing customer confidence in the validity of measurement results, measuring equipment shall be:

- Calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to an international or national measurement standard. When no such standard exists, the basis used for calibration or verification shall be retained as documented information.
- Identified in order to determine equipment status.
- Safeguarded from adjustments, damage, or deterioration that would invalidate the calibration status of subsequent measurement results.

Rapport shall determine if the validity of previous measurements results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and shall take appropriate action as necessary.

7.1.6 Organizational Knowledge

Rapport shall determine the knowledge necessary for the operations of its processes and to achieve conformity of products and services. This knowledge shall be maintained and be made available to the extent necessary. When addressing changing needs and trends, Rapport shall consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates.

7.2 Competence

Rapport Inc., shall:

- Determine the necessary competence of person(s) doing work under its control that effects the performance and effectiveness of the Quality/Business Management System
- Ensure that these persons are competent on the basis of appropriate education, training, or experience.



- Where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the action taken.
- Retain appropriate documented information as evidence of competence.

7.3 Awareness

Rapport shall ensure that the persons doing the work under our control are aware of the quality policy, relevant quality objectives, and their contribution to the effectiveness of the Quality/Business Management System, including the benefits of improved performance. All personnel shall be aware of the implications of not conforming to the Quality/Business Management System requirements.

7.4 Communication

Rapport shall determine the internal and external communication relevant to the Quality/Business Management System including:

- On what to communicate.
- When to communicate.
- With whom to communicate.
- How to communicate.
- Who communicates.

7.5 Documented Information

7.5.1 General

Rapport's Quality/Business Management System shall include documented information determined by Rapport as being necessary for the effectiveness of the respected system, along with documented information required by the International standard ISO 9001:2015.

7.5.2 Creating and Updating

When creating and updating information, Rapport shall ensure the information is in the appropriate format, properly identified with an accurate description, adequately reviewed and suitably approved. (example: updating and re-approval).

7.5.3 Control of documented information

Documented information required by the business management system and by the ISO 9001:2015 International Standard shall be controlled to ensure it is available and suitable for use, where and when it is needed, and that it is adequately protected.

To maintain control of documented information, Rapport shall address the following activities as applicable:

- Distribution, access, retrieval and use.



- Control of changes.
- Retention and disposition.
- Storage and preservation, including preservation of legibility.

Documentation information of external origin determined by Rapport to be necessary for the planning and operation of the Quality/Business Management System shall be identified as appropriate, and controlled. Documented information retained as evidence of conformity shall be protected from unintended alterations.

8.0 Operations

8.1 Operational planning and control

Rapport shall plan, implement and control the processes needed to meet the requirements for provision of product and services, and to implement the actions determined in Clause 6 (risk based thinking) by:

- Determining the requirements for products and services.
- Establish criteria for:
 1. The processes
 2. The acceptance of products and services
- Determining the resources needed to achieve conformity to the product & service requirements.
- Implement control of the processes in accordance with the criteria.
- Determining, maintaining and documented conformation to have the confidence that the processes have been carried out as planned and to demonstrate the conformity to their requirements.

8.2 Requirements for products and services

8.2.1 Customer communication

Rapport's communication with our customers shall include providing information relating to products and services, handling enquires, contacts or orders (including changes), and obtain customer feedback relating to products and services, including customer complaints. This includes handling or controlling customer property and when relevant, establishes specific requirements for contingency actions.

8.2.2 Determining the requirements for products and services

When determining the requirements for the products and services to be offered to our customers, Rapport shall ensure that these requirements are defined, applicable to and statutory or regulatory requirements, considered necessary, and can met the claims for products and services offered.



8.2.3 Review of the requirements for products and services

- Rapport shall ensure that we have the ability to meet the requirements for all products and services offered to our customers. We shall conduct a review before committing to supply these to our customers. This review will include the requirements for the customer, including delivery, requirements specified by Rapport, contract or order requirements, statutory and regulatory requirements, and when known, requirements not stated by the customer.
- Rapport will retain documented information as applicable.

8.2.4 Changes to requirements for products and services

Rapport shall ensure that all relevant documented information is amended, and that relevant persons are made aware of the changed requirements whenever the requirements for products and services are changed.

8.3 Design and development of products and services

8.3.1 General, Exemption

Rapport does not provide design or development services and is therefore exempt from the requirements within the ISO9001:2015 Standard. The exemption will be recorded with Rapport's registrar and noted accordingly on its ISO9001:2015 Registration with the registrar.

8.4 Control of external provided processes, products and services (Purchasing)

8.4.1 General

Rapport shall ensure that externally provided processes, products and services conforms to requirements.

We maintain suppliers retained based on their ability to conform to specific customer and purchasing requirements and ability to meet applicable statutory and regulatory requirements. The extent of controls applied to suppliers and purchased products is dependent upon the effect of the final product. All suppliers are dock to stock unless supplier corrective actions have been issued that warrant incoming inspection.

Some suppliers are determined by the customer's requirements. Rapport Inc.'s suppliers are evaluated via survey's to meet the business needs of the company. All supplier selected are documented as Account Payable.

8.4.2 Type and extent of control

Purchased parts and subassemblies are adequately described on the purchase order to ensure conformance to specifications, including the following as necessary:

- Requirements for approval of product, procedures, processes and equipment.
- Quality management system requirements.



- Requirements for qualification of personnel.

All purchasing documents are reviewed for accuracy and completeness before communicating to the supplier.

8.4.3 Information for external providers

Rapport shall ensure the adequacy of requirements prior to our communication to the external provider and communicate the processes, products and services to be provided, the methods, equipment, release.

Inspection activities have been implemented to ensure that the purchased product meets the specified purchase requirements. Rapport, Inc. or our customers, have the right, through authorized representatives and subject to reasonable notice, to perform a source inspection or otherwise evaluate the product provided by our suppliers on their premises.

8.5 Production and service provision

8.5.1 Control of production and service provision

Our production process plans are established to ensure they are implemented under controlled conditions. These conditions shall include, as applicable:

- The availability of documentation that describes the characteristics of the product to be produced, the services to be provided or the activities to be performed and the results to be achieved.
- The availability and use of suitable monitoring and measuring resources
- The implementation of monitoring and measuring activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services have been met
- The use of suitable infrastructure and environment for the operation of processes
- The appointment of competent persons, including any require qualification
- 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 (where applicable)
- The implementation of actions to prevent human error
- The implementation of release, delivery and post-delivery activities

8.5.2 Identification and traceability

Where appropriate, Rapport has identified product by suitable means throughout the product realization process.

A product status is identified throughout the product realization process. Where tractability is required, Rapport, Inc. has established a system to trace specific material, components or equipment.



8.5.3 Property belonging to customers or external providers

Whenever customer property is provided for use or incorporation into product, Rapport, Inc. exercises care in control of the property. Customer property is identified, and documented to ensure appropriate tractability. Methods of control that are specified by the customer, if applicable, are documented in the customer's contract. In the event that customer property is lost, damaged or otherwise found unsuitable for use, records of the nonconformance are maintained, and the customer is notified.

8.5.4 Preservation

Processes are defined and implemented to ensure that products and components are identified, handled, packaged and stored in a manner to maintain conformity to requirements.

8.5.5 Post-delivery activities

Rapport meets requirements for post-delivery activities associated with products and services by determining the extent of post-delivery activities that are required. We consider all statutory and regulatory requirements, customer, feedback, customer requirements, along with the nature, use and intended lifetime associated with our products and services. We lastly consider the potential undesired consequences associated with our products and devices.

8.5.6 Control of changes

To the extent necessary to ensure continuing conformity with requirements Rapport will review and control changes for products or service provision. We retain documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary action arising from the review.

8.6 Release of products

Rapport implements planned arrangements, at appropriate states to verify that the requirements of products and services have been met. We retain documented information on the release of our products and services with evidence of conformity and traceability to the person authorizing the release.

8.7 Control of nonconforming outputs

We ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery. Rapport controls nonconforming output in one or more of the following ways:

- Correction
- Segregation, containment
- Informing the customer
- Obtain approval from customer for deviation



Rapport will retain documented information that describes the nonconformities, actions taken, any deviations and the authority deciding the action of the non-conformity.

9.0 Performance Evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

Rapport determines what needs to be monitored and measured. The methods for monitoring, measurement, analysis, and evaluation to ensure valid results will also be determined. This includes when measuring and monitoring needs to be performed, when the results shall be analyzed and evaluation, Rapport maintains appreciate documented information as evidence of the results. We evaluate the performance and effectiveness of the business management system.

9.1.2 Customer satisfaction

We monitor our customer's perceptions of the degree to which their needs and expectation have been fulfilled via customer scorecards and customer surveys.

9.1.3 Analysis and evaluation

We analyze and evaluate appropriate data and information arising from monitoring and measurement. These results shall be used:

- Conformity to products and services
- The degree of customer satisfaction
- Performance and effectiveness of the quality/business management system
- The performance of external providers
- The need to improve the quality management and business management systems
- The effectiveness of actions taken to address risk and opportunities.

9.2 Internal audits

9.2.1 Planned Intervals

Internal Audits are conducted at planned intervals to provide evidence that the quality management system is effectively implemented and maintained and conforms to Rapports requirement for its QMS and the requirements of the ISO 9001:2015 standard.

9.2.2 Audit Results

Internal audit results are reported immediately following the audit and as part of management review input. An annual audit schedule is determined, and areas/processes are scheduled for audit, based on their status, importance and past audit results. Audit methods, criteria, scope and frequency are defined in a documented procedure, along with the



responsibilities and requirements for planning, conducting, reporting results and maintaining audit records. The audit criteria and scope for each audit will also be retained as documented information. Auditors shall not audit their own work. Management is responsible for the area being audited and ensuring that timely actions are taken. Follow-up activities include verification of the actions taken and a report of verification results.

9.3 Management review

9.3.1 General

Rapport Top management will review the quality management system and business management system at planned intervals to ensure we are continuing suitability, adequacy, effectiveness and alignment with the strategic direction of Rapport and its interested parties. This will be conducted at least on annual bases.

9.3.2 Management review inputs

At a minimum, the following information is reviewed during the management review:

- Results of all customer and internal audits.
- Customer feedback / satisfaction.
- Performance to quality objectives.
- Monitoring and Measurements results
- Non-conformities, complaints, and corrective actions.
- Follow-up actions from previous management reviews to ensure that they were implemented effectively and on time.
- Changes that could affect the quality management system.
- Opportunities for improvement.
- The performance of external providers
- The adequacy of resources
- The effectiveness of actions taken to address risks and opportunities.

9.3.3 Management review outputs

Minutes from management review meetings are documented, maintained and included any decisions and actions related to:

- Improvement to the effectiveness of the quality management system and its processes.
- Resources needed to meet the business needs of the company.
- Any need for changes in the quality management system or the business management system.



All action items assigned as a result of management reviews are documented and tracked until completion.

10.0 Improvement

10.1 General

Our commitment to continual improvement of the effectiveness of the quality management system is accomplished by:

- Correcting, preventing, or reducing undesired effects.
- Improving the performance and effectiveness of the quality management systems.
- Improving our product and services to meet requirements as well as to address future needs and expectations.

10.2 Nonconformity and corrective action

When non-conformity occurs, including any arising from complaints, Rapport will react to the nonconformity and take action to control and correct it or deal with the consequences. A procedure exists that define the process for controlling nonconforming product. The disposition of nonconforming product is handled in accordance with this procedure, and may include any of the following options:

- Action can be taken to eliminate the nonconformity by repairing or reworking the product. This is done in accordance with applicable standards and is subject to re-verification, to demonstrate conformity to the original criteria.
- May be “use as is” and released under concession, with authorization from the appropriate management personnel, or the customer, if applicable.
- The nonconforming product is removed from use, and either scrapped or returned to the original supplier if applicable.

Records of nonconforming material, including actions taken, are maintained and reviewed as part of the continual improvement process. This information shows the nature of the non-conformance and action taken, along with the results.

10.3 Continuous Improvement

Rapport shall continually improve the suitability, adequacy, and effectiveness of the quality management system and the business management system.



11.0 Revision History and Approval

Issue #	Changes	ECN Number	Date
01	Initial Release of QBA Manual	NA	01/29/18
02	Second release of the QBA. Updated Quality objectives to align with Quality Policy and Quality Objectives 2019	NA	01/10/19
03	Updated change to the Quality Policy	004	07/08/2019
04	Updated Scope to reflect ISO 9001:2015 certificate content	005	07/17/2019
05	Added statement regarding a supplier's ability to meeting statutory and regulatory requirements.	010	09/19/2019
06	Made changes related to the updated Quality Policy and Quality Objectives for 2020	013	01/03/2020
07	QBM to add updates for section 8.5.1 of the ISO9001:2015 standard	023	07/06/2020
08	Updated Quality Objectives for 2021	045	02/12/2021
09	Updated to add detail as to how the Annual Quality objectives are developed, managed and monitored	053	04/07/2021
10	Updated to modify formatting and grammar. Identified Rapport's interested parties. Adding interested parties amongst those to be considered during Management Review.	056	07/26/2021