

Environmental and Quality Manual

Integrated Management System

ISO 9001:2015

ISO 14001:2015



Electro Industries/Gauge Tech

1800 Shames Drive, Westbury, NY 11590



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EQ01 Document Control

Document

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Authorized by: **Erran Kagan**

Position: **CEO/President**

Authorized Date: **10/03/2016**

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EQ02 Document Amendments

All copies of this Environmental & Quality Manual (E&QM) must be kept under strict control to prevent the system from becoming unreliable. The following controls will ensure that the system remains current and valid.

1. All copies of the manual will be clearly numbered and the Holder recorded.
2. Each page in the manual will carry its own number.
3. The **Management Representative** will be responsible for all revisions and additions being recorded.
4. Changes can be suggested by any Employee but must receive signed approval before being entered into the E&QM.
5. All changes must be recorded on the Amendments Table below and appropriate pages in each E&QM changed.

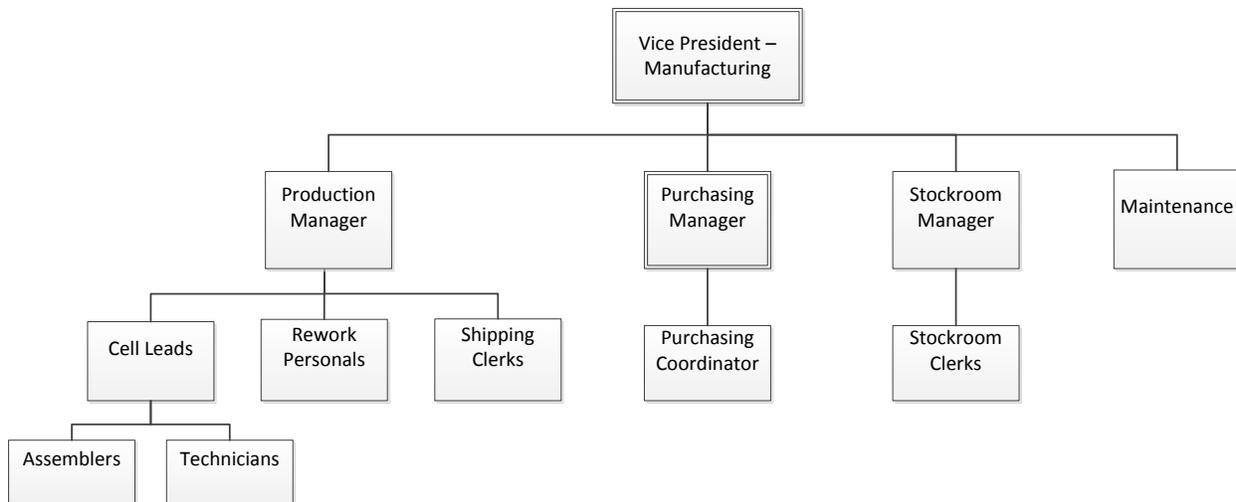
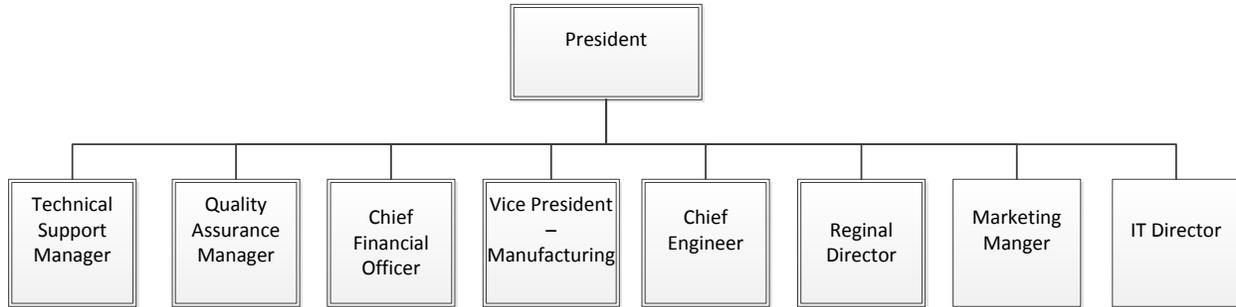
Amendments Table

Doc. No.	Page No.	Date	Description of change	Authorization
All	All	10/03/2016	First issue, issued as Integrated E&QMS Manual covering ISO 9001 & ISO 14001 current standards	CEO/President
EQ03	All	4/21/2017	Updating the Organization Chart	CEO/President
EQ03	All	2/20/2018	Updating the Organization Chart.	CEO/President

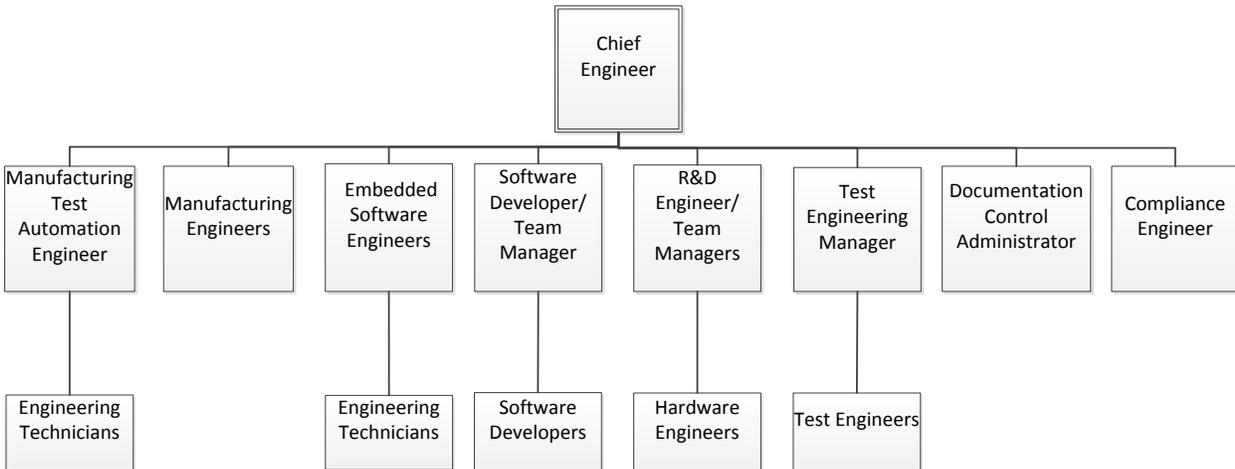
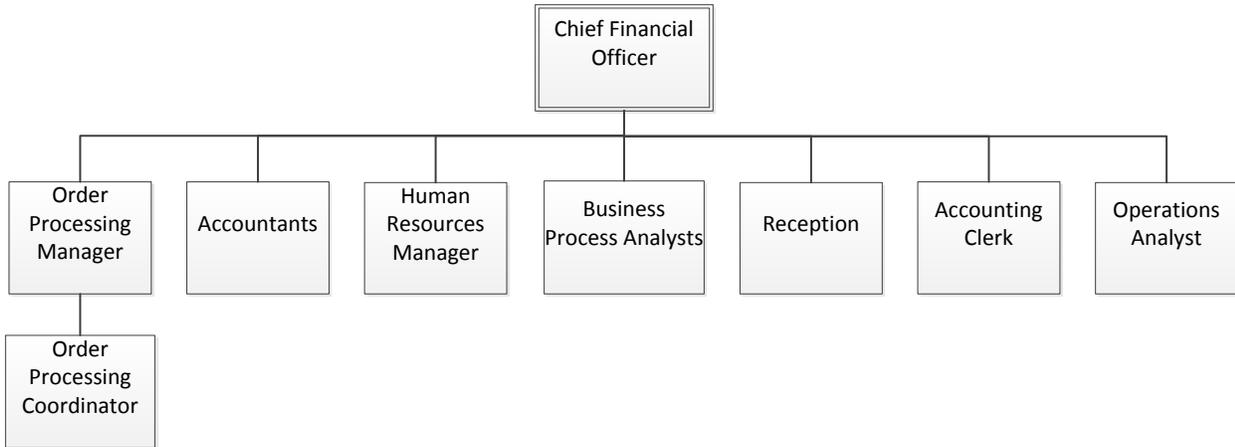
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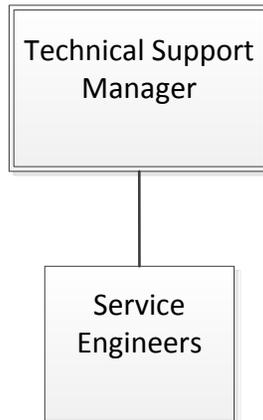
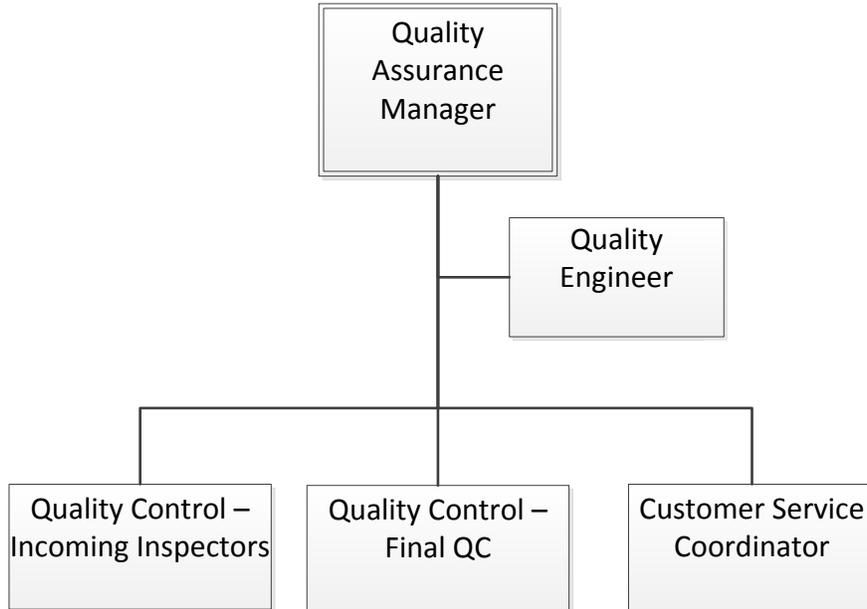
EQ03 Company Organization Chart



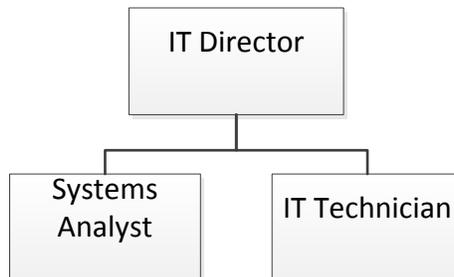
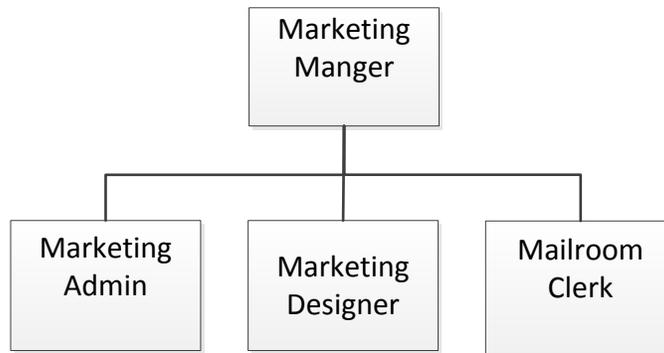
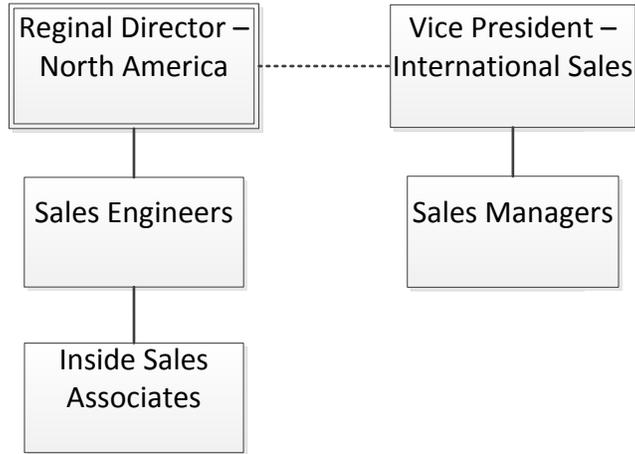
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Company Profile

Electro Industries was founded in 1973 by engineer and inventor Samuel Kagan. Dr. Kagan’s first innovation, which revolutionized the power-monitoring field, was the development of an affordable, easy-to-use AC power meter. In the 1980s, Dr. Kagan and his team at **Electro Industries** developed a digital multifunction monitor. This monitor, with its ability to measure every aspect of power, transformed AC power metering and power distribution.

Under Dr. Kagan’s leadership, **Electro Industries** again developed a product that surpassed everything else on the market. The Futura+ Power Monitor supplies all the functionality of a fault recorder, an event recorder and a data logger in the configuration of a single meter.

Sam Kagan defined power monitoring and metering technology. His spirit lives in our products and in our company's love for metering. At **Electro Industries**, we strive to live up to the highest standards set before us. Every product produced by **ELECTRO INDUSTRIES** is not only the best in the industry, but our commitment to excellence extends to our years of dedicated service and support.

The essence of **Electro Industries** is its dedicated engineering and design talent. **Electro Industries** employs industry leading engineers and scientists including a majority staff with advanced degrees and professional engineering licenses. **Electro Industries** pulls engineering talent from both the electronic world and from the electrical industry. This advanced design department insures that **Electro Industries** metering and communication products are positioned as market leading technology throughout the industry.

Electro Industries is committed to upholding the highest standards of reliability and sophistication demanded by the electrical power industry. **Electro Industries’** Total Quality Mission continues to reduce an already low return rate. Our Engineering and Manufacturing consistently review all procedures and techniques, looking for ways to reduce component failure and increase product life span.

Worldwide sales and customer support personnel are available to help you with your power monitoring purchases and questions. Our trained sales and support people can help you solve your power problems quickly and efficiently. Over 250,000 **Electro Industries** power monitors are in the field and customers depend on **Electro Industries** to monitor and analyze their business critical power usage. Power utilities rely on **Electro Industries** monitors in their substations to provide real time data and stored power information. **Electro Industries** is dedicated to providing the power information that makes power systems more reliable.

An essential requirement of the continuing maintenance and development of the Company’s objectives is the Conformance to Environment & Quality Management System based on the requirements of ISO 9001:2015 and ISO 14001:2015.

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EQ04 Environmental & Quality Management System

4. Context of the organization

4.1 Understanding the Organization and its Context

We have determined the relevant external and internal issues that affect our ability to achieve the intended outcomes of our management system. We have considered the full business environment, the key drivers and trends having impact on the objectives of the organization and the relationship and values of external stakeholders. Details of the context of our organization are given below:

Issues, which can affect Interested Parties

No.	Type	Internal or External	Issues
1	Technological	I/E	Currently sufficient technological resources are available to address any issue
2	Employees	I	<ul style="list-style-type: none"> • Competent staff available • Low turnaround
3	Competition	E	Status of the competition
4	Society & Culture	E	No negative impact on the society
5	Supply Chain	E	Quality issues pertaining to service/raw material
6	Customers	E	Quality of Product/Service provided, cost & Time-frame
7	Regulators	E	Compliance obligation issue

4.2 Understanding the Needs and Expectations of Interested Parties

We have identified the interested parties and their requirements with the emphasis being on environment & quality. We have included a process to determine any legal requirements relating to activities, products and services that are relevant to the scope of our management system.

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Interested Parties (Stakeholders)

No.	Interested Party	Internal or External	Reason for Interest
1	Customers / End Users	E	Using Service/Product and looking for Safety, Environmental Aspects & Impacts, Compliance to standards, Quality, Performance, Delivery & Price, value
2	QA/QC	I/E	Product/Service Quality Assurance & Quality Control
3	Auditors	I/E	Compliance to standards, policies & procedures
4	Management / Employees	I	Meeting customers' expectations, efficiency & effectiveness of the processes, Safety, Facilities
5	External Service Providers	E	Provide supporting service or material
6	Regulators	E	Dictate regulations which effect management system or product
7	Society	E	Good Neighbors, Green
8	Competition	E	Benchmarking

4.3 Determining the Scope of the Environmental & Quality Management System

We have determined the boundaries and applicability of our management systems and have taken into account the issues identified in Clause 4.1 and 4.2 (above) as well as those that relate to our products when establishing the scope. All the clauses are applicable to our Environmental & Quality Management System.

Electro Industries/Gauge Tech located in **Westbury, NY USA** deals in

THE DESIGN AND MANUFACTURE OF ELECTRONIC DIGITAL MEASURING EQUIPMENT

For our Global Customers.

See document – PRM00 Scope of E&QMS

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4.4 Environmental & Quality Management System and its processes (E&QMS)

4.4.1 We have established and implemented, and will look to maintain and continually improve our environmental and quality management systems, including the processes and their interactions needed to meet the requirements of the international standards.

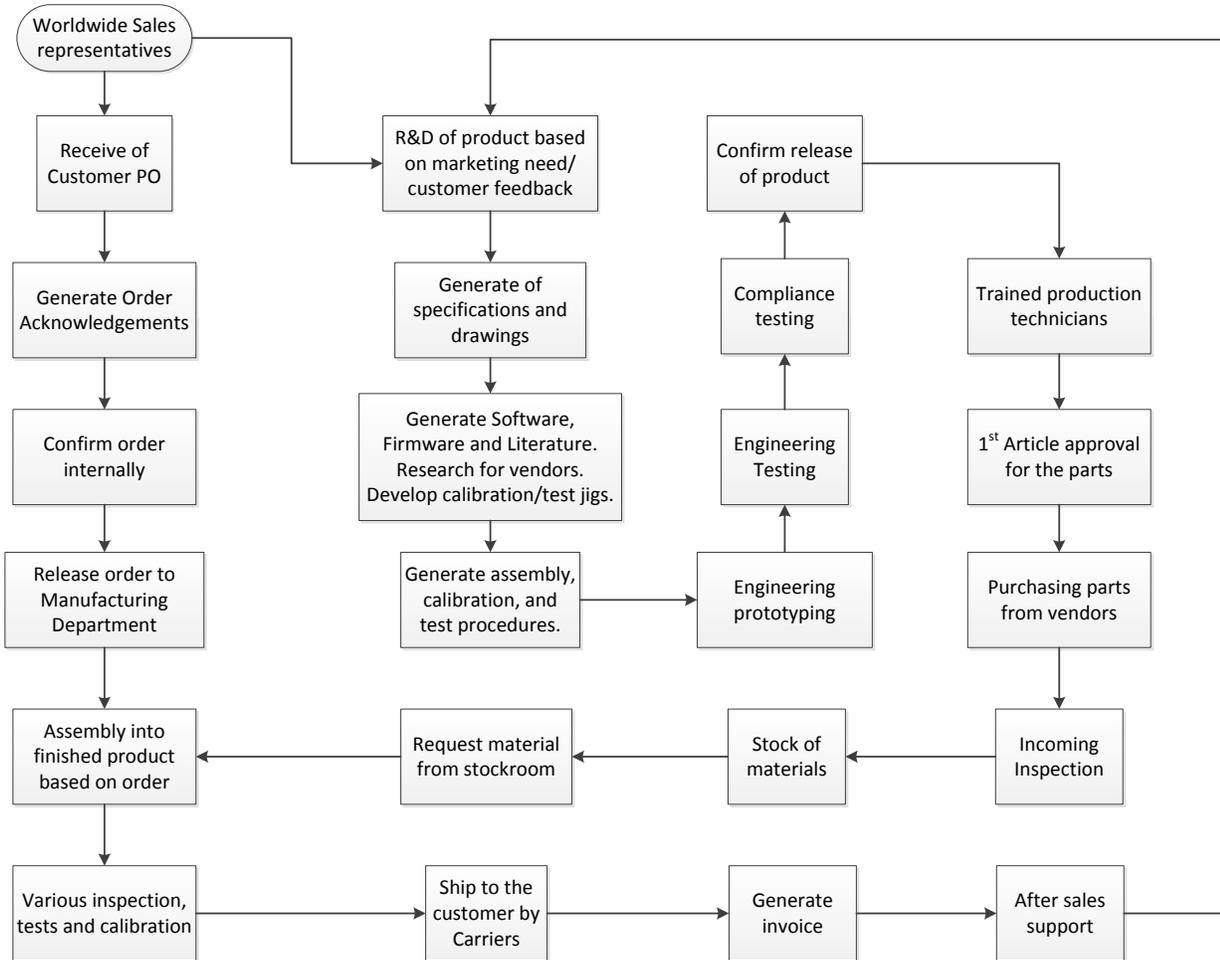
In order to deliver the requirements, we have identified:

- the processes needed for the implementation, operation and maintenance of the management systems along with opportunities for its improvement and their application throughout the organization;
- the inputs required and outputs expected from these processes;
- the sequence and interaction of these processes;
- criteria and methods needed to ensure that both the operation and control of these processes are effective;
- the availability of resources and information necessary to support the operation and monitoring of these processes;
- the risks and opportunities within the management system and how to plan to address them;
- the monitoring, measuring and analyzing of these processes, and implement actions necessary to achieve planned results and continual improvement.
- Appropriate documented information is maintained to support these processes and is retained as records to demonstrate that all processes are working as planned.

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EIG Business Process



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5. Leadership

5.1 Leadership and Commitment

5.1.1 General

Our **President** has demonstrated leadership and commitment with respect to our E&QMS by taking accountability of the effectiveness of the E&QMS; by establishing an environmental & quality policy and objectives that are compatible with the direction of the organization; that both policy and objectives are communicated, understood and applied within the organization; ensuring integration of E&QMS requirements into the organization’s business processes and by promoting awareness of a process approach and risk based thinking.

In addition, our **President** has provided the necessary resources for the E&QMS; communicated the importance of effective environmental and quality management and of conforming to E&QMS requirements; ensuring that the E&QMS achieves intended results; engaging with, directing and supporting persons to contribute to the effectiveness of the E&QMS; promote improvement and support other members of the management team to demonstrate their leadership as it applies to their area of responsibility.

5.1.2 Customer Focus

As an organization we strive to meet our customers’ expectations; The Management at **Electro Industries/Gauge Tech** have demonstrated their leadership and commitment by ensuring that customers’ requirements and applicable regulatory and statutory requirements are met; that risks and opportunities that could affect our products and services have been addressed; that our focus is on consistently providing products customer satisfaction.

See document – PRM04 Customer Requirements

5.2 Policy

Our **President** has developed an environmental and quality policy that is in line with the requirements of the standard. The Policies are available as documented information, are communicated throughout the organization and are also available to interested parties, as appropriate.

See Document – PRM14 Environmental & Quality Policy

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5.3 Organizational Roles, Responsibilities and Authorities

Our **President** will ensure that the responsibilities and authorities for relevant roles are assigned and communicated throughout the organization. The organization has identified, documented and communicated the roles, responsibilities and authorities of those involved in the management systems and their interrelationships within the organization.

See Document – QMF-296 Job description

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6. Planning for the E&QMS

6.1 Actions to Address Risks and Opportunities

6.1.1 General

We have considered the issues detailed in clause 4.1 and 4.2 of this document and have determined the risks and opportunities that need to be addressed to assure the E&QMS can achieve its intended outcomes; that we prevent or reduce undesired effects and achieve continual improvement. We have put a plan in place to address these risks and opportunities and also a plan to integrate and implement these actions in the QMS and evaluate their effectiveness.

6.1.2 Environmental aspects

We have identified the environmental aspects and associated impacts of our activities, products and services including the consideration of life cycle perspectives and have taken into account changes to our normal working practices and possible emergency situations.

We have determined those aspects that have a significant impact on the environment and have communicated these throughout our Organization.

We have created documentation that gives the criteria used to determine our significant aspects; documented information on our environmental aspects, including those that are significant and their associated impact.

**See documents – PRM18 Environmental Operational Control
QMF-209 Environmental Aspect & Impact Register**

6.1.3 Compliance obligations

We have identified and have access to the compliance obligations related to our environmental aspects and have determined how these obligations apply to our Organization. We maintain a register of our compliance obligations.

See documents – QMF-302 Compliance Register

6.1.4 Planning action

We will plan to take actions to address significant environmental aspects and compliance obligations together with the identified risk and opportunities. We will also plan how to integrate and implement these actions into our E&QMS and then evaluate the effectiveness of the actions. We have produced a risk assessment register (ER02) to show what has been achieved.

**See document – PRM19 Risk Assessment
QMF-06 Risk Register**

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QMF-209 Environmental Aspect & Impact Register

6.2 Environmental & Quality Objectives and Planning to achieve them

We have established environmental and quality objectives at various functions throughout the organization in line with the requirements of Clauses 6.2.1 and 6.2.2; a document has been produced detailing with these objectives and the procedure around establishing them.

**See document – PRM16 Environmental & Quality Objectives Planning
QMF-215 Environmental & Quality Objectives**

6.3 Planning of Changes

If we make changes to our E&QMS, they would be carried out in a planned and systematic manner. We will consider the purpose of any change, their potential consequences, the integrity of the E&QMS, the availability of resources and the allocation or reallocation of responsibilities and authorities.

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7. Support

7.1 Resources

7.1.1 General

We have determined and provided the resources needed for the establishment, implementation, maintenance and continual improvement of our E&QMS. We have considered the capabilities of our existing resources and what we need to obtain from external providers. We determine training needs associated with our environmental aspects and our E&QMS. Where applicable, we take actions to acquire the necessary competence and evaluate the effectiveness of the actions taken.

See document – PRM03 Resources

7.1.2 People

Those resources include people who have the necessary skills and competencies to effectively operate our E&QMS and to meet and exceed our customers’ expectations as well as standards’ requirements. Also see Clause 7.2.

7.1.3 Infrastructure

We have provided the infrastructure determined necessary for the provision of our processes and conformity of our products and services.

7.1.4 Environment for the Operation of Processes

We have provided the environment determined necessary for the provision of our processes and conformity of our products and services.

7.1.5 Monitoring and Measuring Resources

We have determined that we need to use measuring and monitoring resources for evidence of conformity for our products and services and have created specific documented information detailing how we have approached this requirement.

**See document – PRM07 Measuring and Monitoring Equipment
QMF-87 Certificate of Calibration**

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7.1.6 Organizational Knowledge

We have determined the knowledge necessary to operate our processes when achieving conformity of our products and services. We have systems in place to address any changes to our needs and possible trends that come up from time to time. The knowledge is in the form of documented information and is available to those who require it.

7.2 Competence

We have determined the competence of people doing work under our control that affects performance to ensure that these people are competent on the basis of appropriate education, training or experience and where applicable, take actions to acquire the necessary competence and evaluate the effectiveness of the actions taken.

See document – PRM23 Competence Training and Awareness
QMF-175 Training Matrix
QMF-02 Training Record

7.3 Awareness

We have ensured that people doing work under our control are aware of our policies; our environmental and quality objectives relevant to them; their contribution to the effectiveness of the system and the implications of not conforming to the E&QMS requirements.

See document – PRM23 Competence Training and Awareness
QMF-02 Training Record

7.4 Communication

7.4.1 General

We have determined the need for internal and external communications relevant to the system including on what, when, whom and how to communicate. When communicating we take into account our compliance obligations and ensure that we are consistent in the information provided. Where appropriate we respond to communications on our E&QMS and retain documented information as evidence, where necessary.

7.4.2 Internal Communication

We communicate to all levels and functions within the Organization with regard to our E&QMS, changes to the system (as appropriate) and ensure that the communication process allows everyone to contribute to the continual improvement of our E&QMS.

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7.4.3 External Communication

We communicate externally as required by our compliance obligations and our own communication process.

See document – PRM18 Environmental Operational Control

7.5 Documented Information

We have written policies and procedures as appropriate to meet the requirements of our E&QMS and the ISO 9001:2015 & ISO 14001:2015 standards. Details of how we produce and control our documented information are detailed in PRM01.

See document – PRM01 Documented Information

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8. Operation

8.1 Operational Planning and Control

We have planned, implemented and controlled processes needed to meet requirements for the provision of our products and services, and to implement the actions determined in clause **6.1** of this document by determining the requirements of our products and services; establishing criteria for those processes and for the acceptance of our products and services. We have also determined the resources needed to achieve conformity of our products and services and by implementing control of the processes in accordance with the detailed criteria.

In relation to the life cycle perspective of our products and services we have determined the environmental requirements for the procurement of products and services, as appropriate; established controls to ensure the design process (including end of life treatment) takes into account environmental requirements and communicates these to external providers including contractors. Finally, we consider the need to provide information on potential environmental impacts during the delivery of the product.

We keep documented information to the extent necessary to have confidence that the processes have been carried out as planned and that demonstrate the conformity of our products and services.

We shall control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects as necessary. We shall ensure that outsourced processes are also controlled.

8.2 Requirements for Products and Services

We have established and implemented a procedure specifying how we would respond to a potential environmental situation and potential accidents.

See documents – PRM20 Emergency Preparedness Response

8.2.1 Customer Communication

We communicate with customers where necessary in relation to information related to our products and services, enquiries, contracts or order handling including changes, customer property, obtaining their feedback, including complaints and specific contingency actions where appropriate.

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8.2.2 Determination of Requirements Related to Products and Services

When determining the requirements for our products and services offered to potential customers; we have ensured that applicable regulatory and statutory requirements have been defined and that we have the ability to meet those requirements and that we can substantiate any claim made for our products and services.

8.2.3 Review of Requirements Related to Products and Services

We review our Customers’ requirements including those for delivery and post-delivery activities; any statutory and regulatory requirement applicable to the product and service being provided. We also review those requirements not stated by the customer, when known, plus any contract or order requirements that are different from the original request.

We conduct this review prior to our commitment to supply our products and services; we always provide a documented confirmation of the order.

Where requirements change we ensure that all relevant documentation is amended and that personnel are made aware prior to delivery.

8.2.4 Changes to requirements for products and services

We will ensure that when changes are made to our products and services relevant persons are made aware and relevant documentation is amended to reflect those changes made.

8.3 Design and Development of Products and Services

We have determined that we need to use design and development resources for evidence of conformity for our products and services and have created specific documented information detailing how we have approached this requirement.

**See document – PRM12 Design Control
PRM15 Engineering Change Notice (ECN) Procedure**

8.4 Control of Externally Provided Processes, Products and Services

We have produced a procedure (**PRM06**) which details how our organization would deal with the control of externally provided products and services.

See document – PRM06 Purchasing

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8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

We have implemented controlled conditions for the production and service provision, including delivery and post-delivery activities in line with the requirements of Clause 8.5.1 of the ISO9001: 2015 quality management system standard.

8.5.2 Identification and Traceability

Where necessary we have introduced a system to uniquely identify our products and services for the purposes of traceability. We identify the status of our processed outputs with respect to monitoring and measurement requirements throughout the provision of our products and services. We retain documented information appropriate to maintaining identification and traceability.

8.5.3 Property belonging to Customers or External Providers

We exercise due care and attention when dealing with property belonging to external providers (including customers). We report any defect, damage or loss to the external provider as soon as it has been identified by our personnel.

8.5.4 Preservation

We ensure the preservation of our products and services to the extent necessary to maintain their conformity throughout the production process.

8.5.5 Post-delivery Activities

We ensure that where applicable, we meet the requirements for post-delivery activities associated with our products and services to the extent that we have considered the risks associated with the products and services, the nature of use and lifetime of the products and services, customer feedback and statutory and regulatory requirements.

8.5.6 Control of Changes

We review and control changes necessary for the production and service provision to ensure continued conformity of our products and services. We keep documented records of any such changes.

See document – PRM05 Process Control

8.6 Release of Products and Services

We have implemented arrangements at appropriate stages of production or service provision to verify that product and service requirements have been met; evidence of such acceptance criteria are recorded.

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Products and services will not be released to our customers until the verification arrangements have been met; the exception is when authorized by President or by the customers themselves. Appropriate records of who authorized the release are recorded.

8.7 Control of Nonconforming Outputs

We have produced a procedure (PRM09), which details how our organization would deal with the control of nonconforming process outputs, products and services.

**See document – PRM09 Non-conforming Product Material
PRM10 Corrective Action**

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9. Evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

We have determined what needs to be monitored and measured; the methods for monitoring, measurement, analysis and evaluation, as applicable, to ensure valid results; when the monitoring and measuring shall be performed and when the results from monitoring and measurement shall be analyzed and evaluated.

We retain documented information on the results of such monitoring and measurement to enable us to evaluate the effectiveness of our E&QMS.

See document – PRM11 Measurement and Improvement

9.1.2 Customer Satisfaction

We have determined the methods for obtaining information regarding our customers' perception of our organization in terms of meeting or exceeding their requirements in the provision of our products and services. The information gathered is reviewed as part of the Management Review process.

9.1.2 Evaluation of Compliance

We have produced a plan to evaluate our conformity against our compliance obligations. The plan determines the frequency of evaluation, actions required as a result of the compliance review and to maintain the knowledge and understanding of the status of the evaluation results.

**See document – PRM18 Environmental Operational Control
QMF-208 Compliance Register**

9.1.3 Analysis and Evaluation

We analyze and evaluate data gathered as part of our monitoring and measuring activities and the results are used as part of our Management Review process.

See document – PRM11 Measurement and Improvement

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9.2 Internal Audit

We conduct internal audits at planned intervals to provide information on whether our E&QMS conforms to our requirements, to the requirements of ISO9001:2015/ISO 14001:2015 Quality & Environmental Management System standards and is effectively implemented and maintained; it also takes into consideration the importance of the processes concerned. We have implemented a procedure (**PRM08**) that covers in detail the process surrounding the internal audit process.

See document – PRM08 Internal Audits
QMF-04 Audit Schedule
QMF-253 Audit Nonconformity Report

9.3 Management Review

Our President reviews the organization's E&QMS at planned intervals, at least once every 12 months, to ensure its continuing suitability, adequacy and effectiveness. Each review will take into consideration the status of actions from any previous meetings and any changes in internal or external issues relevant to our E&QMS and performance information, including trends and indicators as detailed in ISO 9001:2015/ISO 14001:2015 Clause 9.3.1 and 9.3.2.

Information relating to each of these meetings is recorded using document QMF-01 MRM Agenda and Minutes.

See document – PRM02 Management Review
MRM Presentation

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10. Improvements

10.1 General

We have determined and shall select such opportunities as necessary for improving our customers' requirements, satisfaction and performance of our Environmental System. This will include improving our products, services & processes; correcting, preventing or reducing undesired effects improving the performance and effectiveness of our E&QMS.

10.2 Nonconformity and Corrective Action

When non-conformity occurs, we shall react to the nonconformity and take action to control and correct it and then deal with the consequences. We will evaluate the need for action to eliminate the causes of the nonconformity, in order that it does not recur or occur elsewhere in the organization. We will implement the actions required and review the effectiveness of any corrective action taken, update risks and opportunities determined during planning (if necessary) and make changes to the E&QMS, where necessary.

We record all nonconformities, actions taken and the results of any corrective action using the appropriate documentation.

**See documents – PRM09 Non-conforming Product/Material
QMF-08 Corrective Action**

10.3 Continual Improvement

We shall continually improve the suitability, adequacy and effectiveness of our E&QMS. We consider the results of analysis and evaluation and the outputs from management review to determine if there are needs or opportunities that could be addressed as part of our continual improvement.

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