

# BUSINESS QUALITY MANAGEMENT SYSTEM MANUAL

Procedure Number: ML-000



Microwave, RF, and Hybrid Microelectronic Products  
[www.microlambda.com](http://www.microlambda.com)

## A Woman Owned Company



EFFECTIVE DATE: 12/15/17 REVISION LEVEL: 5

ORIGINATING GROUP: Management

APPROVED BY:

*Krista Smedley* 12/15/17  
President Date

### Revision History

Revision #	Date	Description of changes
1		Revised and updated for Compliance with ISO 9001:2000 Standard
2	4-7-2009	Updated to reflect requirements of ISO 9001:2008 revision and inputs from internal audit
3	4-19-2011	Updated management representative organizational title; Updated section 5.4 to reference business continuity/recover process
4	8/9/16	7.5.6 Revised to include Counterfeit Prevention and Control 7.5.7 Parts Obsolesce Management 7.5.8 Return Material Authorization Process NEW: ESD Procedure ML-009 established to supersede 4.5.1 ML-008
5	12/1/2017	Renamed Business Quality Management System, contains overview of management system based on ISO 9001:2015 revision. Identify as woman owned small company.

## Authorized Franchised Stocking Distributor for:



*EMC Technology & Florida RF Labs, a Smiths Interconnect business is an internationally recognized leader in development and manufacturing of thin and thick film RF and Microwave resistive components, signal distribution products and cable assemblies.*

*EMC supports the military, space, and commercial markets with the leading-edge technology in thin and thick film passive devices, such as RF Resistors, attenuators, and unique products such as smart load- power sensing terminations, and Thermopad®s- a totally passive, surface mountable temperature variable attenuator.*

*Florida RF Labs offer high performance RF Cable Assemblies, featuring the Lab-Flex® brand of low loss, flexible cable assemblies. They have serviced the Telecom, Wireless, Broadcast, Medical, Space, Aerospace, Military, Test and Measurement, and Automotive market segments.*

## OVERVIEW

Micro Lambda is a wholly women owned Limited Liability Company. We have been supplying quality EMC Technology and Florida RF Labs products to our customers for over 41 years combined.

Our broad product offering is a valued resource to the increasingly busy engineer and purchasing agent.

Our inventory is available on our website which gives our customers the capability of checking our wide range of products at any time. website: [www.microlambda.com](http://www.microlambda.com) . We offer same day delivery as well as scheduled blanket orders. We can schedule delivery out to one year from date of order entry.

## **Business Quality Management System Overview**

Micro Lambda's Business Quality System Manual (BQMS) specifies requirements for Micro Lambda for use to satisfy applicable-requirements of our customers and other interested parties as well as ISO 9001:2015 requirements. This BQMS is supported by an electronic based and documented processes.

Micro Lambda BQMS scope of ISO 9001 certification is:

***“The Sales and Distribution of Microwave, RF and Hybrid Microelectronic Products”.***

The Design clauses of the ISO 9001 standard is not applicable to Micro Lambda's BQMS

Micro Lambda management uses the BQMS to identify the requirements, needs and expectations of our customers and other interested parties. Some of the identified requirements and expectations relevant to our customers and interested parties include:

- Consistent quality of product
- Consistent on time delivery
- Material availability
- Protection against counterfeit parts
- Environmental compliance (RoHS, REACH, WEEE)
- Regulatory compliance including conflict minerals
- Competitive pricing
- Value added service and support

Management has identified and addressed the relevant requirements and interests of our customers and interested parties through our BQMS processes. Some of these processes include:

- 24/7 access to list of Stock published on company website that is updated biweekly
- Online ordering through website
- Counterfeit prevention through being an authorized franchised OEM distributor. (We do not work with 3<sup>rd</sup> party brokers)
- Electrostatic sensitive devices management (ESD) capability
- ROHS, REACH and WEEE authenticated compliant components
- Risk identification and mitigation

Micro Lambda's Management has defined the strategic direction for the company and uses the BQMS to implement, monitor and achieve this direction. Goals and objectives are established

throughout the company. Performance metrics for the company are established monitored through Key performance indicators.

Micro Lambda communicates its commitment and leadership to the BQMS by the establishment of the following

**QUALITY POLICY**

**Micro Lambda is dedicated to supplying products and services that meet or exceed the expectations of all our customers.**

**Our quality system demands continuous improvement and meeting applicable requirements through a partnership with our customers, employees and suppliers to achieve our goal of**

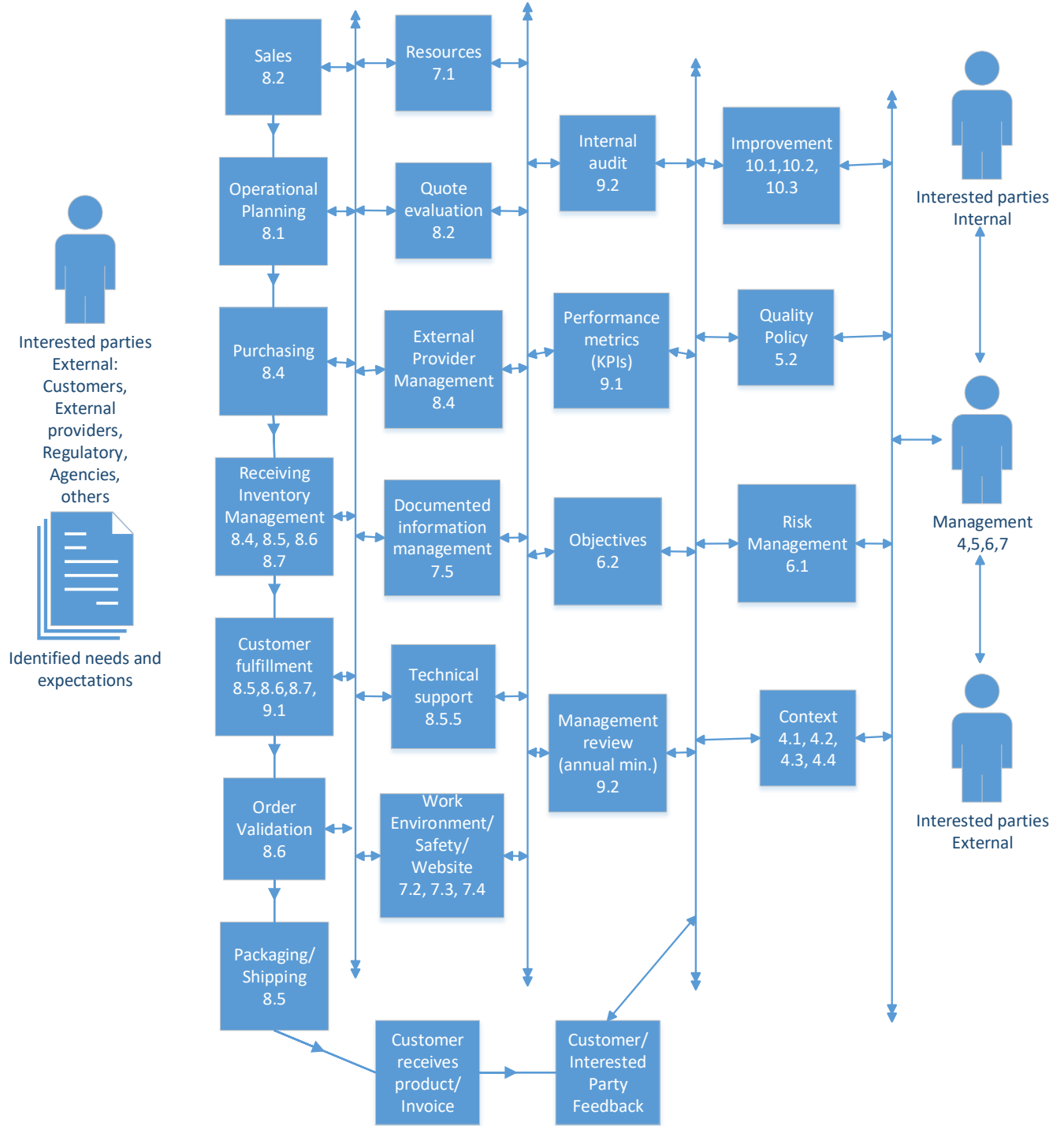
***Enhancing our value to our Customers  
Total Customer Satisfaction***

Micro Lambda management ensures that this policy is communicated and understood by its employees and relevant interested parties

Micro Lambda's President maintains the BQMS by properly resourcing and monitoring its effectiveness as part of the periodic formal reviews of the BQMS

### Process Approach

Overview to Micro Lambda's Business Quality Management System processes (with relevant clauses of the ISO 9001:2015 Standard)





State of New Jersey

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CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

FORD M. SCUDDER
State Treasurer

CERTIFIED

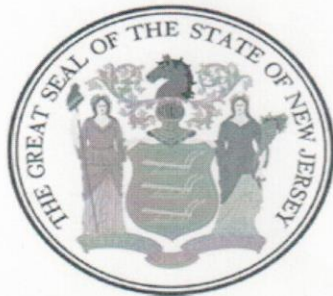
under the

Small Business Set-Aside Act and Minority and Women Certification Program

This certificate acknowledges MICRO LAMBDA LLC is a WBE owned and controlled company, which has met the criteria established by N.J.A.C. 17:46.

This certification will remain in effect for three years. Annually the business must submit, not more than 20 days prior to the anniversary of the certification approval, an annual verification statement in which it shall attest that there is no change in the ownership, control or any other factor of the business affecting eligibility for certification as a minority or women-owned business.

If the business fails to submit the annual verification statement by the anniversary date, the certification will lapse and the business will be removed from the SAVI that lists certified minority and women-owned business. If the business seeks to be certified again, it will have to reapply and pay the \$100 application fee. In this case, a new application must be submitted prior the expiration date of this certification.



Handwritten signature of Peter Lowicki

Peter Lowicki
Deputy Director

Issued: August 2 2017
Certificate Number: 69939-15

Expiration: August 1, 2020

## Relevant BQMS Documents

<b>Procedure Number</b>	<b>Procedure Title</b>
ML-000	<b>Business Quality Management System Manual</b>
ML-001	<b>Document and Data Control</b>
ML-002	<b>Quality Record Administration</b>
ML-003	<b>Management Review</b>
ML-004	<b>Competency and Training</b>
ML-005	<b>Quote and Order Entry Process</b>
ML-006	<b>Business Continuity plan</b>
ML-007	<b>Purchasing, Receiving &amp; Receiving Inspection</b>
ML-008	<b>Customer Fulfillment Process</b>
ML-009	<b>ESD Control Program</b>
ML-010	
ML-011	<b>Internal Auditing</b>
ML-011	
ML-013	<b>Nonconforming Material Control</b>
ML-014	<b>Corrective Action, Risk Management and Improvement</b>

For additional information on Micro Lambda please contact us at:

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