

Group Management Manual Rev. 3



Quality
Health & Safety
Environment

This manual is ☐ controlled
☒ uncontrolled

recipient

Date

QA Visa

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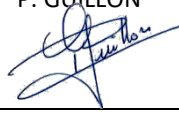
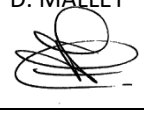


THERMOCOAX

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Issuance table

VISAS				
Issuance	Date	Author	Quality	General Management
03	22/05/2018	PGU	P. GUILLON 	D. MALLET 
Purpose of this issuance: (in blue in the text) <ul style="list-style-type: none"> Integration of clarifications and modifications following the evolution of ISO9001v2015 - ISO14001v2015 standards - EN9100v2016 Addition of the site of Athis Val de Rouvre Review of process mapping and appendices Addition of : leadership -context and review of the mission 				

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.

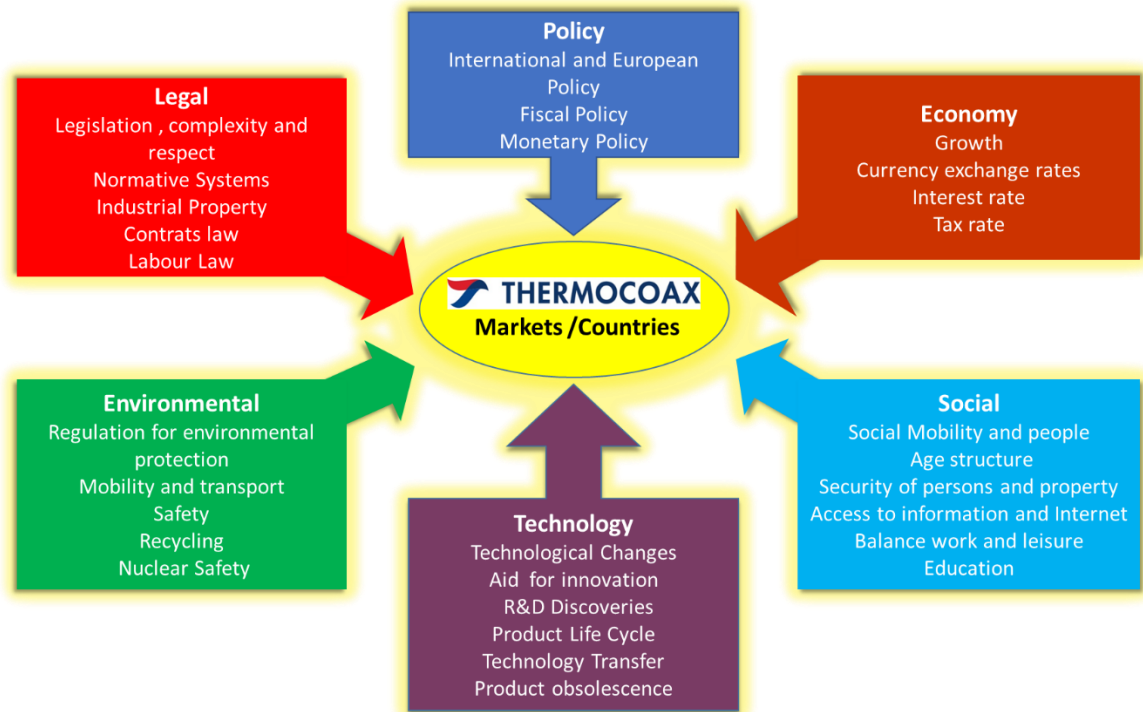
Référentiels	Domaines d'application	Périmètre
ISO 9001 : 2015 Quality Management System - Requirements	Design, development, production, trade and sale of sensors, heating elements, transmission cables and accessories. Qualification, measure and calibration of temperature sensors	<ul style="list-style-type: none"> ▪ PQV - AVR ▪ SGG ▪ SRN ▪ THX Inc ▪ THX ISOPAD GmbH
EN 9100 : 2016	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 : 2015 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 - AVR ▪ 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 • ISO/19443 • 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 - AVR ▪ SGG ▪ SRN
ECSS-Q-ST-20	For European Space activities	<ul style="list-style-type: none"> ▪ SG
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

AVR	External workshop of Val de Rouvre	Val de Rouvre F 61430 ATHIS DE L'ORNE
PQV	Planquivon site	Planquivon F 61430 ATHIS DE L'ORNE
SGG	Saint Georges des Groseillers site	Rue du Pré Neuf F 61100 SAINT-GEORGES DES GROSEILLERS
SRN	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. Context, mission, vision and strategy

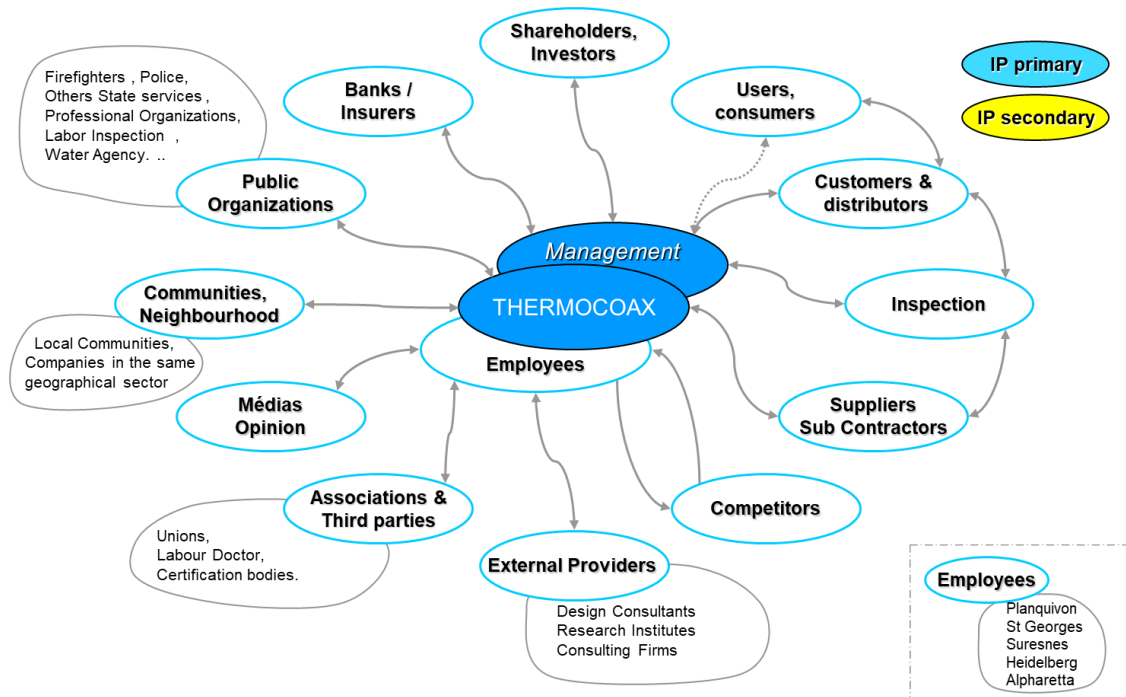
2.1 Context of the organization

The context is based on the following influence factors:



2.2 Understanding the needs and expectations of interested parties

Identification of Interested Parties: We have identified the interested parties (IPs) impacting or impacted by our company, example below



Analysis of needs and expectations of IPs at THERMOCOAX level

Analysis of needs and expectations of Interested Parties by process: by the Process Manager

Ranking :

- " Primary PI " impacting or impacted directly by contract for example (identified in blue background)
- " Secondary PI " impacting or indirectly impacted (identified in yellow background)
- Others are "unclassified" because neither primary nor secondary. (identified in white background)

2.3 Leadership

2.3.1 Mission

After analyzing the influence factors of this context, the management team has established the mission and strategy of our company:

- Thermocoax is a **global independent specialist** in custom **Thermal Solutions** for **mission critical applications**.
- We participate in our customers' vision and success by developing the right fit and value, combining
 - deep **technical knowledge**,
 - continued **certification**,
 - permanent **innovation**,
 - and **perfect delivery**.

The mission is focused on **differentiation** (eg. In the proposed solution or in relation to the competition)

2.3.2 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.

We participate in the vision and success of our customers by developing the right fit, combining in-depth technical knowledge, appropriate certification, continuous innovation and perfect delivery.

2.4 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

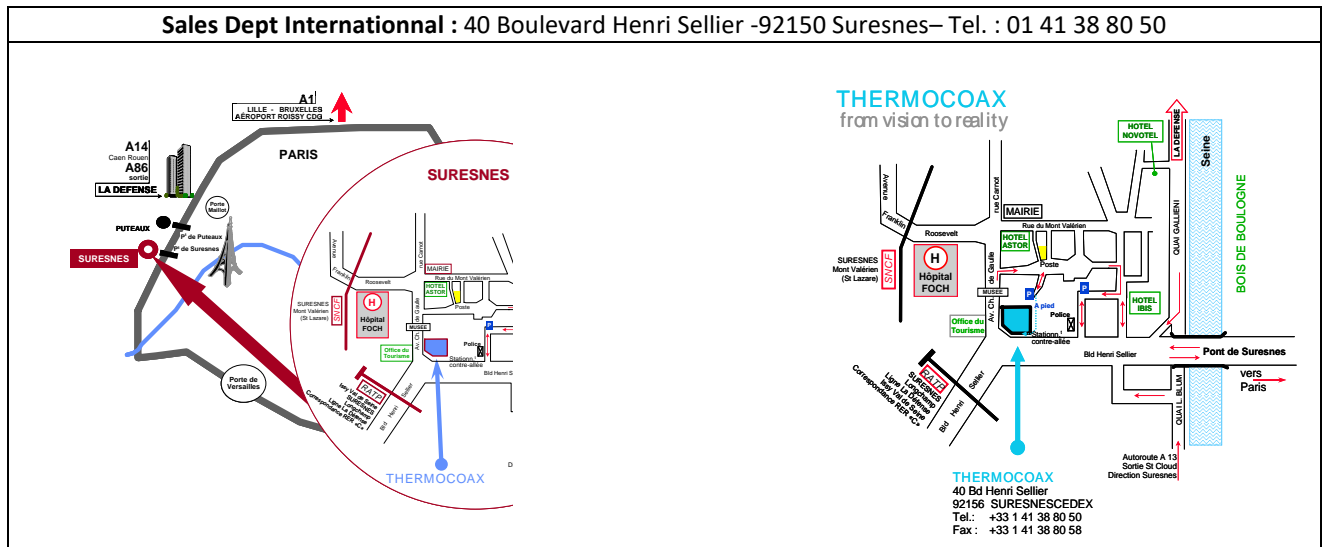


3. Presentation of the company

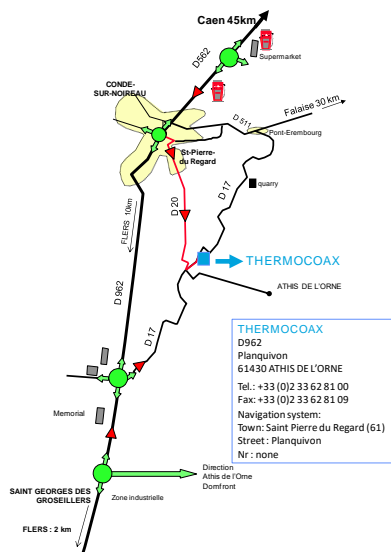
3.1 Our profession

- ↳ Design, development and manufacture of heating and temperature measurement solutions based on mineral insulated cables, temperature – vibrations - tip clearance - neutron flux -overheat sensors.
- ↳ Measurement and calibration of temperature sensors.
- ↳ Prototypes qualification

3.2 Our sites and acces map

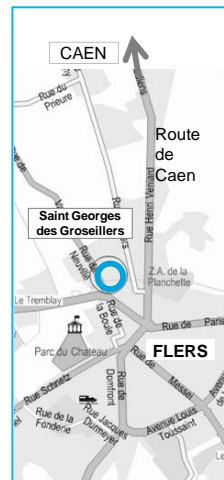


Head Office and Production Unit in France
Planquignon – 61430 ATHIS DE L'ORNE
Tel.: 02 33 62 81 00



2nd Production Unit in France

Rue du Pré Neuf - 61100 SAINT-GEORGES-DES
GROSEILLERS
Tel. : 02 33 62 81 00



2nd Production Unit in France La Colomblée – - ATHIS VAL DE ROUVRE - 61430ATHIS DE L'ORNE -



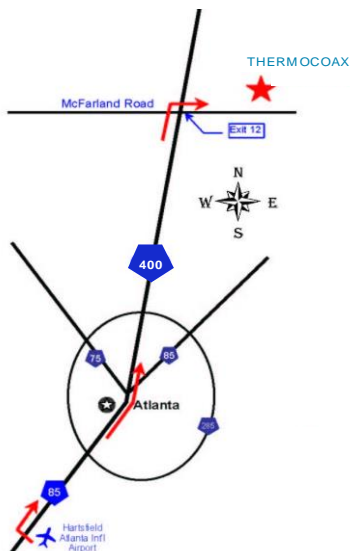
Sales and Production in the USA

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



3.3 Our markets

- AERONAUTICS - DEFENCE - SPACE
- POWER GENERATION
- NUCLEAR
- SEMI CONDUCTORS – ELECTRONICS - SOLAR
- INDUSTRIES (PETROCHEMICAL – MEDICAL – ANALYTICAL)

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.

- INDIVIDUAL COMMITMENT
- PERFORMANCE
- CUSTOMER ORIENTATION
- TEAM SPIRIT
- RESPECT

3.6 Our main certifications

3.6.1 Certification

- | | |
|-------------------------------|--------------------|
| ■ AFAQ NF EN 29001 - ISO 9001 | N° QUAL/1992/724 |
| ■ AFAQ NF - ISO 14001 | N° ENV/1997/14032 |
| ■ AFAQ OHSAS 18001 | N° SMS/2003/21416 |
| ■ AFAQ EN/AS/JISQ/9100 | N° AERO/2006/27443 |

3.6.2 Accreditation

- | | |
|---------------------|-----------------------|
| ■ COFRAC ETALONNAGE | N° 2-1384 Température |
|---------------------|-----------------------|

3.6.3 Agreements

- | | |
|-----------------------|---|
| ■ EDF – UTO | ■ IDAHO NATIONAL LAB |
| ■ TECHNICATOME | ■ GENERAL ELECTRIC – ALSTOM |
| ■ FRAMATOME F+US | ■ Agrément de production PART 21 / G N° FR.21G.0136 |
| ■ ROLLS ROYCE NUCLEAR | |

3.6.4 Notification

- Attestation d'Examen CE de type N° LCIE 03 ATEX 6102 (Voir SE900D001)

4. General Management commitment

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

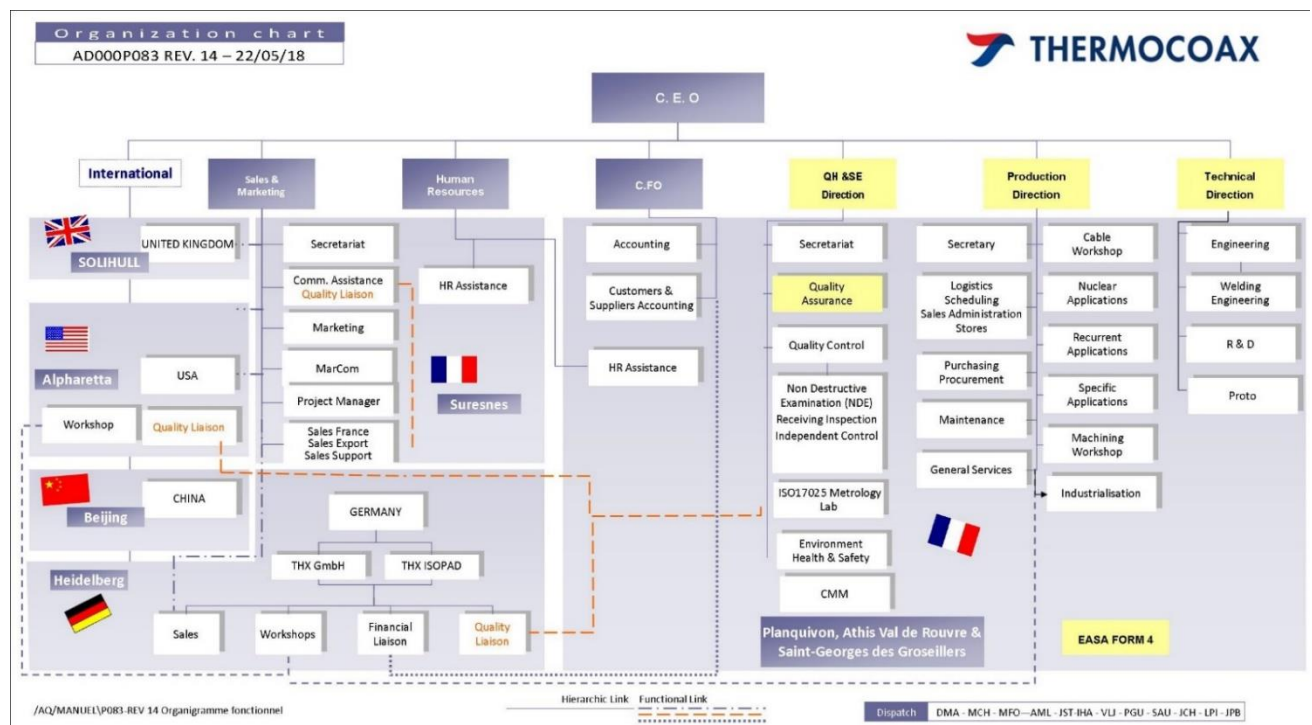
- respect legal, regulatory and customers and other interested parties requirements and communicate their importance to the organization,
- implement the rules described in the current Manual to all THERMOCOAX activities and products designed, developed and manufactured by the company,
- develop our niche strategy to fit our QHSE policy and targets,
- promote the use of process approach,
- 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,
- to prevent any risk of obsolescence, malfunction, accident or pollution, use of fraudulent product,
- deploy the nuclear safety culture and Copy Exact in the company,
- 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



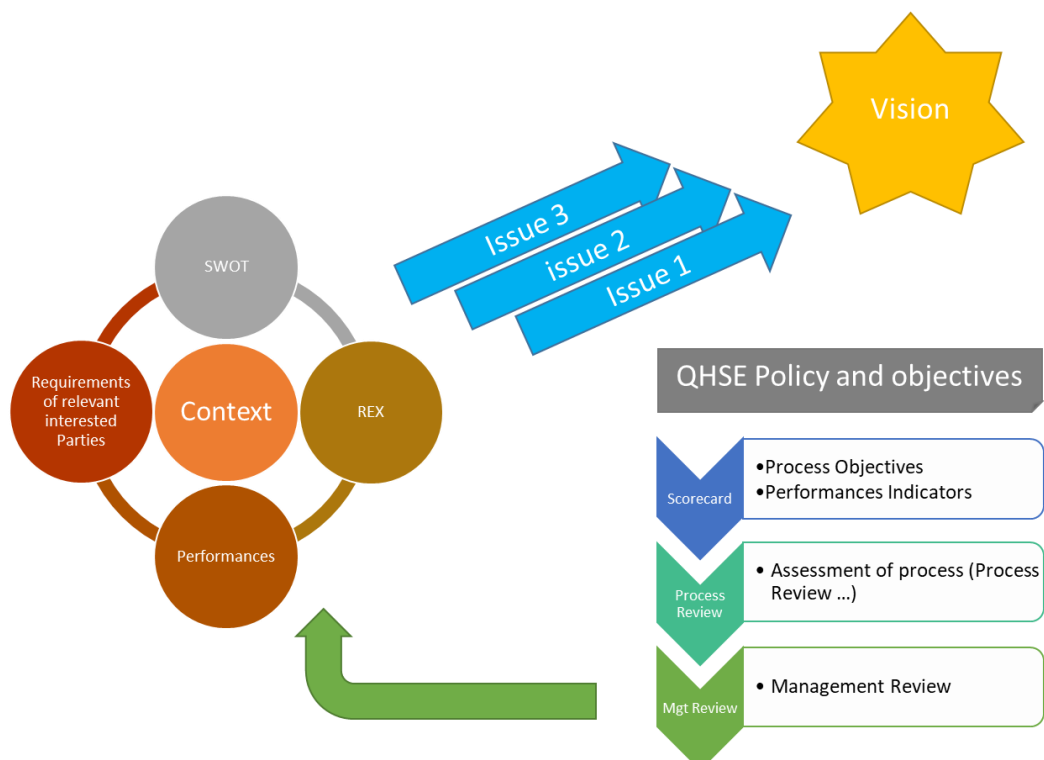
5. THERMOCOAX Organization chart



6. Performance management

6.1 General Management Responsibilities

6.1.1 Managerial process



6.1.2 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.

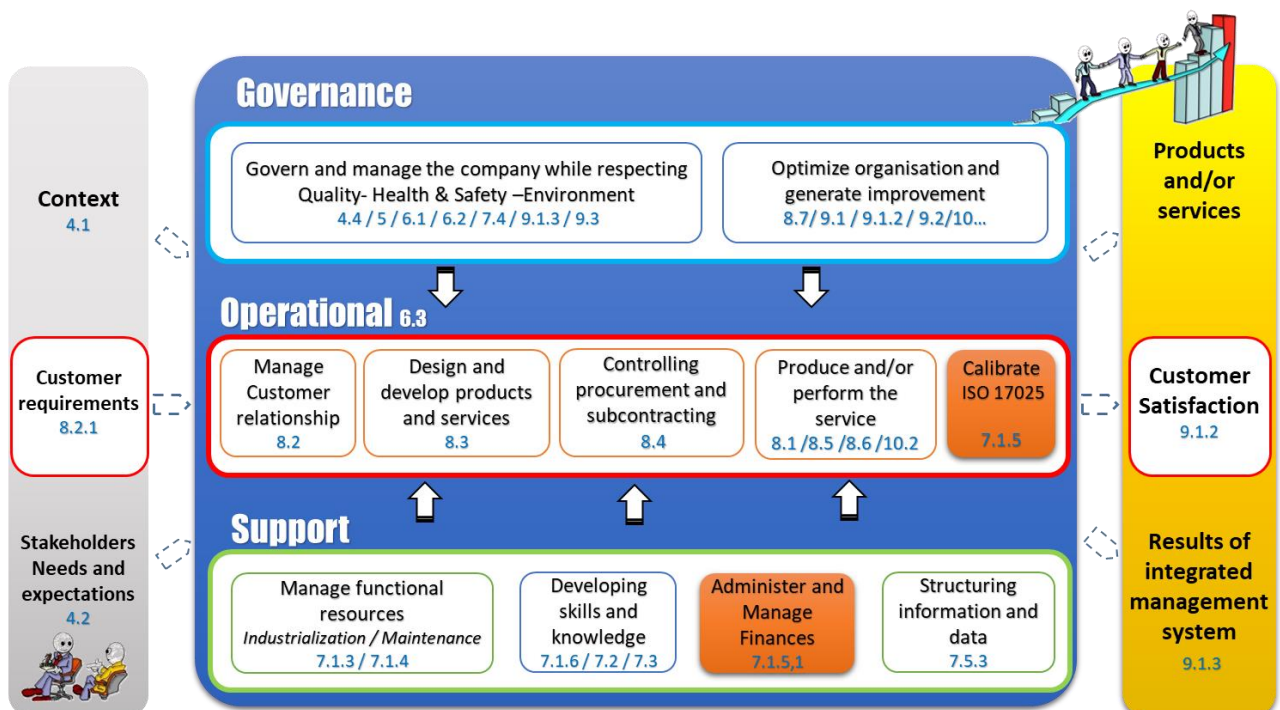
6.2 Process Identification

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

- **Governance process**
- **Support process**
- **Operational process**

6.3 Process mapping

THERMOCOAX does not outsource processes at or outside production centers.



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.

Operational processes are used for direct service delivery to external customers while in Governance and Support processes the internal customer will be in focus.

The "Administer and Manage Finances" process is reviewed in a format different from other processes. This review is based on regulatory and internal requirements with specific verification and validation.

The process "Calibrate" is separately audited according to quality standard ISO 17025.

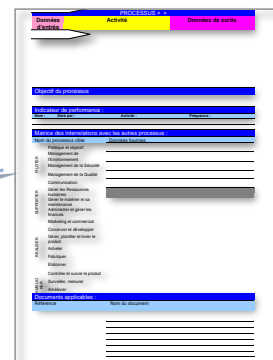
6.4 Processes description

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.

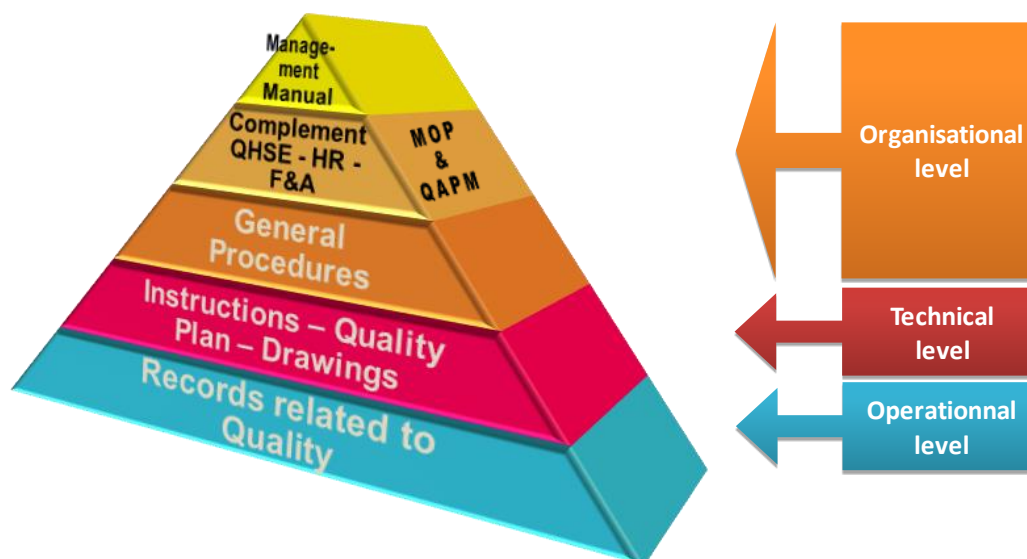
The interrelation between each process is clearly defined and the applicable procedures are listed at the bottom of the form.

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.

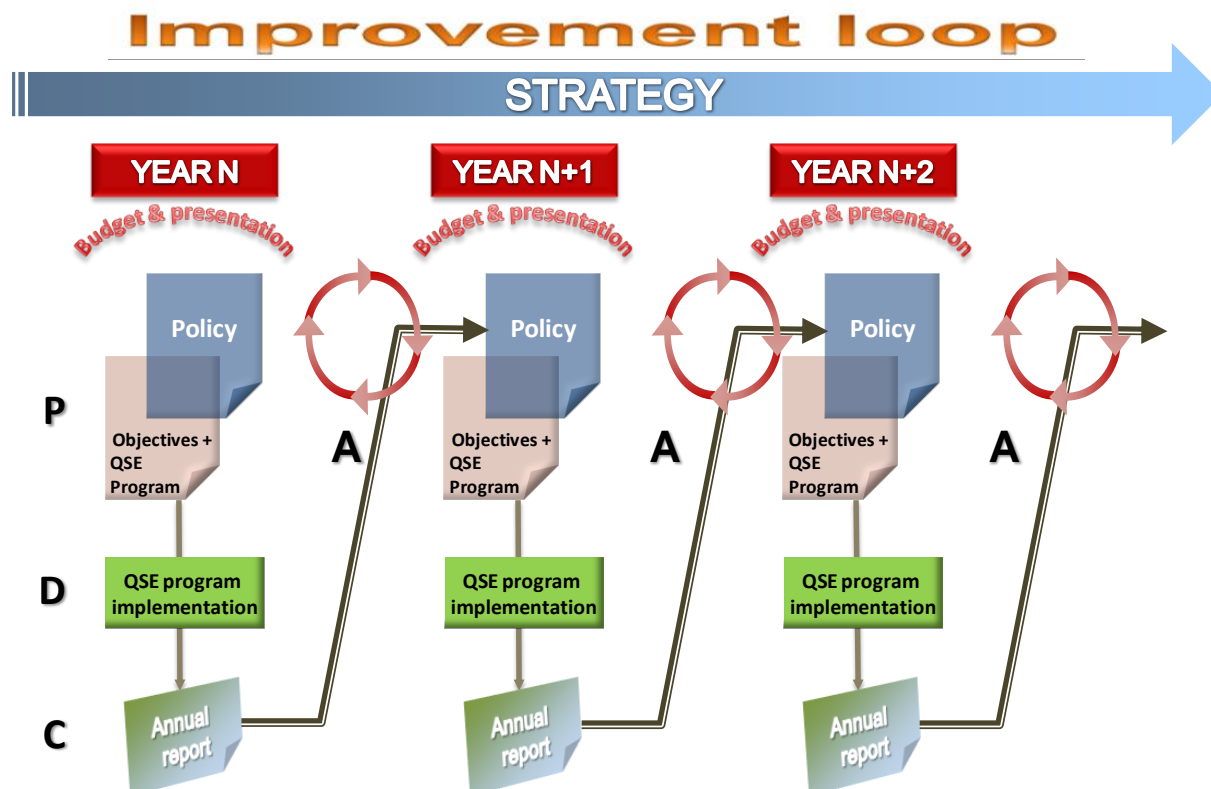
6.5 Documentation structure



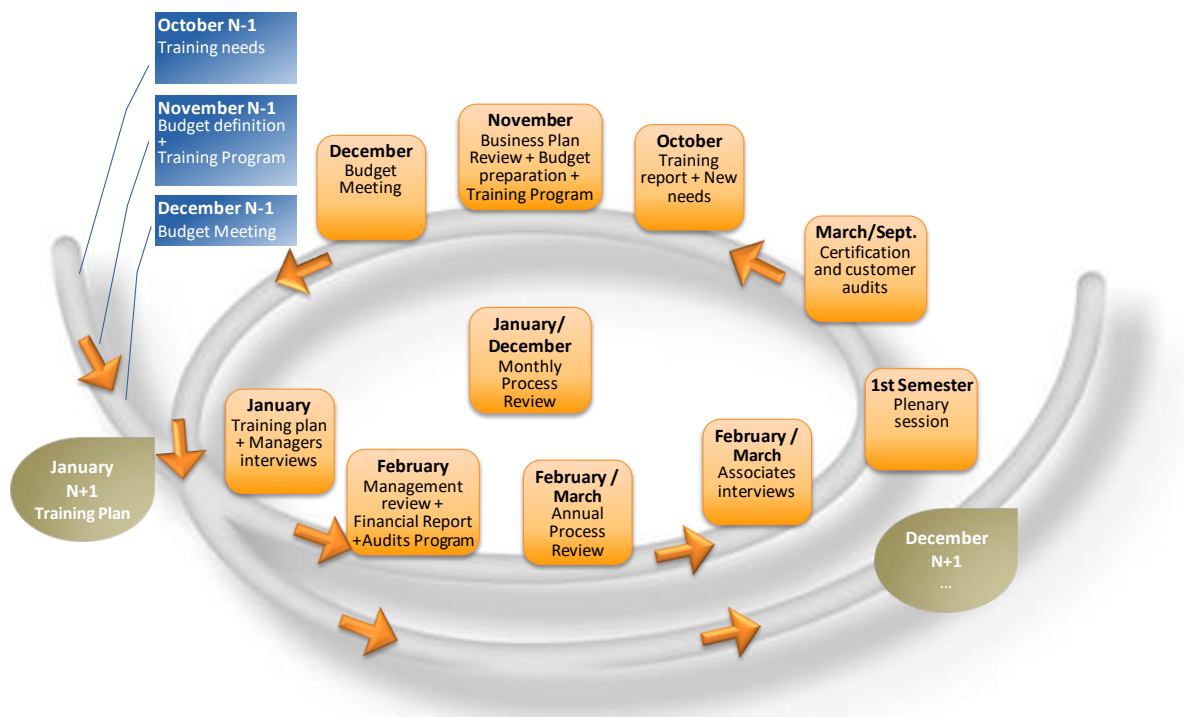
THERMOCOAX		
GMM 01	Group Management Manual	QM Elements 4.1 and 4.2 of ISO 9001 List of main processes and process description Interrelations with other processes
AD – JA –EV - SE	Complement	Specific System manuals and dedicated Quality Assurance Plan
AD000	General Procedures	Process- Descriptions and 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 Intercompany relationship

D = Decision I = Implementation

		F	US	G	Communication
GOVERNANCE	Govern and manage the company while respecting Quality- Health & Safety –Environment	D+I	I	I	Mgt - Strategy –Budget – RRP-RRC – Plenary Meetings. Posting
	Optimize organisation and generate improvement	D+I	I	I	Performance indicators – Quarterly reporting - posting – Mgt review
SUPPORT	Developing skills and knowledge	D+I	I	I	Job description
	Manage functional resources	D+I	D+I	D+I	Annual program
	Administer and Manage Finances	D+I	I	I	KPI – Budget - Reporting
OPERATIONAL	Structuring informations and datas	D+I	I	I	Electronic Document Control – Quality dashboard
	Manage Customer relationship	D+I	I	I	Monthly MgtComments (MMC) + Sales Act.Plan (SAP)
	Design and develop products and services	D	I	I	Monthly report / quarterly reviews
	Controlling procurement and subcontracting	D+I	I	I	Monthly review
	Produce and/or perform the service	D+I	I	I	KPI - Management review
	Calibrate (ISO 17025 Calibration laboratory)	D+I	I	D+I	Identification with label

Communication procedure: AD000D168

6.9 Activities per site

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

AVR = Athis Val De Rouvre

PQV = Planquignon

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 « GOVERN AND MANAGE THE COMPANY WHILE RESPECTING QUALITY- HEALTH & SAFETY –ENVIRONMENT »				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>↘ Indicators analysis</div> <div>↘ Audits reports</div> <div>↘ NCR Process</div> <div>↘ Claims / Returns</div> <div>↘ Improvement proposals AC /AP evaluation</div> <div>↘ Process Review</div>		<div>Strategy definition</div> <div>Communication</div> <div>Policy definition</div> <div>Definition of targets</div> <div>Management review</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 Financial results - HR	Monthly
Interrelations with othersProcesses :				
Target process name			Available data given to otherprocesses	
GOVERNANCE	Govern and manage the company			
	Environment Management		Targets, responsibilities and means	
	Safety Management		Targets, responsibilities and means	
	Optimize organisation and generate improvement		Targets, responsibilities and means	
SUPPORT	Developing skills and knowledge		Targets, responsibilities and means	
	Manage functional resources		Targets, responsibilities and means	
	Structuring informations and datas		Strategy - Policy – Objectives - Improvement actions	
	Administer and Manage Finances		Targets, responsibilities and means	
OPERATIONAL	Manage Customer relationship		Targets, responsibilities and means	
	Design and development products and services		Targets, responsibilities and means	
	Control procurement and subcontracting		Targets, responsibilities and means	
	Produce and/or perform the service		Targets, responsibilities and means	
	Calibrate (ISO 17025 Calibration Lab.)		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	
AD000D168			Communication management	
AD000D181			Continuity plan	
AD000D186			Management and process review	
AD000D200/year			Q S&H E Management program	
AD000P071			Organization chart (withnames)	
AD010D001			Quality Assurance ManualProgram	
EV000D001			Environement and SafetyManual	
JA000D001			Production OrganizationManual	
PP000D072			Indicators management	

Process « OPTIMIZE ORGANISATION AND GENERATE IMPROVEMENT » « STRUCTURING INFORMATIONS AND DATAS »				Process Owner: QHSE 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>Independent checking</div> <div>Survey & Measure</div> <div>Improve</div>		<div>✓ QSE Management program</div> <div>✓ BCP - PCA</div> <div>✓ QSE Policy</div> <div>✓ Audit Program</div> <div>✓ Management review</div> <div>✓ Investment Plan</div> <div>✓ NCR/ CAS / Claims</div> <div>✓ Customer Satisfaction Survey</div>
Process target				
To improve company Quality performances				
Performance indicator				
Name		Managed by	Activity	Frequency
Progress of Management program implementation		QHSE Director	To manage quality	Quarterly
Complaints under THERMOCOAX responsibility		QHSE Director	To manage quality	Monthl
Interrelations with other processes :				
Target process name		Available data given to other processes		
GOVERNANCE	Govern and manage the company	Strategy definition / QHSE Policy and Management program		
	Environment Management	Integration of system		
	Safety Management	Integration of system		
	Optimize organisation and generate improvement			
SUPPORT	Developing skills and knowledge	According to the general competences matrix		
	Manage functional resources	Curative and preventive maintenance		
	Structuring informations and datas	Report –QHSE Documentaiton – QHSE Program		
	Administer and Manage Finances	Investment Plan according to QHSE Management program		
OPERATIONAL	Manage Customer relationship	Process promotion –customer satisfaction survey		
	Design and development products and services	Quality Development Plan		
	Control procurement and subcontracting	Supplier evaluation and agreement		
	Produce and/or perform the service	Manufacturing Quality Plan - documentation		
	Calibrate (ISO 17025 Calibration Lab.)	ISO 17025 application		
Applicable documents				
Reference		Document name		
AD000D001		Quality Manual ISO9001 + EN9100		
AD000D143		Document control		
AD000D146		Control of non conformances		
AD000D160		Customer's complaints monitoring		
AD000D162		Quality environment, helth and safety audit		
AD000D163		Connectives and preventives actions		
AD000D188		Control of records		
AD000D189		Copy exact / change control		
AD010D001		Quality Assurance Program Manual		
JA000D001		Production Organization Manual according to PART21/G		
SE500D001		Evolut. & notification of significant deviations which could affect nuclear safety		
SE900D001		Quality Assurance Plan ATEX		

ANNEX 2.

Process «GOVERN AND MANAGE THE COMPANY»			
Sub-Process : “SAFETY MANAGEMENT”			Process Owner: QHSE 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>Communication</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	
GOVERNANCE	Govern and manage the company	Strategy definition / QHSE Policy and Management program	
	Environment Management	Technical synthesis and risk assessment document	
	Safety Management		
	Optimize organisation and generate improvement	Document control (Non Conformance, Corrective action, Preventive action)	
SUPPORT	Developing skills and knowledge	Allocation of suitable personnel for Processus and targets according to the ENV competence matrix	
	Manage functional resources	Investment Plan – Regulatory control / Maintenance Plan	
	Structuring informations and datas	Investment Plan – Regulatory Checking—Maintenance Planning	
	Administer and Manage Finances	Investment Plan according to QHSE Program	
OPERATIONAL	Manage Customer relationship	Process promotion	
	Design and development products and services	Impact assessment	
	Control procurement and subcontracting	Impact assessment - Audit	
	Produce and/or perform the service	Indicators	
	Calibrate (ISO 17025 Calibration Lab.)	Measuring devices / equipment	
Applicable documents			
Reference		Document name	
EV000D001		Environment, Health & Safety Manual	

ANNEX 3.

Process «GOVERN AND MANAGE THE COMPANY»			
Sub-Process : «ENVIRONMENT MANAGEMENT			Process Owner: QHSE 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>To manage Environment</div> <div>Communication</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 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	
GOVERNANCE	Govern and manage the company	Strategy definition / QHSE Policy and Management program	
	Environment Management		
	Safety Management	Technical synthesis and risk assessment document	
	Optimize organisation and generate improvement	Document control (Non Conformance, Corrective action, Preventive action)	
SUPPORT	Developing skills and knowledge	Allocation of suitable personnel for processus and targets according to the ENV competence matrix	
	Manage functional resources	Investment Plan – Regulatory control / Maintenance Plan	
	Structuring informations and datas	Report –QHSE Documentaiton – QHSE Program	
	Administer and Manage Finances	Investment Plan according to QHSE Program	
OPERATIONAL	Manage Customer relationship	Process promotion	
	Design and development products and services	Impact assessment	
	Control procurement and subcontracting	Impact assessment - Audit	
	Produce and/or perform the service	Indicators	
	Calibrate (ISO 17025 Calibration Lab.)	Measuring devices / equipment	
Applicable documents			
Reference		Document name	
EV000D001		Environment, Health & Safety Manual	

ANNEX 4.

Process «HUMAN RESSOURCES MANAGEMENT»			Process Owner: H.R. Director	
Input data		Activity	Output data	
<div><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>		<div><div>To hire</div><div>Communication</div><div>Competences management</div><div>Personnel training</div><div>Personnel management</div></div>	<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></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	
GOVERNANCE	Govern and manage the company		Training Plan	
	Environment Management		Competence matrix ENV/H&S + training and assessment	
	Safety Management		Competence matrix ENV/H&S + training and assessment	
	Optimize organisation and generate improvement		General competence matrix ENV/H&S + training and assessment	
SUPPORT	Developing skills and knowledge			
	Manage functional resources		Training Plan, competences matrix, annual assessment	
	Structuring informations and datas		Program and assessment of training, recordings, Apraisal file	
	Administer and Manage Finances		Payroll charges, Training Plan, annual assessment	
OPERATIONAL	Manage Customer relationship		Training Plan, annual assessment	
	Design and development products and services		Training Plan, competences matrix, annual assessment	
	Control procurement and subcontracting		Training Plan, competences matrix, annual assessment	
	Produce and/or perform the service		Training Plan, competences matrix, annual assessment	
	Calibrate (ISO 17025 Calibration Lab.)		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	

ANNEX 5.

Process « ADMINISTER AND MANAGE 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	
GOVERNANCE	Govern and manage the company	Operating and economic result	
	Environment Management	Suppliers and subcontractors invoices	
	Safety Management	Suppliers and subcontractors invoices	
	Optimize organisation and generate improvement	Economic results, non conformance cost, suppliers and subcontractors invoices	
SUPPORT	Developing skills and knowledge	Economic result, suppliers and subcontractors invoices	
	Manage functional resources	Economic result, suppliers and subcontractors invoices	
	Structuring informations and datas	KPI, Balance sheet; Financial analysis, Budget	
	Administer and Manage Finances		
OPERATIONAL	Manage Customer relationship	Economic result, suppliers and subcontractors invoices	
	Design and development products and services	Economic result, suppliers and subcontractors invoices	
	Control procurement and subcontracting	Economic result, suppliers and subcontractors invoices	
	Produce and/or perform the service	Economic result, suppliers and subcontractors invoices	
	Calibrate (ISO 17025 Calibration Lab.)	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	

ANNEX 6.

Process « MANAGE FUNCTIONAL RESOURCES »			
Sub-Process : “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>➤ Energy consumption</div>		<div>Maintenance of production tools</div>	<div>➤ Maintenance Plan updated</div> <div>➤ Back fitting plan for production tool</div> <div>➤ Investment Plan</div> <div>➤ Energy consumption</div>
Process targets			
Production tool to be created 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	
GOVERNANCE	Govern and manage the company	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	
	Optimize organisation and generate improvement	Equipment qualification Maintenance Plan	
SUPPORT	Developing skills and knowledge	Needs for personnel training concerning new technologies or equipments	
	Manage functional resources		
	Structuring informations and datas	Drawing, Reports,	
	Administer and Manage Finances	Investment Plan and needs for production tool	
OPERATIONAL	Manage Customer relationship	/	
	Design and development products and services	Operationnality of the equipments	
	Control procurement and subcontracting	Purchase Request, technological monitoring	
	Produce and/or perform the service	Production tool availability	
	Calibrate (ISO 17025 Calibration Lab.)	Calibration equipment availability	
Applicable documents			
Reference		Document name	
PP000D037		Maintenance instruction	
PP000D193		Production tools control	

ANNEX 7.

Process « MANAGE FUNCTIONAL RESOURCES »			
Sub-Process : “INDUSTRIALISATION”		Process Owner: Production Director	
Input data		Activity	Output data
<div>↘ Supplier data</div> <div>↘ New needs</div> <div>↘ Claims</div> <div>↘ Sales forecasts</div> <div>↘ Forecast of the project ready for Mftg Readiness Review</div> <div>↘ Past experience REX</div>		<div>To industrialize</div>	<div>↘ Updating of Maintenance Plan</div> <div>↘ New equipment or improvement of equipment in place</div> <div>↘ Investment Plan</div> <div>↘ Mftg Readiness Review</div> <div>↘ 5S Program</div>
Process targets			
Production tool to be created 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	
GOVERNANCE	Govern and manage the company	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	
	Optimize organisation and generate improvement	Equipment qualification Maintenance Plan	
SUPPORT	Developing skills and knowledge	Needs for personnel training concerning new technologies or equipments	
	Manage functional resources		
	Structuring informations and datas	Drawing, Reports,	
	Administer and Manage Finances	Investment Plan	
OPERATIONAL	Manage Customer relationship	Ramp-Up Plan	
	Design and development products and services	Ramp-Up Plan	
	Control procurement and subcontracting	Purchase Request, technological monitoring	
	Produce and/or perform the service	Design and improvement of the equipments / tools / Measurement equipments	
	Calibrate (ISO 17025 Calibration Lab.)	/	
Applicable documents			
Reference		Document name	
FT000D037		Productivity and repeatability Plan	

ANNEX 8.

Process « MANAGE CUSTOMER RELATIONSHIP »			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> <div>✓ Customer Satisfaction Survey</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	Govern and manage the company	Market oriented	
	Environment Management	Environmental hazard of products, life cycle	
	Safety Management	Safety Data Sheet / ATEX	
	Optimize organisation and generate improvement	Claims, return of products	
TO SUPPORT	Developing skills and knowledge	Hiring	
	Manage functional resources	/	
	Structuring informations and datas	Customer Satisfaction Survey, Customer documentation	
	Administer and Manage Finances	Aged trial balance	
OPERATIONAL	Manage Customer relationship		
	Design and development products and services	New products information	
	Control procurement and subcontracting	Emission of customer requirements	
	Produce and/or perform the service	Customer needs expressed or latent	
	Calibrate (ISO 17025 Calibration Lab.)	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	

ANNEX 9.

Process « DESIGN AND DEVELOP PRODUCTS AND SERVICES »			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		
GOVERNANCE	Govern and manage the company	Market / product oriented		
	Environment Management	Impact assessment		
	Safety Management	Impact assessment – CE marking		
	Optimize organisation and generate improvement	Quality documentation– recording		
SUPPORT	Developing skills and knowledge	Design competences matrix (PP000R079)		
	Manage functional resources	New products industrialization		
	Structuring informations and datas	Design/ Development documentation, Dwg, Qualification Reports d		
	Administer and Manage Finances	Follow up of project cost		
OPERATIONAL	Manage Customer relationship	New products		
	Design and development products and services			
	Control procurement and subcontracting	Research of new products		
	Produce and/or perform the service	Documentation preparation		
	Calibrate (ISO 17025 Calibration Lab.)	/		
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		
AD000D189		Copy exact / change control		
PP000D045		Product qualification and manufacturing procedure		

Process « CONTROL PROCUREMENT AND SUBCONTRACTING »		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>✓ Fraudulent / Counterfeit Products</div> <div>✓ Product Obsolescence</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> <div>✓ Product Obsolescence</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		
GOVERNANCE	Govern and manage the company	Markets trend		
	Environment Management	Supplies data, material safety data sheet, technological monitoring		
	Safety Management	Prevention plan, safety protocol, technological monitoring		
	Optimize organisation and generate improvement	Supplier agreement, supplier quotation		
SUPPORT	Developing skills and knowledge	Competences matrix and job description		
	Manage functional resources	Technological monitoring		
	Structuring informations and datas	Evaluation,agreement, Purchasing Order, Contracts, reports		
	Administer and Manage Finances	Stock status, purchase portfolio		
OPERATIONAL	Manage Customer relationship	Supplies availability, procurement delivery time		
	Design and development products and services	Research of new product and technology		
	Control procurement and subcontracting			
	Produce and/or perform the service	Procurement of conform products		
	Calibrate (ISO 17025 Calibration Lab.)	Calibration 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		
PP000D022		Receiving Inspection		

ANNEX 11.

Process « PRODUCE AND/OR PERFORM THE SERVICE »			Process Owner: Production Director	
Input data		Activity	Output data	
<div><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>		<div><div>To machine</div><div>To draw a cable</div><div>To manufacture a finished product</div><div>To self inspect</div><div>To supply</div></div>	<div><div>✓ Finished products</div><div>✓ Semi-finish products</div><div>✓ Components and machined parts</div></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	
GOVERNANCE	Govern and manage the company		Productivity	
	Environment Management		Environmental performances follow up	
	Safety Management		Risk management	
	Optimize organisation and generate improvement		Recording, documentation updated	
SUPPORT	Developing skills and knowledge		Competences matrix, assessment	
	Manage functional resources		Maintenance equipment requirements	
	Structuring informations and datas		Logistic – Production -Technical and Quality documentation,	
	Administer and Manage Finances		Time and indirect materials for economic accountancy	
OPERATIONAL	Manage Customer relationship		REX,	
	Design and development products and services		Feasibility- REX, lessons learned	
	Control procurement and subcontracting		Raw material and products/components needs,, services	
	Produce and/or perform the service			
	Calibrate (ISO 17025 Calibration Lab.)		Sensors procurement	
Applicable documents				
Reference			Document name	
AD000D178			Risk Management	
AD000D184			Special process control	
AD000D193			Production tools control	
PP000D056			Product manufacturing	
SE500D001			Evolution and notification of significant deviations which could affect nuclear safety.	
AD000D134			Tender Review	
AD000D138			Control of customers orders	
AD000D149			Contract Review	
AD000D167			Identification of latent customers needs	

ANNEX 12.

Process «TO CALIBRATE»		Process Owner: Metrology Manager		
Input data	Activity	Output data		
<ul style="list-style-type: none">SpecificationsStandardsManufacturer dataProductsPlanningHuman resources and EquipementList of measuring equipments and devices	<div><div>To calibrate temperature sensors acc. ISO17025</div><div>To manage the measuring equipments/devices</div></div>	<ul style="list-style-type: none">Verification/ calibration contractCalibrated sensors calibration certificateNon conform productsNCRVerification/calibration certificates		
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 temperature sensors	Annually
%age of Cable batch calibration in 3 days				Monthly
Availability Rate of THX active devices		Lab. Manager	To manage the measuring equipments/devices	Half Yearly
Interrelations with other processes				
Target process name		Available data given to other processes		
GOVERNANCE	Govern and manage the company	COFRAC commitment / Respect of THX CLIP		
	Environment Management	Waste control/ Power consumption		
	Safety Management	Air analysis		
	Optimize organisation and generate improvement	Recording		
SUPPORT	Developing skills and knowledge	Competences matrix – Human resources availability		
	Manage functional resources	Maintenance of calibration equipment		
	Structuring informations and datas			
	Administer and Manage Finances	Time spent and indirect material used		
OPERATIONAL	Manage Customer relationship	Support / publication		
	Design and development products and services	Support to R&D + Innovation Dept.		
	Control procurement and subcontracting	Purchase request/ Purchasing specification		
	Produce and/or perform the service	Support to Manufacturing Workshop – tests		
	Calibrate (ISO 17025 Calibration Lab.)			
Applicable documents				
Reference		Document name		
AD000D178		Risk Management		
AD000D165		Functional and organizational structure of Temperature Metrology Lab		
PP000C029		Temperature calibration test equipment		
PP200D001		Applicable Document List for COFRAC accreditation		
PP200D100		Quality Manual of the accredited Lab.		
PP300D006		General Management of the THX measuring Devices		
PP000C024		Electrical test equipments		
PP000C017		Dimensional and physical test equipments		

ANNEX 13.

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