

Quality Manual



1. Introduction:

It is the policy of Johanson to engineer and manufacture proprietary products to the highest standards. This manual is intended to inform customers and our suppliers (partners) to maintain the integrity of the Johanson Quality Management System (QMS) and form the basis of a system to provide top quality to fulfill our customers' requirements and mitigate risks.

2. Overview of the Company:

Johanson has been a worldwide producer of high-quality ceramic chip capacitors for over 50+ years. Our success has enabled steady expansion of manufacturing facilities and a focus on new product development, ensuring our ability to respond to the ever-changing needs of our customers.

Advanced materials engineering, state of the art processing, statistical analysis tools, and a quality system which emphasizes continual process improvement are all employed to achieve goals in defect reduction, cost reduction, design, and manufacturing cycle time improvement.

3. Terminology:

Johanson – Management, supervisors, department leads, and employees as deemed appropriate through organizational charts and responsibilities delegated in respective procedures at Johanson Camarillo and Johanson Mexico.

4. Scope:

The scope of this quality management system is commitment for continual improvement of the system and the assurance of conformity to customer and applicable regulatory requirements.

When developing and maintaining the scope, Johanson Management considers:

- The external and internal opportunities.
- The requirements of relevant interested parties.
- The requirements of ISO-9001, AS9100, IATF 16949, ISO 14001 and exceptions not applicable to the Quality Management System.
- The enhancement of customer satisfaction.
- Customer Specific Requirements

Johanson has made it part of its business strategy to identify external risks and opportunities and create an action plan to address them. In addition, Johanson has a formal business risk assessment that takes into consideration its context, associated risks and opportunities, and mitigation plan. These risks and opportunities can be controlled and reviewed through SWOT analysis and management review, but they are not limited to them to act about.

Scope of Johanson Camarillo: The scope of JOHANSON CAMARILLO's QMS is limited to its facility at 4001 Calle Tecate, Camarillo, CA 93012 and includes Manufacturer of RF / Microwave and Power Ceramic Components
Headquarter

Scope of Johanson Mexico: The scope of JOHANSON MEXICO's QMS is limited to its facility at Blvd. Buena Vista Otay #2055, Mesa de Otay, Tijuana Baja California, Mexico, includes Design and Manufacturer of RF / Microwave and Power Ceramic Components
Extended site

Processes Sites	Top Management	Context of the Organization	Purchasing & Supplier Management	Manufacturing Production	Production Control	Maintenance	Human Resources	QA & QMS	APQP	Engineering & Product Design	Remote Support (Customer Service, Engineering, Sales, Compliance, Distribution, Marketing & Finances)
Camarillo, CA Headquarters											
Tijuana, MEX Extended Site											

5. Documentation:

Johanson has:

- Maintained documented information to support the operation of its processes.
- Retained documented information to have confidence that the processes are being carried out as planned.
- Establish and maintain documented information that includes:
 - A general description of relevant interested parties.
 - The scope of the Quality Management System, including boundaries and applicability.
 - A description of the processes needed for the Quality Management System and its application throughout the organization.
 - The sequence and interaction of these processes.
 - Assignment of the responsibilities and authorities for these processes, as defined in procedures where applicable.
 - Management reviews are held once per year covering the entire QMS and EMS.

6. Quality Policy:

Johanson Management has established, implemented, and maintained a Quality Policy that:

- Is appropriate to the purpose and context of the organization and supports its strategic direction.
- Provides a framework for setting Quality Objectives.
- Includes a commitment to satisfy applicable requirements.

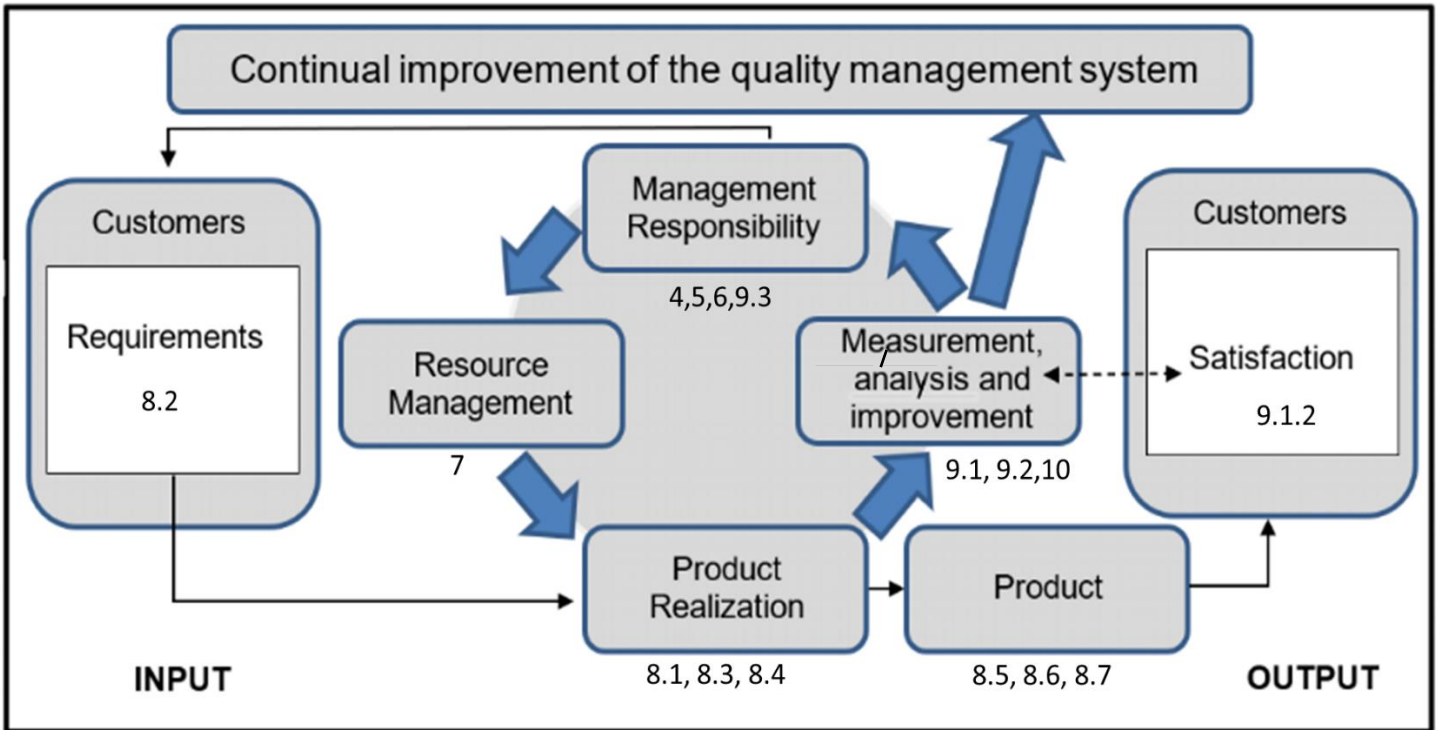
Includes a commitment to continual improvement of the Quality Management System.

Quality Policy Statement



APPENDIX A

INTERACTION OF PROCESSES



APPENDIX A-1

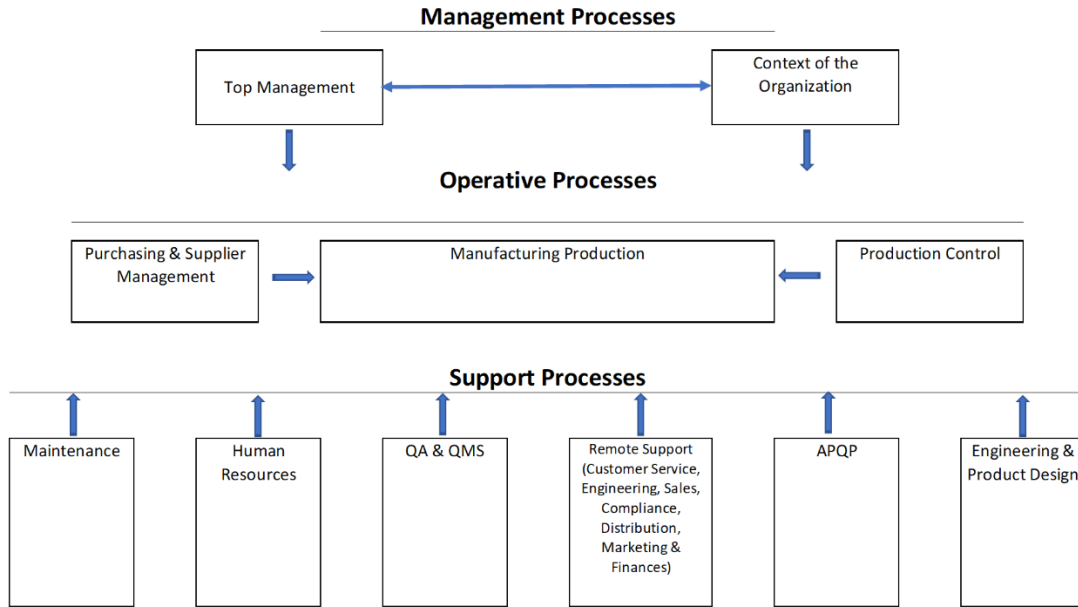


Johanson Tijuana - Process Map

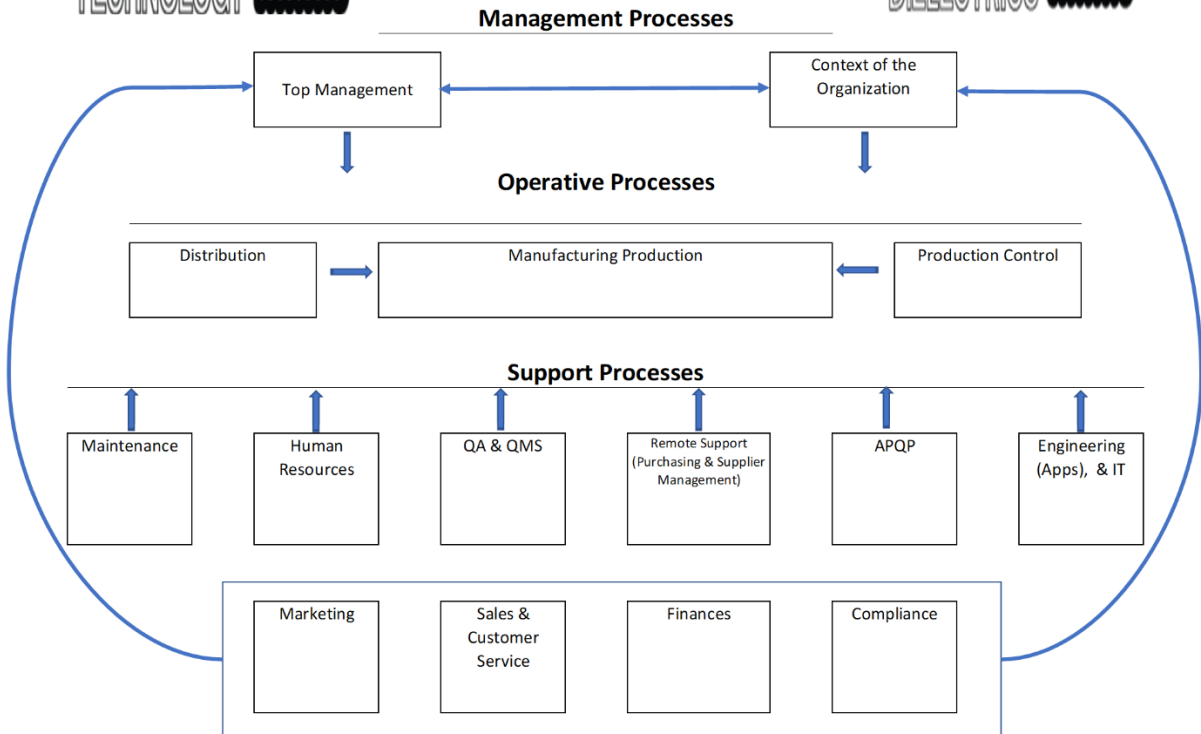


Customer Requirements

Customer Satisfaction

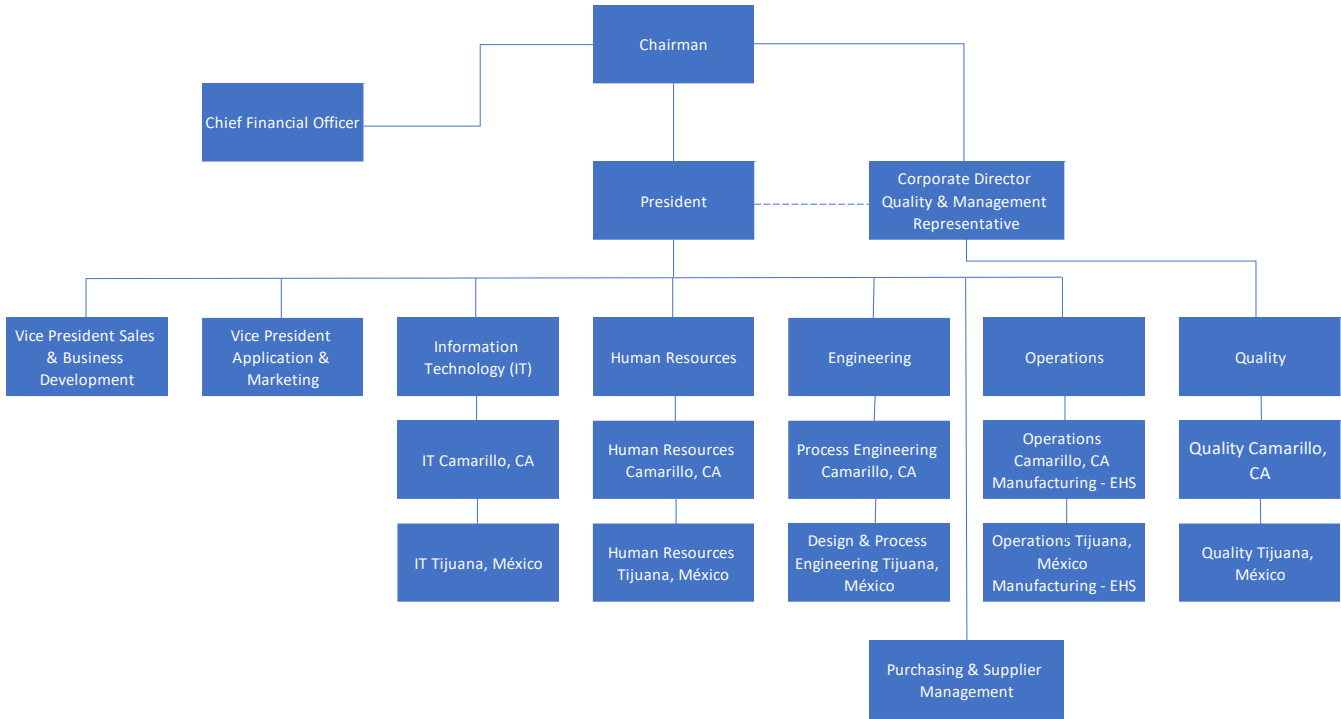


Johanson Camarillo - Process Map



APPENDIX B

CORPORATE ORGANIZATIONAL CHART



APPENDIX C QMS Matrix (811F739)

Referenced table below are listed Johanson processes and marked with an "X" under applicable IATF 16949 clauses that Johanson Dielectrics address

QMS/ IATF Clauses	4.1	4.2	4.3	4.4	5.1	5.2	5.3	6.1	6.2	6.3	7.1	7.2	7.3	7.4	7.5	8.1	8.2	8.3	8.4	8.5	8.6	8.7	9.1	9.2	9.3	10.1	10.2	10.3
Processes																												
Top Management				X	X	X	X	X	X		X				X								X		X	X	X	X
Context of the Organization	X			X				X	X		X				X													
Purchasing & Supplier Management				X				X	X			X			X				X									
Manufacturing Production				X	X			X	X	X	X	X			X	X		X		X	X	X	X			X	X	
Production Control				X					X	X					X	X				X								
Maintenance				X				X	X		X	X			X			X		X								
HR				X		X	X	X	X		X	X	X	X	X													
QA & QMS	X	X	X	X				X	X	X	X	X			X	X	X		X	X	X	X	X	X		X	X	X
APQP				X				X	X		X				X	X	X	X	X	X			X			X	X	
Engineering & Design				X				X	X		X	X			X			X									X	

Referenced table below are listed Johanson processes and marked with an "X" under applicable IATF 16949 clauses that Johanson Technology address

QMS/ IATF Clauses	4.1	4.2	4.3	4.4	5.1	5.2	5.3	6.1	6.2	6.3	7.1	7.2	7.3	7.4	7.5	8.1	8.2	8.3	8.4	8.5	8.6	8.7	9.1	9.2	9.3	10.1	10.2	10.3
Processes																												
Top Management				X	X	X	X	X	X		X				X								X		X	X	X	X
Context of the Organization	X			X				X	X		X				X													
Distribution				X											X		X		X	X			X					
Manufacturing Production				X	X			X	X	X	X	X			X	X		X		X	X	X	X			X	X	
Production Control				X					X	X					X	X				X								
Maintenance				X				X	X		X	X			X			X		X								
HR				X		X	X	X	X		X	X	X	X	X													
QA & QMS	X	X	X	X				X	X	X	X	X			X	X	X		X	X	X	X	X	X		X	X	X
APQP				X				X	X		X				X	X	X	X	X	X			X			X	X	
Engineering (Apps) & IT				X				X	X		X	X			X												X	
Marketing				X											X		X											
Sales & Customer Service				X											X		X											
Finances				X																								
Compliance				X											X				X	X	X							

APPENDIX D

QUALITY OBJECTIVES

JOHANSON's On-Time Delivery (OTD) > 85% (12M Avg.)

JOHANSON's returns is <0.50%. (12M Average Percent of Sales).

JOHANSON's automotive products returns is <100 DPPM.

APPENDIX E

ROLES & RESPONSIBILITIES

PRESIDENT: Responsible for communicating to the organization the importance of meeting customer as well as statutory and regulatory requirements, establishing the quality policy, and ensuring the availability of resources.

APPLICATIONS AND MARKETING:

Applications Engineering: Responsible for

- Review of customer requirements and converting those customer requirements into Johanson Requirements for both quoting and order acceptance.
- Leading the process for review and discussion with customers on New Product Ideas for development and creating Johanson specifications for these new products.
- The RF characterization of Johanson products.
- Answering direct customer inquiries regarding technical aspects of Johanson products.

MARKETING: Responsible for external communications, including websites, catalogs, tradeshow, and advertising, brand monitoring, marketing communication and outbound, demand generating activities to support product launches.

GENERAL MANAGER or SITE Manager: Responsible for communicating to the organization the importance of meeting customer as well as statutory and regulatory requirements and ensuring the availability of resources.

ENGINEERING MANAGER: Responsible for improvement projects, supplier qualification, risk assessment, establishing incoming inspection specification/ criteria, design and development of products, applications assessment and purchasing specifications.

QUALITY MANAGER or DIRECTOR: Responsible for setting Quality Objectives, conducting management reviews, conducting audits, managing customer quality complaints, documented information and maintaining QMS. The quality director is also the management representative for QMS and EMS.

MANUFACTURING MANAGER: Responsible for manufacturing operations, operational planning and control, resource deployment, training, and awareness.

SALES & BUSINESS DEVELOPMENT MANAGER: Responsible for generating sales that includes: sales forecast, obtaining purchase orders, finding and developing new opportunities, developing market and customer strategies, new product development, new product introductions, competitive analyses, customer communication and customer feedback.

IT MANAGER or Director: Responsible for establishing, protecting, and maintaining communication and data storage resources.

APPENDIX F

INTERESTED PARTIES

Interested Parties	Requirements	Process
Owner	- Sales - Assignment of Budget - Cost Reduction	- Company Revenues - Company Sustainability - Company Profits
Customers	-Product Requirements -Quality Clauses -Quality Management System	-Application Review -Customer Specified Requirements -Final Inspection review
Community	-Environmental concerns	-Environmental Consulting
Employees	-Suitable work environment -Knowledge of QMS	-Human Resources -Training
Regulatory Agencies	-Compliance with Regulations	-Knowledge of Regulations
Managers	-Resources -Knowledge of QMS	-Human Resources -Purchasing Process -Documentation
Suppliers	-Accurate Purchase Orders -Flow down of Requirements	Purchasing & Supplier Management Process

REFERENCE DOCUMENTS

- AS9100 Rev. D Quality Management Systems Requirements for Aviation, Space and Defense Organizations.
- ISO 9001 Quality Management Systems Requirements.
- IATF 16949 Quality Management Systems in the Automotive Industry.
- AIAG Automotive Industry Action Group.
- IATF Customer Specific Requirements.
- ISO 14001 Environmental Management System
- Customer(s) Specific Requirements – As Applicable

Revision History			
Rev.	Description of Change	Author	Approval Date
0	Initial Release	B. Mitchell	02/14/2019
A	Updated format to standard, added numbering system, removed .doc & .xlsx references Updated QMS Matrix for new documents and updated TOC.	B. Mitchell	05/30/2019
B	Update scope section 5.0; clarify the JMX scope as follows: remove design from the limitation, as well update the exceptions, add the sentence External Customer Communication, and delete the word review, from design review sentence.	B. Mitchell	11/2/2020
	Clarify appendix D, Johanson's returns as follows: replace the sentence (12M %S) by 12M Average Percent of Sales)		
B-1	Changed title from Contract Review Procedure to "Quote & Order Processing Procedure". Fixed typo "Specification	J. Chen	10/21/2021
C	Update the cover page. Index, Corporate Mission, Terminology, Order of Precedence, Management Responsibility, Roles and Responsibilities, Risk and Opportunities, Quality Objectives, Planning Changes, Appendix C Interested Parties, Appendix D Quality Objectives, Appendix E Roles & Responsibilities removed. Revision History, Introduction, Scope, Documentation, Quality Policy and QMS Matrix Updated. Reference documents and Corporative Org Chart added.	Andres Exael	05/04/2022
C-1	Added site addresses to scope.	L. Delgadillo	6/8/2022
D	Added appendix D and E and quality objectives	L. Delgadillo	6/16/2022
E	Added matrix F, added ISO 14001:2015 reference.	L. Delgadillo	07/07/2022
F	Added management review and meeting intervals. Updated the QMS matrix included the customer specific requirements. QMS matrix recreated see attached Excel sheet. Changed the Product Development to Product Realization. Add automotive requirements of less than 100 defects per million. Noticed several blank pages, before the release needs to be removed.	A. Popalzai	04/10/2023
G	Remove JMX functions & Include Appendix A-1	F. Ortiz	04/19/2023
H	Update Appendix A-1 and Scope. Appendixes A, B & C were updated due IATF requirements and Scope was updated for Tijuana (JMX) to include Design instead Camarillo (JTI).	F. Ortiz	07/24/2023
I	Remove Corporate Quality Director in signatory on the front page.	J. Wong	04/11/2024