

Thermal and
temperature
measurement
solutions

Group Management Manual



GMM Rev. 1

This manual is:



Controlled



Uncontrolled

Recipient:

Date :

QA visa :

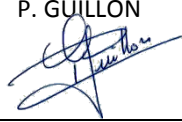

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THERMOCOAX
from vision to reality

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Issuance table

		VISAS		
Issuance	Date	Author	Quality	General Management
01	26/05/2014	PGU	P. GUILLON 	D. MALLET 
Purpose of this issuance: Cancels and replaces AD000D000 REV. 5 Integration of ISOPAD's activities. New THERMOCOAXvalues				

1. Introduction

This Management Manual describes the company organization to meet the requirements of all interested parties and to manage permanent improvement of activities. This manual covers all company activities.

This Management Manual is modular to cover all standard requirements in the following fields of activity.

Référentiels	Domaines d'application	Périmètre
ISO 9001 : 2000 Quality Management System - Requirements	Design, development, production, trade and sale of sensors, heating elements, transmission cables and accessories. Qualification, measure and calibration of temperature sensors	<ul style="list-style-type: none"> ▪ PQV ▪ SGG ▪ SRN ▪ THX Inc ▪ THX ISOPAD GmbH
EN 9100	Design, development and production of sensors, heating elements, transmission cable and accessories.	<ul style="list-style-type: none"> ▪ PQV ▪ SGG ▪ SRN
PART 21 /G	C1 and C2 categories Heating elements, sensors, transmission cable and accessories.	<ul style="list-style-type: none"> ▪ PQV ▪ SGG
ISO 14001 : 2004 Environmental Management System	Design, development and production of sensors, heating elements, transmission cable and accessories.	<ul style="list-style-type: none"> ▪ PQV ▪ THX ISOPAD GmbH
OHSAS 18001 Safety Management System	Design, development and production of sensors, heating elements, transmission cable and accessories.	<ul style="list-style-type: none"> ▪ PQV ▪ SGG ▪ SRN
<ul style="list-style-type: none"> • 10 CFR 50 • Code 50- C/SG-Q de l'AEIA de 1996 • RCC- M & E • KTA 1401 • ASME Section III – Subsect. NCA + NQA1 • YVL • AQAP 2110 	Design, development, production, trade and sale of sensors, heating elements, transmission cables and accessories. Qualification, measure and calibration of temperature sensors	<ul style="list-style-type: none"> ▪ PQV ▪ SGG ▪ SRN
ISO/IEC 80079-34 ATEX	Design, development and production of temperature sensors Application of quality systems for ATEX equipment manufacture	<ul style="list-style-type: none"> ▪ PQV ▪ SRN ▪ SGG ▪ THX ISOPAD GmbH
ISO 17025 COFRAC	Qualification, measure and calibration of temperature sensors Laboratory accreditation Nr 2-1384 – scope available on www.cofrac.com	<ul style="list-style-type: none"> ▪ PQV

PQV	Planquignon site	Planquignon F 61430 ATHIS DE L'ORNE
SGG	Saint Georges des Groseillers site	Rue du Pré Neuf F 61100 SAINT-GEORGES DES GROSEILLERS
SRN	Site de Suresnes site	40 Bd Henri Sellier F 92156 SURESNES
THX Inc	USA	THX Inc - 6825 Shiloh road East – suite B7 Alpharetta – GA30005-USA
THX ISOPAD GmbH	Germany	THERMOCOAX GmbH Englerstrasse 11 – D 69126 HEIDELBERG

2. Mission, vision and strategy

2.1 Mission

Be the Creator of innovative solutions for thermal applications and temperature measurement.

2.2 Vision

To become the international leader of creators of high tech solutions based on the mineral insulated cable with constant wattage and self regulation and heating systems.

2.3 Strategy

Since the beginning of the 90's and with the implementation of THERMOCOAX ISOPAD in 2012, THERMOCOAX has put the customer at the heart of its activities. THERMOCOAX General Management identified expectations and requirements from customers and interested parties to define its strategy in 5 lines.

- **Expert** in thermal and temperature measurement solutions
- **International** references
- **Niche** position in 6 main market lines
- **Prestigious customers** in high- technology industry
- **Customized** solutions adapted to any customers demands

The following slogan is attached to the strategy:

"from vision to reality"

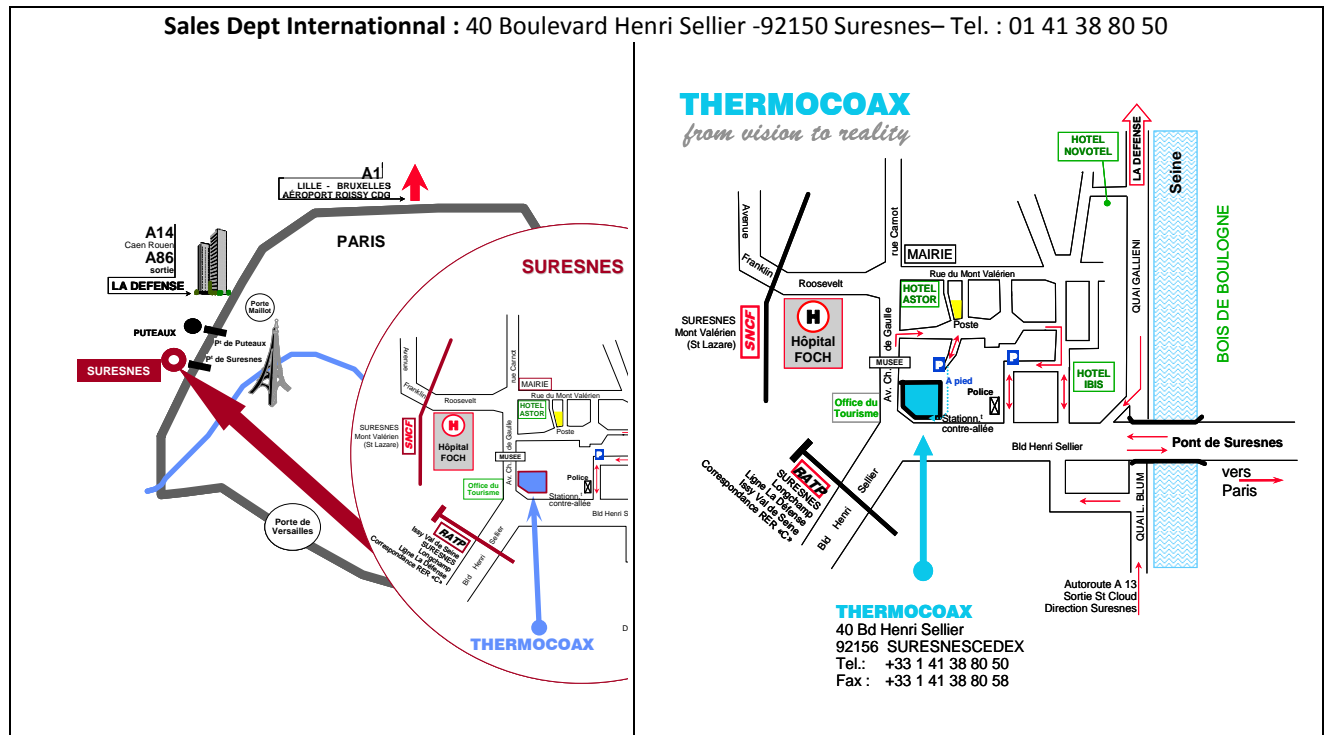


3. Presentation of the company

3.1 Our profession

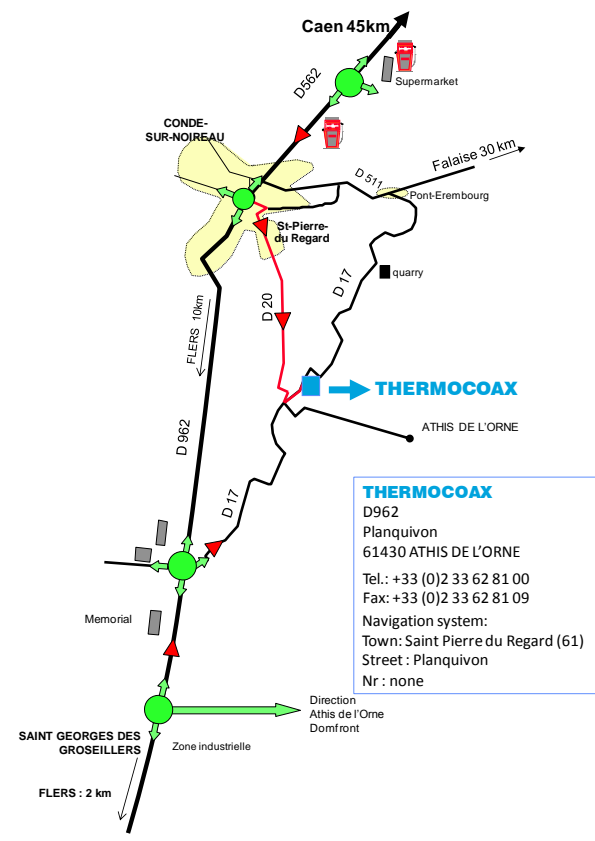
- ↳ Cable manufacturer with 2 drawingspecialities: drawing and swaging of mineral insulated cables
- ↳ Design and manufacturing of cables, heating elements, temperature, vibrations, tip clearance, neutron, overheat sensors and heating applications,
- ↳ Measurement and calibration of temperature sensors.
- ↳ Prototypes qualification

3.2 Our sites and acces map

**Head Office and Production Unit in France**

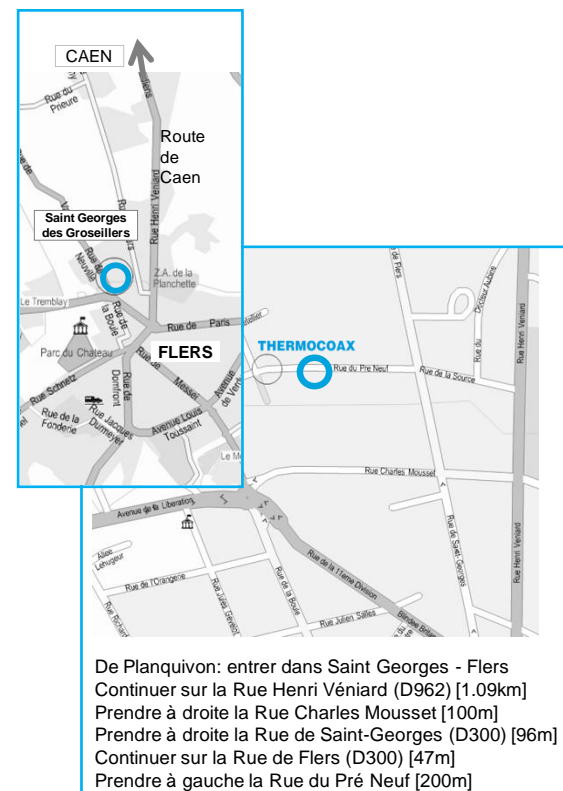
Planquignon – 61430 ATHIS DE L'ORNE

Tel.: 02 33 62 81 00

**2nd Production Unit in France**

Rue du Pré Neuf - 61100 SAINT-GEORGES-DES GROSEILLERS

Tel. : 02 33 62 81 00

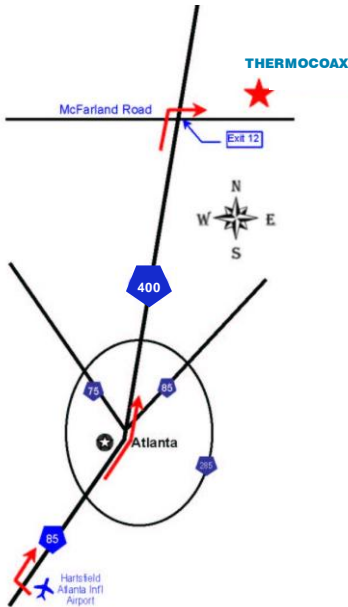


Sales and Production in the USA

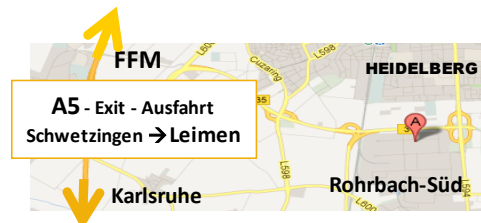
THERMOCOAX, Inc. - 6825 Shiloh Road East, Ste. B7
 Alpharetta, GA 30005 - USA
 Tel.: 678-947-5510

Directions to THERMOCOAX from GA400:

- Use Exit# 12 (McFarland Road)
 - Head SE onto McFarland
 - Turn Left at 2nd Traffic Light (into Shiloh Farms) onto Shiloh Road
 - Turn Right at 1st Intersection (just past GM Training Center on your right)
 - Turn Right into "Meadows Commerce"
 - driveway (you'll see bldg 6835 to right of the driveway)
 - Go to end of drive and turn Left (Building 6825 is behind Bldg 6815)
- THERMOCOAX office is all the way at the end of Building in Suite B7

**Sales and Production in Germany**

THERMOCOAX Isopad GmbH / THERMOCOAX GmbH
 Tel.: 06221 3043 0
 Englerstrasse 11 - D- 69126 Heidelberg

**Industrial zone – Industriegebiet Rohrbach -Süd**

3.3 Our markets

- NUCLEAR
- AERONAUTICS - DEFENCE - SPACE
- POWER GENERATION
- SEMI CONDUCTORS – ELECTRONICS - SOLAR
- PETROCHIMICAL – MEDICAL - ANALYTICAL
- INDUSTRIES

3.4 Our products

Temperature sensors

- Thermoelectric cable
- Standard, stick-on, high temperature, differential and specific sheath thermocouples
- Thermal fluxmeters
- Resistance probes
- Pyrometric harness

Other sensors

- VIBRACOAX® Weigh-In-Motion sensors
- NEGACOAX® Overheating and fire sensors
- TURBOCOAX® Tip clearance and shaft displacement sensors
- NEUTROCOAX® Neutron detectors

Heating devices and elements

- Standard cables and heating elements
- Customized heating devices :
 - Ovens
 - Infra red sources
 - Heating plates
 - Heaters
 - Tracking, demisting and anti-icing devices
 - Heating Tapes
 - Glass Cloth and Silicon Panels/Jackets
 - Heated Hoses
 - Drum- and Gas Bottle Heaters

Signal Transmission Cables

- Single core, multi-core cables
- Single or multi sheath cables (metallic and/or organic)
- Mineral and organic insulated cables
- Insulators : magnesia, alumina or silica

3.5 Our values

In line with our commitment in Sustainable Development, we defined following key values of the company.

- LEADERSHIP
- TRANSPARENCY
- CUSTOMER ORIENTATION
- LONG TERM VISION AND IMPLEMENTATION
- INNOVATION
- EXCELLENCE
- PERMANENT IMPROVEMENT

4. General Management commitment

I, undersigned, Henry-Dominique MALLET, Chief Executive Officer of THERMOCOAX, commit myself to:

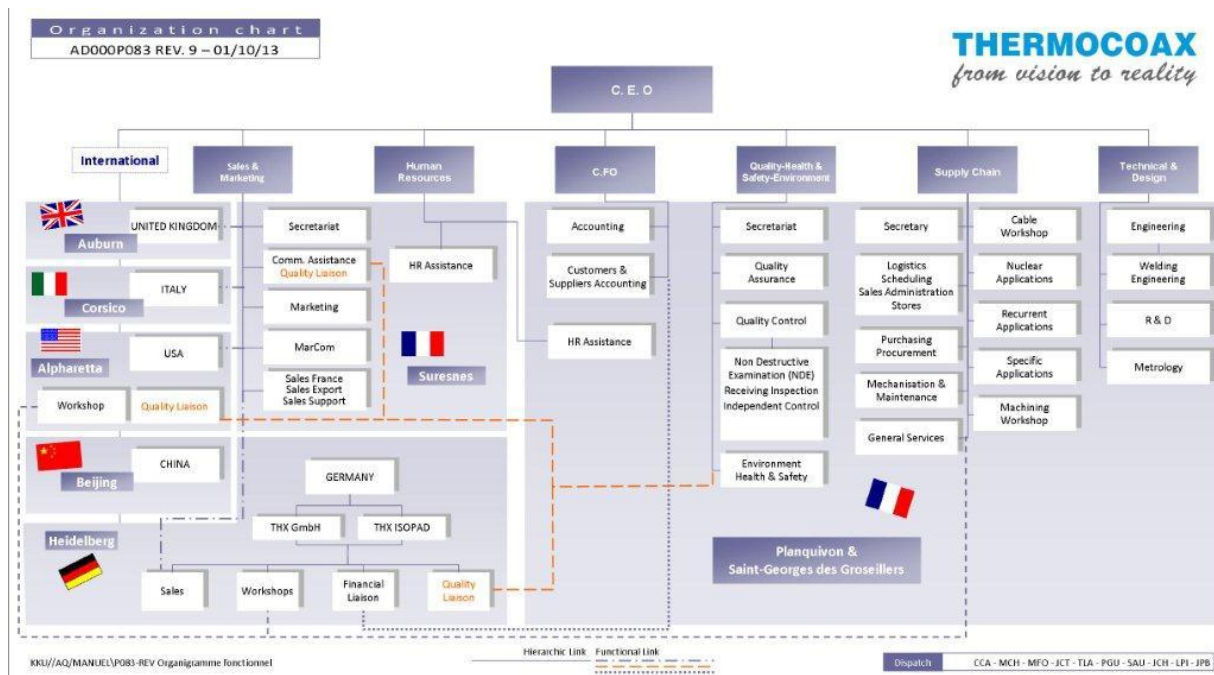
- respect legal, regulatory and customers requirements and communicate their importance to the organization,
- implement the rules described in the current Manual to all THERMOCOAX activities and products designed, developed and manufactured by the company,
- develop our niche strategy to fit our QHSE policy and targets,
- conduct QHSE Management reviews,
- ensure that the resources are available to achieve the targets and maintain the Management System and improve its efficiency,
- define the responsibilities and authorities and make sure that the staff having responsibility within the frame of this Manual is continuously informed about deviation consequences to the imposed rules,
- in harmony with the company's strategy, policy and targets, to uphold and develop the QHSE, Human Resources, F&A systems and make sure to satisfy all interested parties permanently,
- maintain the independence of QHSE function and delegate to its manager, the means to execute his mandate and guarantee thereby correct application of the dispositions defined in this Manual,
- prevent from failure, accident or pollution risk,
- continue to apply the Nuclear Safety related culture,
- ensure that the temperature calibration laboratory is in conformity with the ISO/CEI/17025 standards and that it implements best professional practices in order to perform high quality tests and calibrations for our internal and external customers,
- carry on with the process of identification and risk control for the company and product realization,
- continuously improve the company's performance.



Henry-Dominique Mallet

Chief Executive Officer

5. THERMOCOAX Organization chart



6. Performance management

6.1 General Management Responsibilities

6.1.1 General Target and Policy

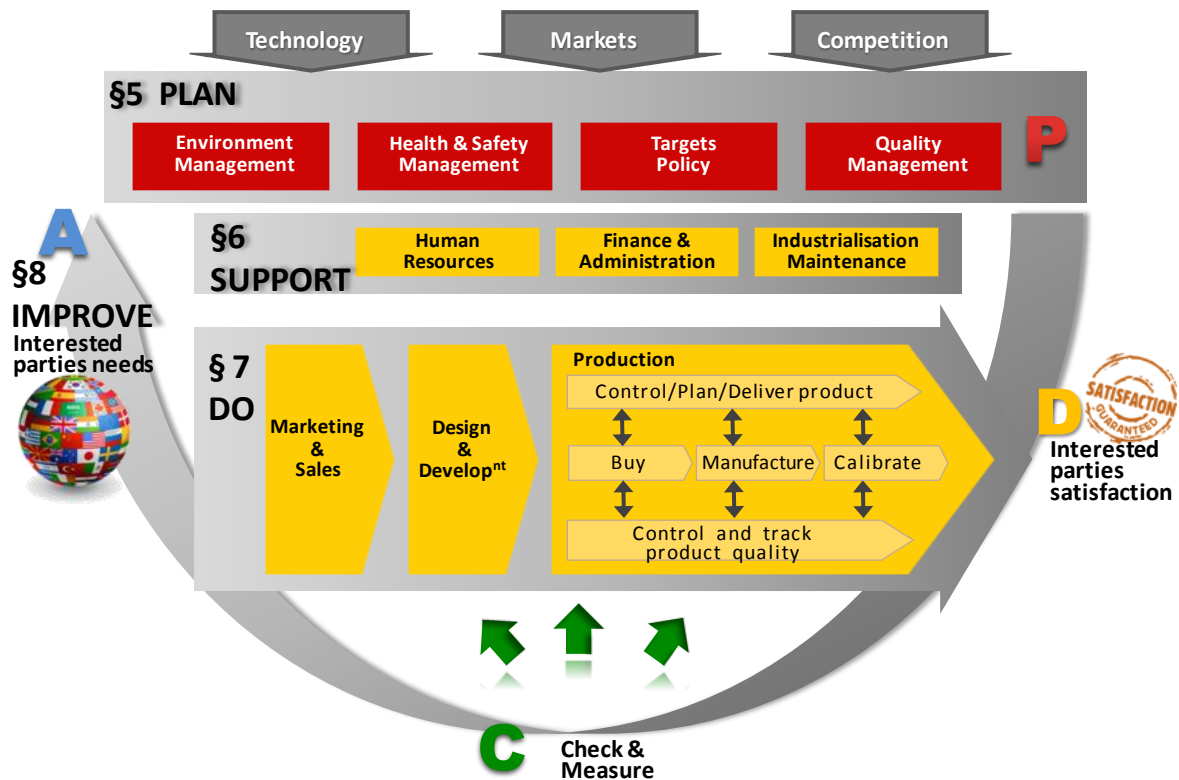
The QSE Policy is undersigned by the General Management team and posted in all THERMOCOAX SAS location sites. This policy is reviewed according to the evolutions of the company. The general targets appear on the QHSE policy. Each company objective is included in the annual Company Management program.

6.2 Process Identification

The integrated THERMOCOAX management systems are based upon a process approach which is organized in 3 main parts:

- **Management process**
- **Support process**
- **Realization process**

6.3 Processmapping



The company's activities are guided and coordinated by the management processes via the « Plan-DO-Check-Act » method.

Internal Audits, Control of non-conforming products, analysis of data, corrective and preventive actions are all part of the Management processes.

Assistance and internal services are summarized in the support processes.

The realisation processes are used for direct service delivery to external customers while in support and Management processes the internal customer will be in focus.

6.4 Processes description

THERMOCOAX processes are described in detailed charts including input and output data. Each process is yearly reviewed and deployed as input data in the Management Review.

The target of each process takes account of the performances indicators lists, their associated responsible people and the impacted activity.

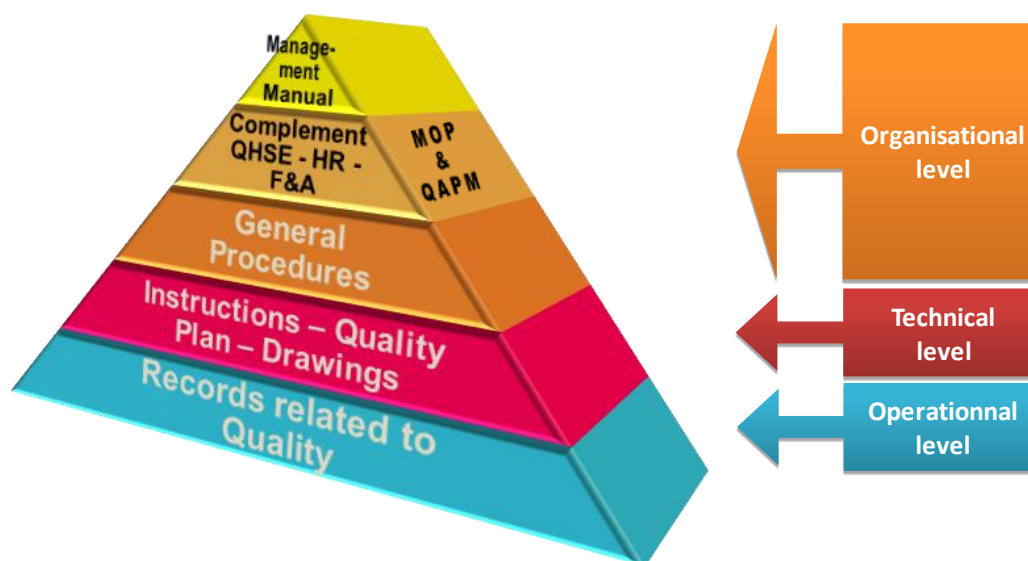
The interrelation between each process is clearly defined and the applicable procedures are listed at the bottom of the form.

**PROCESSUS
DESCRIPTION
FORM**

All processus description sheets are attached to this Manual. The THERMOCOAX ISODPAD processes are described in the local main procedures which are listed in appendix.

THERMOCOAX - isopad

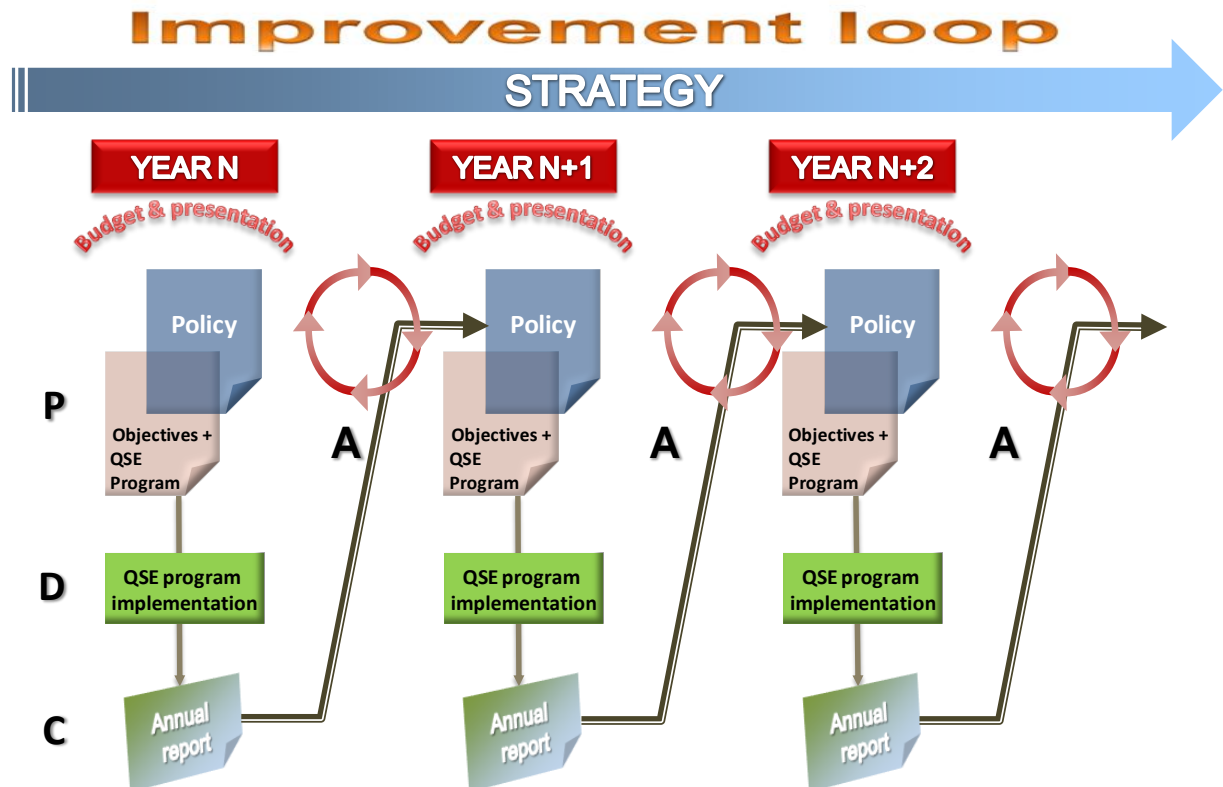
6.5 Documentation structure



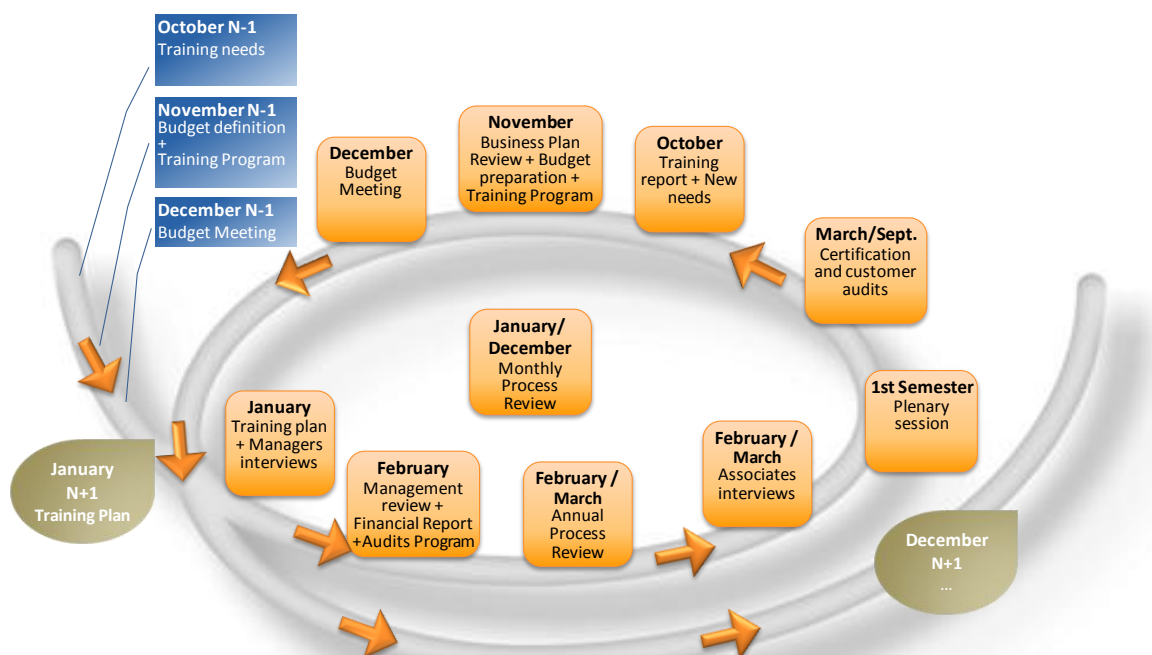
THERMOCOAX		
GMM 01	Group Management Manual	QM Elements 4.1 and 4.2 of ISO 9001 List of main processes and process description Interrelations with other processes
AD – JA –EV - SE	Complement	Specific System manuals and dedicated Quality Assurance Plan
AD000	General Procedures	Process- Descriptions and Procedures provide the description of the company's processes and the respective results (documents)
...	Detail regulations	Instructions- Manufacturing Quality Plan – Drawings
...	Records related to Quality	Forms, Checklists, Statements & reports

THERMOCOAX ISOPAD		
GMM 01	Group Management Manual	QM Elements 4.1 and 4.2 of DIN ISO 9001 List of main processes and process description Interrelations with other processes
VA Nr..... PB	General Procedures	Process- Descriptions and Procedures provide the description of the company's processes and the respective results (documents)
AA, 1235,.... .	Detailed regulations	Detailed regulations include Work – Instructions, Quality Plan, Drawings which relate to carrying out the activities
BA,.....	Records related to Quality	Forms, Checklists, Statements

6.6 General Principle of Management



6.7 Scheduling



6.8 Intercompanyrelationship

D = Decision I = Implementation

		F	US	G	Communication
TO MANAGE	Policy and target	D+I	I	I	Posted
	Enviromment management	D+I			Quartely reporting
	Health and Safety management	D+I			Quartely reporting
	Quality management	D+I	I	I	Performance. indicators – post – Mgt review
TO SUPPORT	Human Resources management	D+I	I	I	Job description
	Material monitoring and maintenance	D+I	D+I	D+I	Annual program
	Manage Administrative and Finances	D+I	I	I	Monthly.... + ...
TO IMPLEMENT	Sales and Marketing	D+I	I	I	Monthly MgtComments (MMC) + Sales Act.Plan (SAP)
	Design and Development	D	I	I	Monthly report / quarterly reviews
	To manage, schedule and ship product	D+I	D+I	D+I	Weekly indicators
	To purchase	D+I	I	I	Monthly review
	To manufacture	D+I	I	I	KPI - Management review
	To calibrate (Calibration laboratory)	D+I	I	D+I	Identification with label
	To control and follow the product	D+I	I	I	MQP DQP

Communication procedure: AD000D168

6.9 Activities per site

Country & site	Pilot	F PQV	F SGG	F SRN	G TXI THX	USA	UK	I	CH
Marketing & Sales	Mktg& Sales Director			X	X	X	X	X	X
Technical& Design	TechnicalDirector	X	X		X				
Production	Supply Chain Director	X	X		X	X			
HumanResources	HR Director	X	X	X	X	X			
Quality Assurance	QA Director	X	X	X	X	X			

PQV = Planquivon

SGG = St Georges des Groseillers

SRN = Suresnes

TXI = THERMOCOAX ISOPAD

THX = THERMOCOAX GmbH

6.10 Risk management

THERMOCOAX separately identifies and analyzes the risks concerning products, environment, health and safety of personnel or involving the company in its operation.

For all general aspects, risk management is performed by processes based on an Excel file. The pilot processes are responsible for making it live. For unacceptable risk, a specific action is initiated and followed by the pilot.

During this analysis, special requirements may be determined. These are in addition to those already identified by customers. Critical elements and key characteristics (special processes, configuration management) can result.

Process «TO MANAGE THE COMPANY»		Process Owner: General Manager		
Input data		Activity	Output data	
<div>✓ Orders / Sales / Margin / Result</div> <div>✓ Management Review</div> <div>✓ Marketing information / Sales</div> <div>✓ Technological and regulatory monitoring</div> <div>✓ Internal and external customer listening</div> <div>✓ Indicatorsanalysis</div> <div>✓ Audits reports</div> <div>✓ NCR Process</div> <div>✓ Claims / Returns</div> <div>✓ Improvementproposals AC /AP bilan</div> <div>✓ ProcessReview</div>		<div>Strategy definition</div> <div>Communication</div> <div>Policy definition</div> <div>Definition of targets</div> <div>Management review</div> <div>Survey & Measure</div> <div>Improve</div>	<div>✓ Strategy review, if needed</div> <div>✓ Policy review, if needed</div> <div>✓ Business Plan</div> <div>✓ Short and medium term targets</div> <div>✓ Minutes of Management Review</div> <div>✓ Q H&S E Management Program</div> <div>✓ Corrective and/or preventive actions</div> <div>✓ Audits' program</div>	
Process target				
To manage the company, improve the integrated management system functioning				
Performance indicator :				
Name		Managed by	Activity	Frequency
KPI		AF Director	Growth initiatives – Excellence in operations – Innovation and Development – Quality – Productivity and Fnancial results - HR	Monthly
Interrelations with othersProcesses :				
Target process name		Available data given to otherprocesses		
TO MANAGE	Policy and target			
	Environment Management	Targets, responsibilities and means		
	Safety Management	Targets, responsibilities and means		
	Quality Management	Targets, responsibilities and means		
TO SUPPORT	Management of Human Resources	Targets, responsibilities and means		
	Material monitoring and maintenance	Targets, responsibilities and means		
	Manage and administer finances	Targets, responsibilities and means		
TO IMPLEMENT	Sales & Marketing	Targets, responsibilities and means		
	Design and development	Targets, responsibilities and means		
	To manage, schedule and ship products	Targets, responsibilities and means		
	To purchase	Targets, responsibilities and means		
	To manufacture	Targets, responsibilities and means		
	To calibrate	Targets, responsibilities and means		
	To control and follow the product	Targets, responsibilities and means		
Applicable documents :				
Reference		Document name		
AD000D000		Q S&H E Policy		
AD000D001		QualityManual		
AD000D162		Quality – Environment – Safety audits		
AD000D163		Corrective and Preventive actions		
AD000D200/year		Q S&H E Management program		
AD000P071		Organizationchart (withnames)		
AD010D001		Quality Assurance ManualProgram		
EV000D001		Environement and SafetyManual		
JA000D001		Production OrganizationManual		
PP000D072		Indicators management		

ANNEX 1.

Process «QUALITY MANAGEMENT»		Process Owner: Quality Director	
Input data	Activity	Output data	
<div>✓ Result year N-1 (synthesis/ management review)</div> <div>✓ Strategy</div> <div>✓ Policy</div> <div>✓ Targets</div> <div>✓ Health & Safety aspects</div> <div>✓ Regulatory statement</div> <div>✓ Customer need</div> <div>✓ Quality standards</div>	<div>To manage quality</div> <div>Communication</div> <div>To do standard monitoring</div>	<div>✓ QSE Management program</div> <div>✓ QSE Policy</div> <div>✓ Audit Program</div> <div>✓ Management review</div> <div>✓ Investment Plan</div>	
Process target			
To improve company Quality performances			
Performance indicator			
Name	Managed by	Activity	Frequency
Progress of Management program implmentation	Q S E Director	To manage quality	Quarterly
Complaints under THERMOCOAX responsibility	QSE Director	To manage quality	Monthyl
Interrelations withotherprocesses :			
Target process name		Available data given to other processes	
TO MANAGE	Policy and target	Strategy definition / QSE Policy and Management program	
	Environment Management	Integration of system	
	Safety Management	Integration of system	
	Quality Management		
TO SUPPORT	Management of Human Resources	According to the general competences matrix	
	Material monitoring and maintenance	Curative and preventive maintenance	
	Manage and administer finances	Investment Plan according to QSE Management program	
TO IMPLEMENT	Sales & Marketing	Process promotion –customer satisfaction survey	
	Design and development	Quality Development Plan	
	To manage, schedule and ship products	Manufacturing Quality Plan	
	To purchase	Supplier evaluation and agreement	
	To manufacture	Manufacturing Quality Plan - documentation	
	To calibrate	ISO 17025 application	
	To control and follow the product	Delegated to Quality Control	
Applicable documents			
Reference		Document name	
AD000D001		Quality Manual ISO9001 + EN9100	
AD010D001		Quality Assurance Program Manual	
JA000D001		Production Organization Manual according to PART21/G	
SE900D001		Quality Assurance Plan ATEX	

ANNEX 2.

Process«SAFETY MANAGEMENT		ProcessOwner:Quality Director		
Input data		Activity	Output data	
<div>✓ Result year N-1 (synthesis/management review)</div> <div>✓ Strategy</div> <div>✓ Policy</div> <div>✓ Targets</div> <div>✓ Health & Safety aspects</div> <div>✓ Regulatory statement</div>		<div>To manage Health & Safety</div> <div>Comlemunication</div> <div>To do regulatory monitoring</div>	<div>✓ QSE Management Program</div> <div>✓ QSE Policy</div> <div>✓ Audit Program</div> <div>✓ Investment plan</div> <div>✓ Technical and Environmental synthesis</div>	
Processtargets				
To improve Health & Safety performances				
Performance indicator				
Name		Managed by	Activity	Frequency
Progress of Management program implementation		H & S Manager	To manage Health& Safety	quarterly
Audits		H & S Manager	To do standard monitoring	Three-yearly
Interrelations withotherprocesses				
Target process name		Available data given to other processes		
TO MANAGE	Policy and target	Strategy definition / QSE Policy and Management program		
	Environment Management	Technical synthesis and risk assessment document		
	Safety Management			
	Quality Management	Document control (Non Conformance, Corrective action, Preventive action)		
TO SUPPORT	Management of HumanResources	Allocation of suitable personnel for Processus and targets according to the ENV competence matrix		
	Material monitoring and maintenance	Investment Plan – Regulatory control / Maintenance Plan		
	Manage and administer finances	Investment Plan according to QSE Program		
TO IMPLEMENT	Sales & Marketing	Process promotion		
	Design and development	Impact assessment		
	To manage, schedule and ship products	Management Program		
	To purchase	Impact assessment - Audit		
	To manufacture	Indicators		
	To calibrate	Measuring devices / equipment		
	To control and follow the product	Management Program		
Applicable documents				
Reference		Document name		
EV000D001		Environment, Health & Safety Manual		

ANNEX3.

Process «ENVIRONMENT MANAGEMENT			Process Owner: Quality Director	
Input data		Activity	Output data	
<div>➤ Result year N-1 (synthesis/management review)</div> <div>➤ Strategy</div> <div>➤ Policy</div> <div>➤ Targets</div> <div>➤ Environmental aspects</div> <div>➤ Regulatory statement</div>		<div><div>To manage Environment</div><div>Communication</div><div>To do regulatory monitoring</div></div>	<div>➤ QSE Management Program</div> <div>➤ QSE Policy</div> <div>➤ Audit Program</div> <div>➤ Investment plan</div> <div>➤ Technical and Environmental synthesis</div>	
Processtargets				
To improve environmental performances				
Performance indicator				
Name		Managed by	Activity	Frequency
Progress of Management program implementation		H & S + E Manager	To manage Quality & Safety	Quarterly
Audits		H & S + E Manager	To do standard monitoring	Three-yearly
Interrelations withotherprocesses				
Target process name		Available data given to other processes		
TO MANAGE	Policy and target	Strategy definition / QSE Policy and Management program		
	Environment Management			
	Safety Management	Technical synthesis and risk assessment document		
	Quality Management	Document control (Non Conformance, Corrective action, Preventive action)		
TO SUPPORT	Management of HumanResources	Allocation of suitable personnel for processus and targets according to the ENV competence matrix		
	Material monitoring and maintenance	Investment Plan – Regulatory control / Maintenance Plan		
	Manage and administer finances	Investment Plan according to QSE Program		
TO IMPLEMENT	Sales & Marketing	Process promotion		
	Design and development	Impact assessment		
	To manage, schedule and ship products	Management Program		
	To purchase	Impact assessment - Audit		
	To manufacture	Indicators		
	To calibrate	Measuring devices / equipment		
	To control and follow the product	Management Program		
	Applicable documents			
Reference		Document name		
EV000D001		Environment, Health & Safety Manual		

ANNEX4.

Process «HUMAN RESSOURCES MANAGEMENT»			Process Owner: H.R. Director	
Input data		Activity	Output data	
<div>✓ Business plan</div> <div>✓ Management Program</div> <div>✓ Training needs</div> <div>✓ Personnel needs</div> <div>✓ Total of worked hours</div> <div>✓ Resume</div> <div>✓ Training assessment</div> <div>✓ Competences matrix</div>		<div>To hire</div> <div>Communication</div> <div>Competences management</div> <div>Personnel training</div> <div>Personnel management</div>	<div>✓ Training Plan</div> <div>✓ Assessment personnel file</div> <div>✓ Personnel individual file</div> <div>✓ Organizationchart, personnel list</div> <div>✓ Pay slip</div> <div>✓ Competence matrix updated</div>	
Process targets				
Personnel needs to be identified and suitable human resources to be supplied				
Performance indicator				
Name		Managed by	Activity	Frequency
Full time employment (total)		HR Director	Personnel management	Monthly
Headcount (total)		HR Director	Personnel management	Monthly
Interrelations with other processes				
Target process name			Available data given to other processes	
TO MANAGE	Policy and target		Training Plan	
	Environment Management		Competence matrix ENV/H&S + training and assessment	
	Safety Management		Competence matrix ENV/H&S + training and assessment	
	Quality Management		General competence matrix ENV/H&S + training and assessment	
TO SUPPORT	Management of HumanResources			
	Material monitoring and maintenance		Training Plan, competences matrix, annual assessment	
	Manage and administer finances		Payroll charges, Training Plan, annual assessment	
TO IMPLEMENT	Sales & Marketing		Training Plan, annual assessment	
	Design and development		Training Plan, competences matrix, annual assessment	
	To manage, schedule and ship products		Training Plan, annual assessment	
	To purchase		Training Plan, competences matrix, annual assessment	
	To manufacture		Training Plan, competences matrix, annual assessment	
	To calibrate		Training Plan, competences matrix, annual assessment	
	To control and follow the product		Training Plan, competences matrix, annual assessment	
Applicable documents				
Reference			Document name	
PE100D002			Operators hiring	
PE100D003			Personnel training	
PE100D004			Responsibilities and authorities	
PE100D005			Appreciation file	
PE100D006			Technicians and managers hiring	

ANNEX5.

Process «TO MANAGE AND ADMINISTER FINANCES»			ProcessOwner: C F O
Input data		Activity	Output data
<div>✓ Regulatory requirements</div> <div>✓ Insurance, supplier, subcontractance contracts</div> <div>✓ Inventory</div> <div>✓ Stock status</div> <div>✓ Pay slip elements</div> <div>✓ Budget</div> <div>✓ Customers and suppliers invoices</div>		<div>Administration</div> <div>Finances</div>	<div>✓ New contracts</div> <div>✓ Monthly report</div> <div>✓ Control of supplier and customer invoice</div> <div>✓ Income statement, balance sheet</div> <div>✓ Cash control</div>
Process targets			
Company finances to be administered and controlled			
Performance indicator :			
Name	Managed by	Activity	Frequency
Financial performances	Administration & Finance Director	Finances	Monthly
Interrelations with other processes			
Target process name		Available data given to other processes	
TO MANAGE	Policy and target	Operating and economic result	
	Environment Management	Suppliers and subcontractors invoices	
	Safety Management	Suppliers and subcontractors invoices	
	Quality Management	Economic results, non conformance cost, suppliers and subcontractors invoices	
TO SUPPORT	Management of HumanResources	Economic result, suppliers and subcontractors invoices	
	Material monitoring and maintenance	Economic result, suppliers and subcontractors invoices	
	Manage and administer finances		
TO IMPLEMENT	Sales & Marketing	Economic result, suppliers and subcontractors invoices	
	Design and development	Economic result, suppliers and subcontractors invoices	
	To manage, schedule and ship products	Economic result, suppliers and subcontractors invoices	
	To purchase	Economic result, suppliers and subcontractors invoices	
	To manufacture	Economic result, suppliers and subcontractors invoices	
	To calibrate	Economic result, suppliers and subcontractors invoices	
	To control and follow the product	Economic result, suppliers and subcontractors invoices	
Applicable documents :			
Reference		Document name	
AF000D101		Supplier accountancy control	
AF000D102		Customer accountancy control	
AF000D103		Exportation control	
AF000D104		Results distribution	
AF000D105		Index to be used for calculation sheet	
AF100D001		Computer	
AF100D002		Computer saving	

ANNEX6.

Process «CONTROL OF EQUIPMENT AND MAINTENANCE»			Process Owner: Production Director
Input data		Activity	Output data
<div>✓ Supplier data</div> <div>✓ New needs</div> <div>✓ Maintenance Plan</div> <div>✓ Past experience</div>		<div>To industrialize</div> <div>Maintenance of production tools</div>	<div>✓ Maintenance Plan updated</div> <div>✓ Back fitting plan for production tool</div> <div>✓ New equipment or improvement of equipment in place</div> <div>✓ Investment Plan</div>
Process targets			
Production tool to be maintained and improved to meet needs			
Performance indicator			
Name	Managed by	Activity	Frequency
Preventive maintenance	Maintenance manager	Maintenance of production tool	Monthly
Interrelations with other processes			
Target process name		Available data given to other processes	
TO MANAGE	Policy and target	Identification of needs	
	Environment Management	Environmental equipment performance Maintenance of equipment for emergency situation	
	Safety Management	Safety equipment performance Maintenance of equipment for emergency situation	
	Quality Management	Equipment qualification Maintenance Plan	
TO SUPPORT	Management of HumanResources	Needs for personnel training concerning new technologies or equipments	
	Material monitoring and maintenance		
	Manage and administer finances	Investment Plan and needs for production tool	
TO IMPLEMENT	Sales & Marketing	/	
	Design and development	New needs	
	To manage, schedule and ship products	Equipment availability	
	To purchase	Purchase Request, technological monitoring	
	To manufacture	Production tool availability	
	To calibrate	/	
	To control and follow the product	Identification of devices and tools for control	
Applicable documents			
Reference		Document name	
PP000D037		Maintenance instruction	

ANNEX7.

Process «SALES & MARKETING »			Process Owner: Sales Director
Input data		Activity	Output data
<div>↘ MAP and SAP</div> <div>↘ Customer visit reports</div> <div>↘ Customer Orders</div> <div>↘ Rate of Tenders(CRM)</div> <div>↘ Exhibitions</div> <div>↘ Sales budget per sector</div>		<div>Marketing</div> <div>Communication</div> <div>Commercial</div>	<div>↘ Sales document</div> <div>↘ Website</div> <div>↘ Tender</div>
Process targets			
Customer portfolio to be developed and maintained with partnership			
Performance indicator			
Name	Managed by	Activity	Frequency
Orders booked (total)	Sales Director	Sales	Monthly
Interrelations with other processes			
Target process name		Available data given to other processes	
TO MANAGE	Policy and target	Market oriented	
	Environment Management	Environmental hazard of products, life cycle	
	Safety Management	Safety Data Sheet / ATEX	
	Quality Management	Claims, return of products	
TO SUPPORT	Management of HumanResources	Hiring	
	Material monitoring and maintenance	/	
	Manage and administer finances	Aged trial balance	
TO IMPLEMENT	Sales & Marketing		
	Design and development	New products information	
	To manage, schedule and ship products	Customer needs expressed or latent	
	To purchase	Emission of customer requirements	
	To manufacture	Customer needs expressed or latent	
	To calibrate	Customer needs expressed or latent	
	To control and follow the product	Customer needs expressed or latent	
Applicable documents			
Reference		Document name	
AD000D167		Identification of expressed or latent customers needs	
AD000D170		Promotion	
AD000D171		Control of sales tender	
AD000D178		Risk Management	

ANNEX8.

Process «TO INNOVATE AND DEVELOP»			Process Owner: Technical Director	
Input data		Activity	Output data	
<div>✓ Monitoring</div> <div>✓ Marketing analysis</div> <div>✓ New needs</div> <div>✓ New material</div> <div>✓ New technologies</div> <div>✓ REX</div> <div>✓ Specifications</div>		<div>To innovate</div> <div>To design</div> <div>To develop</div>	<div>✓ FAI, manufacturing file</div> <div>✓ Needs analysis</div> <div>✓ Feasibility</div> <div>✓ Pre-development</div> <div>✓ Development</div> <div>✓ Qualification</div> <div>✓ Transfer to production</div> <div>✓ Drawing</div> <div>✓ Design and development documentation</div>	
Process targets				
A viable product to be manufactured				
Performance indicator				
Name		Managed by	Activity	Frequency
Average time for technical proposals request (DP)		Technical Director	Design and development	Monthly / Annually
Interrelations with other processes				
Target process name		Available data given to other processes		
TO MANAGE	Policy and target	Market / product oriented		
	Environment Management	Impact assessment		
	Safety Management	Impact assessment – CE marking		
	Quality Management	Quality documentation– recording		
TO SUPPORT	Management of Human Ressources	Design competences matrix (PP000R079)		
	Material monitoring and maintenance	New products industrialization		
	Manage and administer finances	Follow up of project cost		
TO IMPLEMENT	Sales & Marketing	New products		
	Design and development			
	To manage, schedule and ship products	Project scheduling		
	To purchase	Research of new products		
	To manufacture	Documentation preparation		
	To calibrate	/		
	To control and follow the product	New products qualification and production support		
Applicable documents				
Reference		Document name		
AD000D150		Manufacturing and development Quality Plan		
AD000D152		Vocabulary used in connection with design		
AD000D153		Design monitoring		
AD000D154		Analysis of needs phase		
AD000D155		Feasibility phase		
AD000D156		Predevelopment stage		
AD000D157		Development stage		
AD000D158		Modification of the product design		
AD000D159		Design and development project review		
AD000D161		Creating preparatory documents		
AD000D178		Risk Management		
PP000D045		Product qualification and manufacturing procedure		

Process «TO CONTROL, SCHEDULE AND DELIVER THE PRODUCT»			Process Owner: Production Director	
Input data		Activity	Output data	
<div>✓ Customer needs</div> <div>✓ Manufacturingsheet</div> <div>✓ Time and production rate</div> <div>✓ Stock status</div>		<div>Logistics</div> <div>Shipment / Delivery</div> <div>Scheduling</div>	<div>✓ Receipt of acknowledgement</div> <div>✓ Manufacturing Order</div> <div>✓ Launching</div> <div>✓ Reservation order</div> <div>✓ Purchase Request</div> <div>✓ Customer convocation</div> <div>✓ Indicators</div>	
Process targets				
Conform product to be delivered with the required time				
Performance indicator				
Name		Managed by	Activity	Frequency
CLIP / OTD		Logistics Manager	Logistics and Scheduling	Monthly
Interrelations with other processes				
Target process name			Available data given to other processes	
TO MANAGE	Policy and target		Investment	
	Environment Management		/	
	Safety Management		Work pace	
	Quality Management		Plannification	
TO SUPPORT	Management of HumanResources		Personnel requirements	
	Material monitoring and maintenance		Equipment requirements	
	Manage and administer finances		Answer to aged trial balance, invoice, stock status	
TO IMPLEMENT	Sales & Marketing		Progress information, delivery, receipt of acknowledgement	
	Design and development		Plannification, stock status	
	To manage, schedule and ship products			
	To purchase		Purchase Request, procurement	
	To manufacture		Planning	
	To calibrate		Planning	
	To control and follow the product		Planning	
Applicable documents				
Reference			Document name	
AD000D134			Tender review	
AD000D138			Control of customers orders	
AD000D149			Contract review	
AD000D167			Identification of latent customers needs	
AD000D178			Risk management	

ANNEX10.

Process «TO PURCHASE»		Process Owner: Production Director	
Input data	Activity	Output data	
<div>✓ Suppliers audits</div> <div>✓ Purchase Request</div> <div>✓ Suppliers information</div> <div>✓ Events</div> <div>✓ Purchase past experience</div> <div>✓ Stock status</div> <div>✓ Suppliers incident report</div>	<div>Suppliers' selection</div> <div>Suppliers' agreement</div> <div>Suppliers' evaluation</div> <div>Procurement / Purchasing</div>	<div>✓ Products / Services</div> <div>✓ Purchase Orders</div> <div>✓ Supplier agreement file</div> <div>✓ Supplier Quotation</div> <div>✓ Indicators</div> <div>✓ Suppliers/prices data base</div> <div>✓ Supplier's NCR</div> <div>✓ THX Batch Numbers</div>	
Process targets			
Conform products or services to be purchased with best cost and delivery time			
Performance indicator			
Name	Managed by	Activity	Frequency
Suppliers quotation	Purchase Manager	Procurement / Purchase	Monthly
Purchasing Price Gain	Purchase Manager		Monthly
Out of stock status	Logistics Manager		Weekly
Interrelations with othersProcesses			
Target process name		Available data given to other processes	
TO MANAGE	Policy and target	Markets trend	
	Environment Management	Supplies data, material safety data sheet, technological monitoring	
	Safety Management	Prevention plan, safety protocol, technological monitoring	
	Quality Management	Supplier agreement, supplier quotation	
TO SUPPORT	Management of Human Resources	Competences matrix and job description	
	Material monitoring and maintenance	Technological monitoring	
	Manage and administer finances	Stock status, purchase portfolio	
TO IMPLEMENT	Sales & Marketing	Supplies availability, procurement delivery time	
	Design and development	Research of new product and technology	
	To manage, schedule and ship products	Supplies availability, procurement delivery time	
	To purchase		
	To manufacture	Procurement of conform products	
	To calibrate	Calibration subcontractance	
	To control and follow the product	Test and control subcontractance	
Applicable documents			
Reference		Document name	
AD000D136		Purchasing procedure	
AD000D166		Trade activities	
AD000D178		Risk Management	
AD000P900		Preliminary assessment questionnaire	
AD000P901		Subcontractance audit	
PP000A009		Suppliers agreement	
PP000A039		Suppliers performance assessment	
PP000A042		Quality requirements for suppliers	

ANNEX11.

Process «TO MANUFACTURE»		Process Owner: Production Director		
Input data		Activity	Output data	
<div>✓ Manufacturing Order</div> <div>✓ Launching</div> <div>✓ Schedule</div> <div>✓ Stock status</div> <div>✓ Competences matrix</div> <div>✓ Components</div> <div>✓ Raw materials</div> <div>✓ Machines &equipment</div>		<div>To machine</div> <div>To draw a cable</div> <div>To manufacture a finished product</div> <div>To self inspect</div>	<div>✓ Finished products</div> <div>✓ Semi-finish products</div> <div>✓ Components and machined parts</div>	
Process targets				
A product to be delivered conform to expressed and latent customer requirements				
Performance indicator				
Name		Managed by	Activity	Frequency
CLIP / OTD		Production Director	To manufacture	Monthly
Late delivery				Monthly
Interrelations with other processes				
Target process name		Available data given to other processes		
TO MANAGE	Policy and target		Productivity	
	Environment Management		Environmental performances follow up	
	Safety Management		Risk management	
	Quality Management		Recording, documentation updated	
TO SUPPORT	Management of HumanResources		Competences matrix, assessment	
	Material monitoring and maintenance		Maintenance equipment requirements	
	Manage and administer finances		Time and indirect materials for economic accountancy	
TO IMPLEMENT	Sales & Marketing		Feedback from past experience, lessons learned	
	Design and development		Feasibility- Feedback from experience, lessons learned	
	To manage, schedule and ship products		Progress status, schedule, product packaging	
	To purchase		Raw material requirements, products, services	
	To manufacture			
	To calibrate		Sensors procurement	
	To control and follow the product		Quality records	
Applicable documents				
Reference		Document name		
AD000D178		Risk Management		
PP000D056		Product manufacturing		

ANNEX12.

Process «TO CALIBRATE»		Process Owner: Metrology Manager		
Input data		Activity	Output data	
<div>✓ Specifications</div> <div>✓ Standards</div> <div>✓ Manufacturer data</div> <div>✓ Products</div> <div>✓ Planning</div> <div>✓ Human resources and Equipment</div>		<div>To calibrate temperature sensors</div>	<div>✓ Verification contract</div> <div>✓ Calibrated sensors calibration certificate</div> <div>✓ Non conform products</div> <div>✓ NCR</div>	
Process targets				
Temperature sensors to be calibrated according to standards in due time				
Performance indicator				
Name		Managed by	Activity	Frequency
COFRAC notification		COFRAC laboratory manager	To calibrate	Annually
%age of Cable batch calibration in 3 days				Monthly
Interrelations with other processes				
Target process name		Available data given to other processes		
TO MANAGE	Policy and target	COFRAC commitment / Respect of THX CLIP		
	Environment Management	Waste control/ Power consumption		
	Safety Management	Air analysis		
	Quality Management	Recording		
TO SUPPORT	Management of HumanResources	Competences matrix – Human resources availability		
	Material monitoring and maintenance	Maintenance of calibration equipment		
	Manage and administer finances	Time spent and indirect material used		
TO IMPLEMENT	Sales & Marketing	Support / publication		
	Design and development	Support to R&D + Innovation Dept.		
	To manage, schedule and ship products	Availability		
	To purchase	Purchase request/ Purchasing specification		
	To manufacture	Support to Manufacturing Workshop – tests		
	To calibrate			
	To control and follow the product	Batch calibration + sensors + characterization		
Applicable documents				
Reference		Document name		
AD000D178		Risk Management		
PP000C029		Temperature calibration test equipment		
PP200D001		Applicable Document List for COFRAC accreditation		

ANNEX13.

PROCESS «TO CONTROL AND TRACK THE PRODUCT»			Process Owner : Quality Director	
Input data		Activity	Output data	
<div>✓ Procedures</div> <div>✓ Instructions</div> <div>✓ Drawings</div> <div>✓ Customers data</div> <div>✓ Regulation</div> <div>✓ Standards</div>		<div>Product checking</div> <div>Investigation, support to production</div> <div>Metrology of measurement devices</div> <div>Independent and redondant checking / final receipt</div>	<div>✓ Quality records</div> <div>✓ Measuremetn equipment tracking sheets</div> <div>✓ Indicators</div> <div>✓ Test reports</div> <div>✓ NCR</div> <div>✓ Non Conform Product or service</div>	
Process target				
Product conformance and traceability to be ensured				
Performance indicator				
Name		Managed by	Activity	Frequency
O T D		Logistics Manager	Product control	Monthly
Park evolution		Metrology Manager	Metrology	Monthly
Interrelations with other processes				
Target process name			Available data given to other processes	
TO MANAGE	Policy and target		Yearly report	
	Environment Management		Performances report	
	Safety Management		Performances report	
	Quality Management		Quality records, indicators	
TO SUPPORT	Management of HumanResources		Competences matrix, yearly assessment	
	Material monitoring and maintenance		Maintenance requirements	
	Manage and administer finances		Non quality – rejects	
TO IMPLEMENT	Sales & Marketing		Support	
	Design and development		Investigation reports	
	To manage, schedule and ship products		Progress status	
	To purchase		Expression of needs	
	To manufacture		Tests and controls	
	To calibrate		Calibration support	
	To control and follow the product			
Applicable documents				
Reference			Document name	
AD000D146			Control of non conformances	
AD000D160			Customers complaints monitoring	
AD000D178			Risk Management	
PP000C018			Dimensional and physical test equipments	
PP000C024			Electrical test equipments	
PP000D017			Customers return of products	
PP000D022			Income control	

ANNEX14.

ANNEX 15.

Main processes description Thermocoax ISOPAD GmbH

§5 Management Processes PLAN			
PA 01	Management Prozess		Management Processes
PA 02	§8 Messen, Analysieren und Verbessern		Measure, Analyse and Improvement
PA 03	Gesundheit & Arbeitssicherheit		Health & Savety
PA 04	Umweltmanagement		Environment Management
§7 Business processes DO			
PA 05	Marketing und Vertrieb		Sales and marketing
PA 06	Engineering		Engineering
PA 07	Beschaffung		Purchasing
PA 08	Steuern / Planung / Lieferung der Produkte		Control/Planning /Deliever of product
PA 09	Produktion		Production
PA 10	Messen und Beobachten der Produkte		Control and track of product
§6 Support processes SUPPORT			
PA 11	Personal Management		Human Resource Management
PA 12	Dokumentation Management		Documentation Management
PA 13	Infrastruktur und Wartung		Infrastructure and maintenance