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GENERAL DIGITAL

Quality Management System Manual

September 12, 2023
General Digital Corporation
60 Prestige Park Road
East Hartford, CT 06108

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Revision History

| Revision | Description | Date | ECN |
|----------|--|-----------|---------|
| 0 | Initial Release | 9/19/2022 | E006658 |
| A | <ol style="list-style-type: none"> 1. Appendix A: Updated the Development Design Turtle Map. 2. Updated formatting throughout document to align with the other QMS Level 2 and Level 3 documents. 3. Updated Section 4 to include AS9100. 4. Updated Appendix A. | 4/25/2023 | E006843 |
| B | <ol style="list-style-type: none"> 1. Updated document revision to REV B. 2. Updated Appendix A – G, GDC Turtle Maps. 3. Added Appendix H, GDC Turtle Map: Services. 4. Appendix G, Process Measurements & Monitors box, 3rd bullet point, changed Code Review to Code Read. | 9/12/2023 | E006888 |

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1. Welcome to General Digital Corporation

Since 1973, General Digital Corporation (GDC) has provided hardware and software engineering products and services for defense, aerospace, medical, and other industries.

Hardware products include ruggedized displays and workstations, keyboards, power supplies, and other customized electronics. We offer display enhancement services, as well, which include high brightness and shatter resistance.

Software Services include development and Independent Verification & Validation (IV&V) of safety-critical systems in certified environments, including the FDA and FAA.

Always at the forefront of innovation, key accomplishments include the development of the VuePoint in 1977 (one of the first ruggedized touch terminal displays) and the early adoption of DO-178 standards for avionic embedded software development and testing.

2. Reference Documents

| Document No. | Title |
|---------------|---|
| ISO 9001:2015 | Requirements of a Quality Management System |
| AS 9100 | Requirements for Aviation, Space and Defense Organization |

Table 1: Reference Documents

3. Terms and Definitions

Abbreviations and Definitions for the terminology used within this document can be found in *Document Fundamentals and Vocabulary*.

3.1. Organization

Used in this quality manual refers to GDC.

3.2. Supplier

Refers to any external source used to procure products or services by the organization.

3.3. Product

Could also be used to describe a “service” that is provided to the customer by the organization.

3.4. Counterfeit Part

An unauthorized copy, imitation, substitute, or modified part, which is knowingly misrepresented as a specified genuine part of an original or authorized manufacturer.

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3.5. Critical Items

Those items have a significant effect on the provision and use of the products and services that require specific actions to ensure they are adequately managed.

3.6. Key Characteristics

An attribute or feature whose variation has a significant effect on product fit, form, function, performance, service life, or producibility, that requires specific actions for the purpose of controlling variation.

3.7. Product Safety

The state in which a product can perform to its designed or intended purpose without causing unacceptable risk of harm to persons or damage to property.

3.8. Special Requirements

Those requirements identified by the customer, or determined by the organization, have high risks of not being met, thus requiring the inclusion in the operations risk management process.

4. Scope

The *Quality Manual* documents the management system of General Digital Corporation, ISO 9001/AS9100 and demonstrates the capability of GDC to continuously provide products and services that maximize customer satisfaction and address customer requirements.

The 999-2201-001 Quality Management System (QMS) document applies to the products and services provided by the three business units of General Digital Corporation:

- Display Systems Business Unit: LCD monitors and related accessories built in the USA for a varied array of environmental conditions.
- Optical Bonding Business Unit: LCD modification and ruggedization, film laminations, brightness enhancements and optical bonding
- Software Services Business Unit: Testing of embedded software providing development and verification/validation services.

The quality system applies to all processes, activities and employees within the company.

The facility is located at:

60 Prestige Park Road
 East Hartford, CT 06108
 Phone: 860.282.2900
 Fax: 860.812.2465

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5. Scope for Certificate

Design and development of display systems, optical bonding, and testing of embedded software in the Aerospace, Medical, Government and Commercial industries.

Single site: Design and Manufacture of Standard and Custom Flat Panel Display Products, Optical Display Enhancements, and Software Testing and Development Solutions

ISO 13485: Software Testing & Development Solutions

6. Context of the Organization and Interested Parties

6.1. Understanding the Organization and Its Context

GDC has reviewed and analyzed key aspects of itself and its stakeholders to determine the strategic direction of the company. This requires understanding internal and external issues that are of concern to GDC and its interested parties; the interested parties are identified per the spread sheet “Context of the Organization”.

6.2. Understanding the Needs and Expectations of Interested Parties

The issues determined per 4.1 of the standards are identified through an analysis of risks facing GDC and its interested parties. “Interested parties” are those stakeholders who receive our Products or Services, or who may be impacted by them, or those parties who may otherwise have a significant interest in our company. These parties are identified per the spread sheet “Context of the Organization”.

This information is then used by senior management to determine the company’s strategic direction. This is defined in records of management review, and periodically updated as conditions and situations change.

6.3. Quality Management System and its Processes

6.3.1 Process Identification

GDC has adopted a process approach for its management system. By identifying the top-level processes within the company, and then managing each of these discreetly, there is a reduction in the potential for non-conforming Products or Services discovered during final processes or after delivery. Instead, non-conformities and risks are identified in real time, by actions taken within each of the top-level processes.

Note: Not all activities are considered “processes” – the term “process” in this context indicates the activity has been elevated to a higher level of control and management oversight. The controls indicated herein are applicable only to the top-level processes identified.

The following top-level processes have been identified for GDC:

- Display Systems
- Optical Bonding
- Software Services

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Each process may be supported by other activities, such as tasks or sub-processes. Monitoring and control of top-level processes ensures effective implementation and control of all subordinate tasks or sub-processes.

Each top-level process has a Turtle Diagram document that defines:

- applicable inputs and outputs
- process owner(s)
- critical and supporting resources
- criteria and methods employed to ensure the effectiveness of the process
- quality objectives related to that process

The sequence of interaction of these processes is illustrated in the process map (section 7).

6.4. Process Controls and Objectives

Each process has at least one objective established for it; this is a statement of the intent of the process. Each objective is then supported by at least one “metric” or Key Performance Indicator (KPI), which is then measured to determine the process’ ability to meet the Quality Objective.

Throughout the year, metrics data are measured and gathered by process owners or other assigned managers, in order to present the data to GDC Senior Management. The data is then analyzed by GDC Senior Management in order that GDC Senior Management may set goals and make adjustments for the purposes of long-term continual improvement.

The specific Quality Objectives for each process are defined and reviewed during Management Review.

Metrics, along with current standings and goals for each objective, are recorded in the records of Management Review.

When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective and preventive action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

6.5. Outsourced Processes

Any process performed by a third party is considered an “outsourced process” and must be controlled, as well.

6.6. Risk

Risk-based thinking is an essential part of the international standard. To comply with these requirements, an organization needs to plan and implement actions to address risk and opportunities throughout the QMS. As such, risk is included in all processes of the QMS. The details and assignments of risk are provided in the process maps, flow charts, work instructions and additional documents in the GDC Quality Management System.

7. Process Map

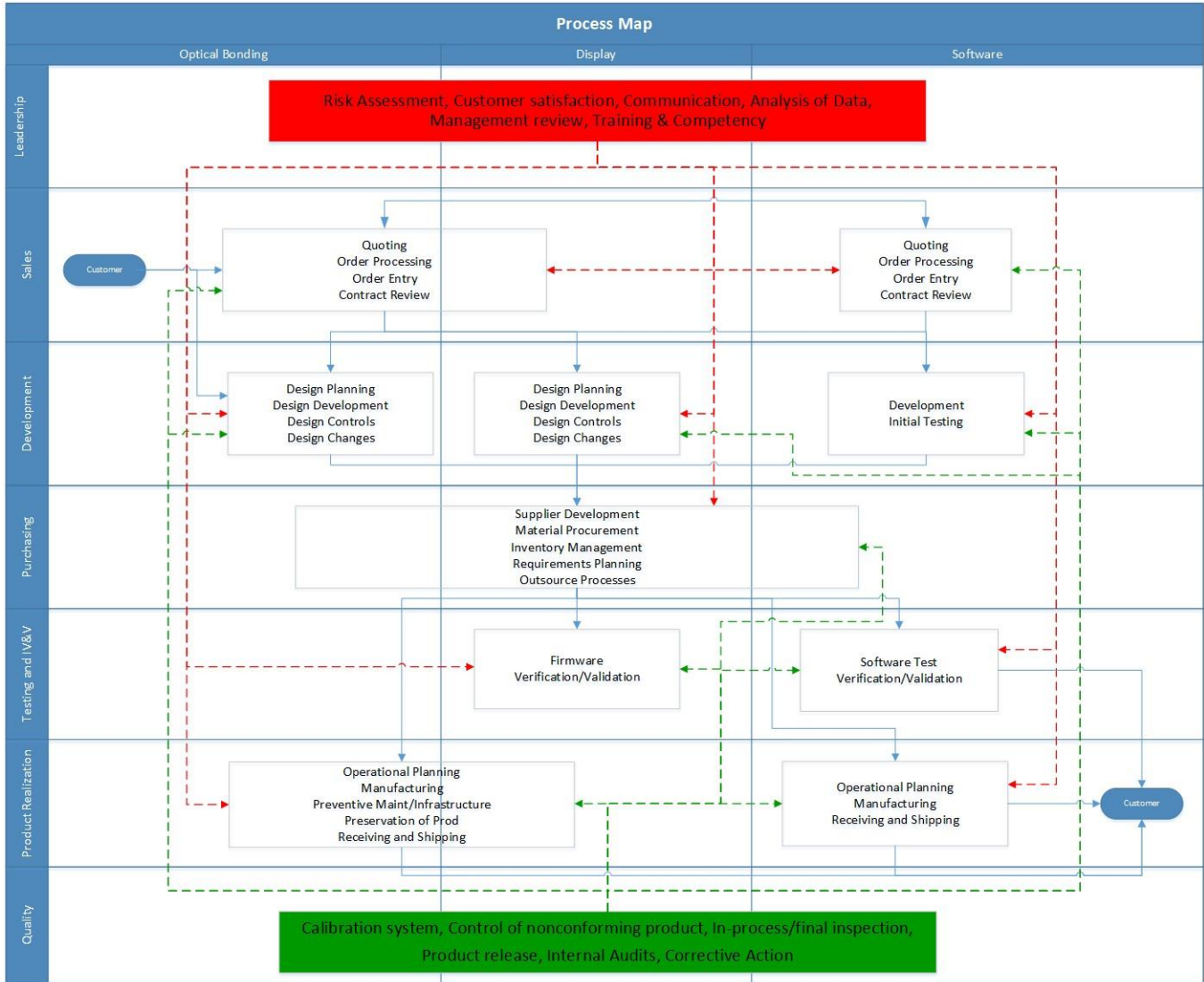


Figure 1: Process Map

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8. Leadership

8.1. Policy

The Quality Policy is released as a standalone document as well and is communicated and implemented throughout the organization.

The Quality Policy of GDC is as follows:

We, the employees of GDC, are committed to providing high quality products and services to our customers—on time, every time.

Our policy is to maintain a practical, comprehensive and adaptive Quality System rooted in the shared goals of Customer satisfaction, meeting customer and regulatory requirements, and striving for continual improvement.

Our objectives will be reached by:

Listening closely to the special needs of our customers; Maintaining ethical standards; Ongoing training; Accepting employee input; And a willingness to change and move forward.

8.2. Strategic Direction

General Digital Corporation was founded to serve its customers’ uniquely diverse and challenging engineering needs.

Our best-in-class engineering services cover electrical, mechanical, optical and software/firmware needs, as well as consulting, in-house manufacturing and contract manufacturing. We offer an incomparable spectrum of engineering, integration, and software development and testing, all under one roof. General Digital draws upon the unique skill sets of each of our three business units—Display Systems, Optical Bonding Laboratories and Software Services—to produce truly innovative and unrivaled products, services and engineered solutions.

Innovation and constant improvement are deeply entrenched within the culture of GDC. We share a commitment to endlessly drive toward the future and to embrace entrepreneurship. Our dedicated employees are encouraged to discover new methods of performing their tasks in a faster, better and more cost-effective manner. Since 1973, GDC has served a multitude of markets through innovative design and implementation. Today, we continue to serve the marketplace as an elite, “one-stop shop” engineering services company.

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8.3. Organizational Roles, Responsibilities and Authorities

GDC’s senior management team has been assigned responsibilities and authorities for all relevant roles in the company. These are communicated through the combination of the “Organizational Chart” and “Position Descriptions.”

In addition, the following overall QMS responsibilities and authorities are assigned as follows:

| Responsibility | Assigned To |
|--|----------------------------|
| Ensuring that the management system conforms to applicable standards | GDC Senior Management Team |
| Ensuring that the processes are delivering their intended outputs | Applicable Process Owner |
| Reporting on the performance of the management system and providing opportunities for improvement of the management system | Quality Manager |
| Ensuring the promotion of customer focus throughout the organization | GDC Senior Management Team |
| Ensuring that the integrity of the management system is maintained when changes are planned and implemented | GDC Senior Management Team |

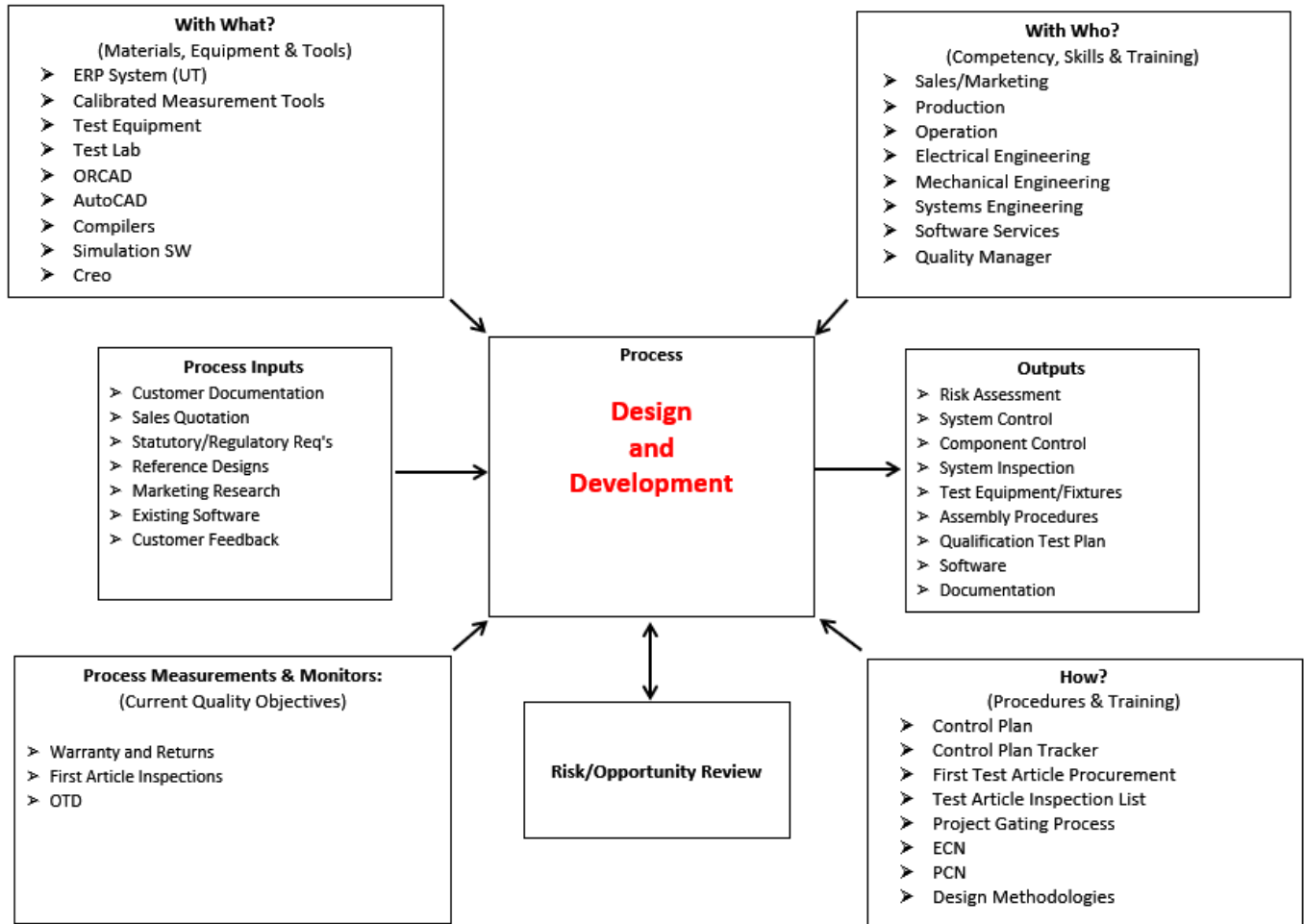
Table 2: Organizational Responsibilities

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Appendix

A. GDC Turtle Map: Design and Development

GD Turtle Map: Design and Development



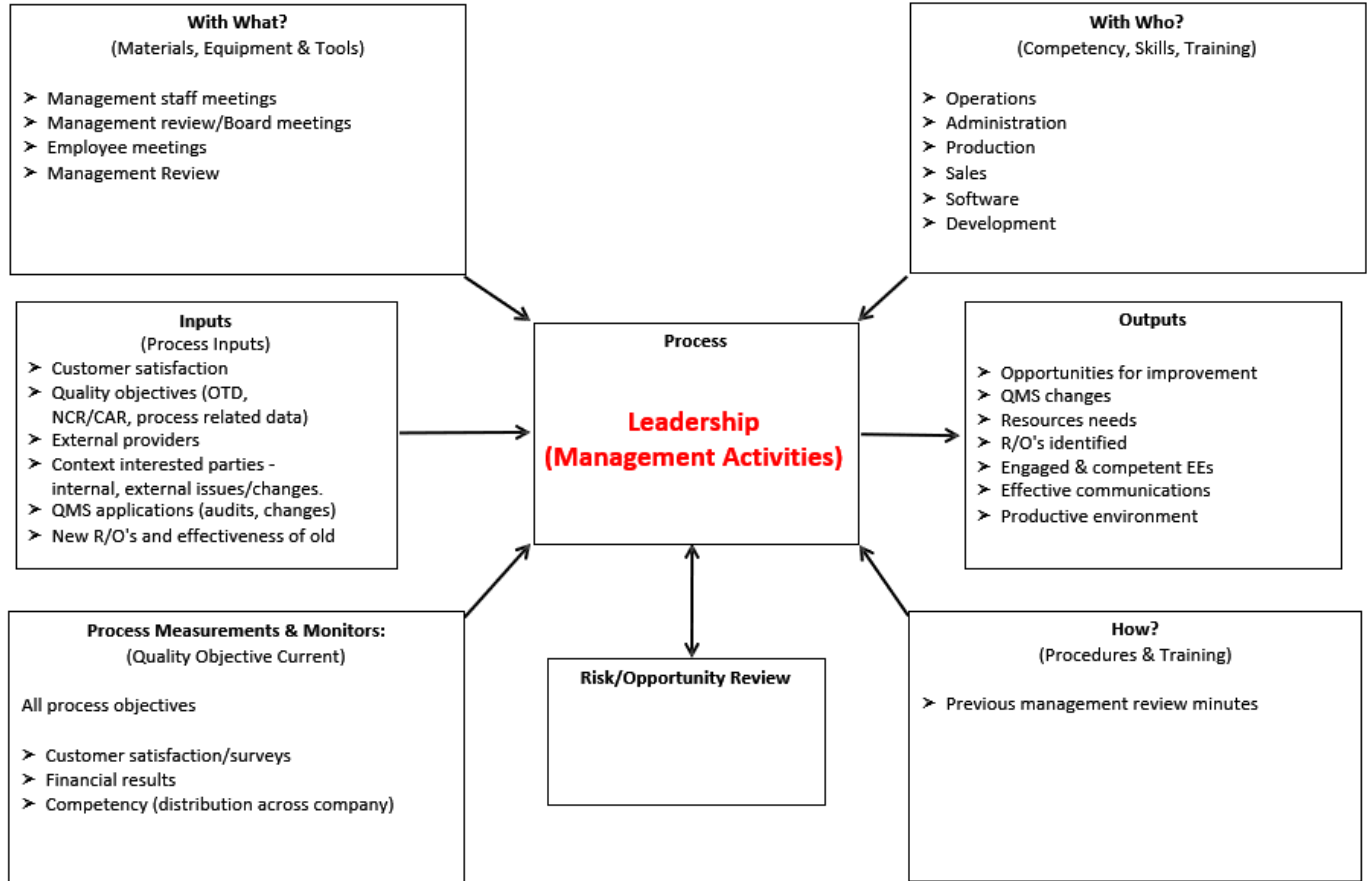
Key Process: Development and Design

Process Owner: Engineering

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B. GDC Turtle Map: Leadership

GD Turtle Map: Leadership



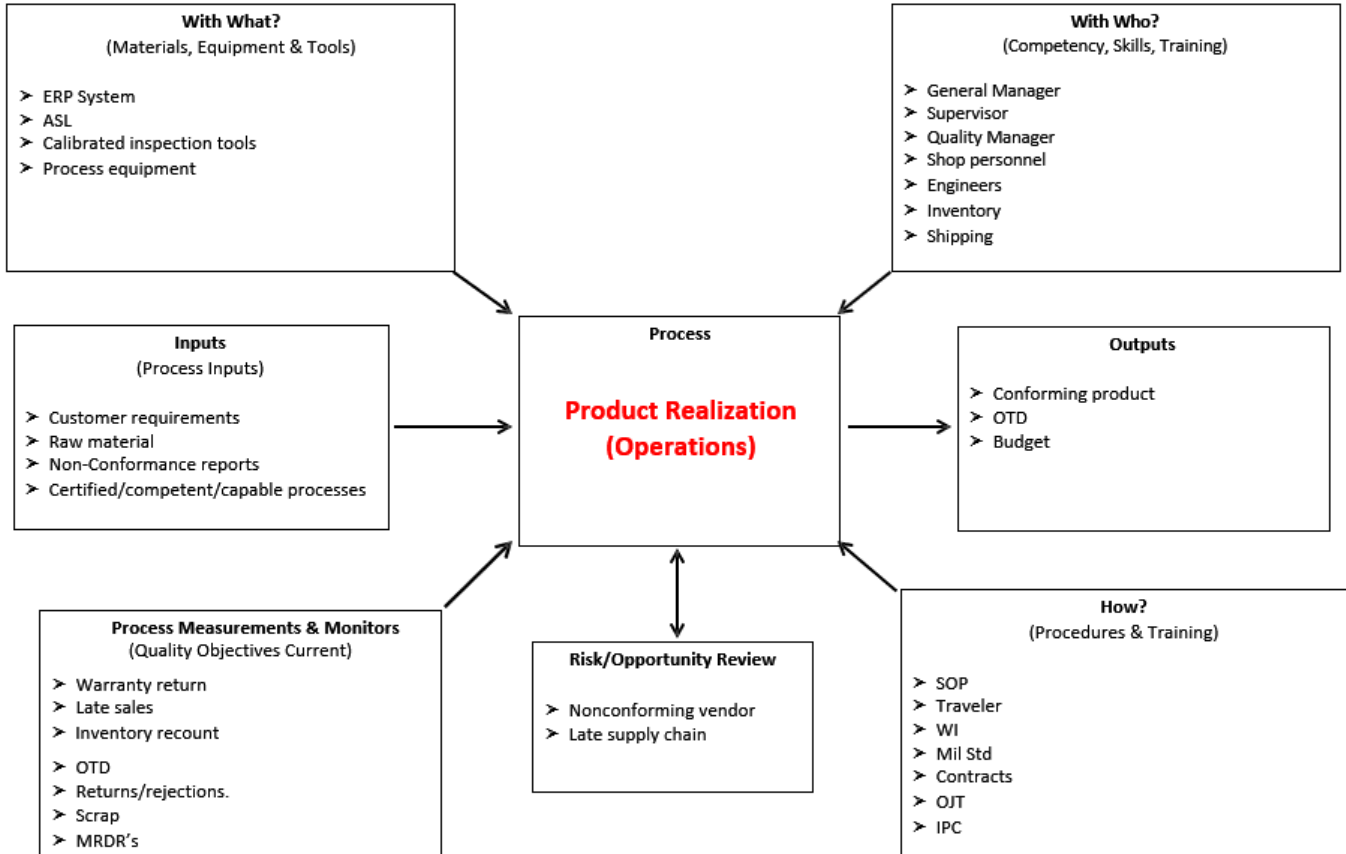
Key Process: Leadership

Process Owner: President

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C. GDC Turtle Map: Operations

GD Turtle Map: Product Realizations (Operations)



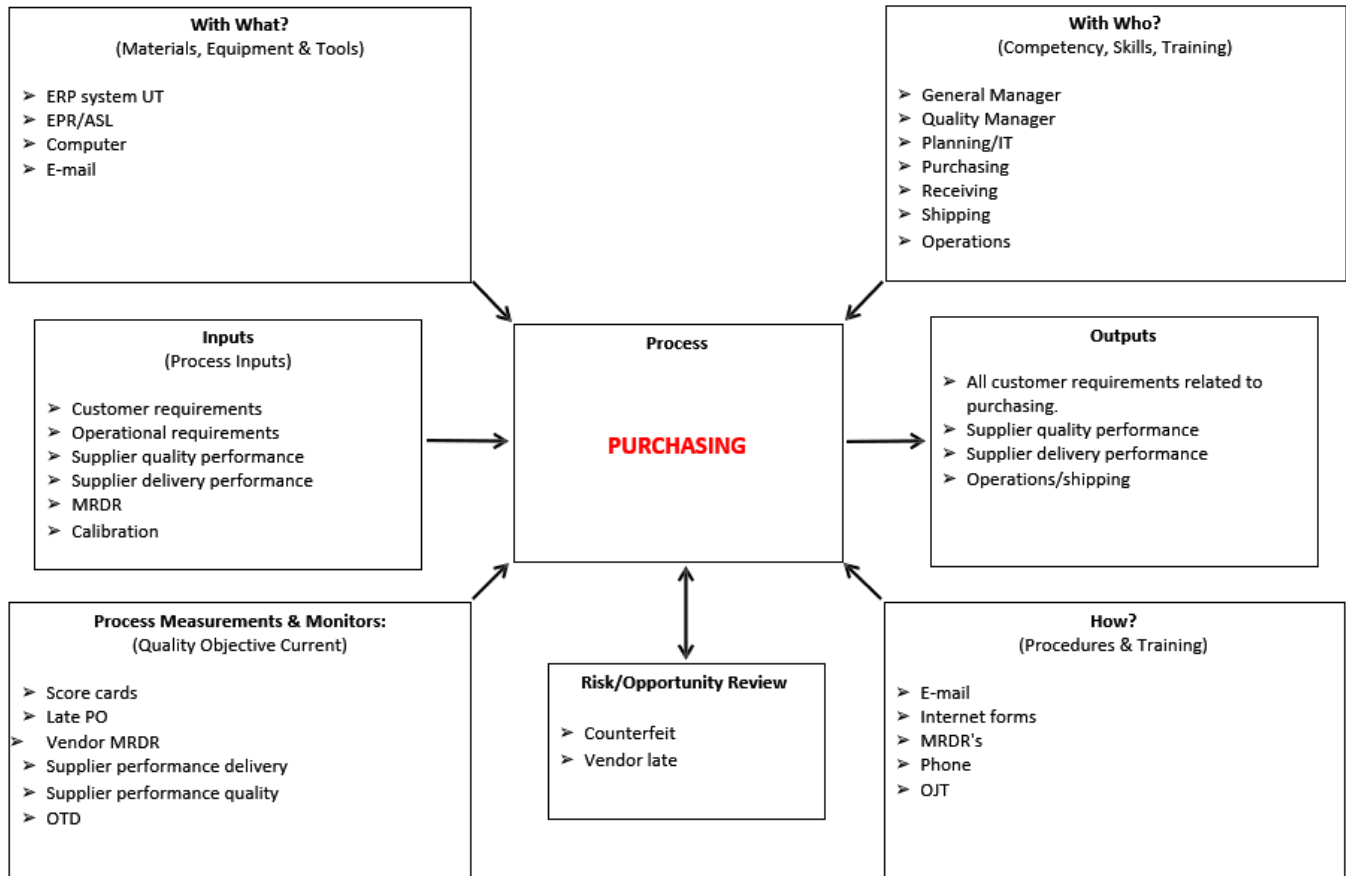
Key Process: Product Realization (Operations)

Process Owner: Operations Manager

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D. GDC Turtle Map: Purchasing

GD Turtle Map: Purchasing



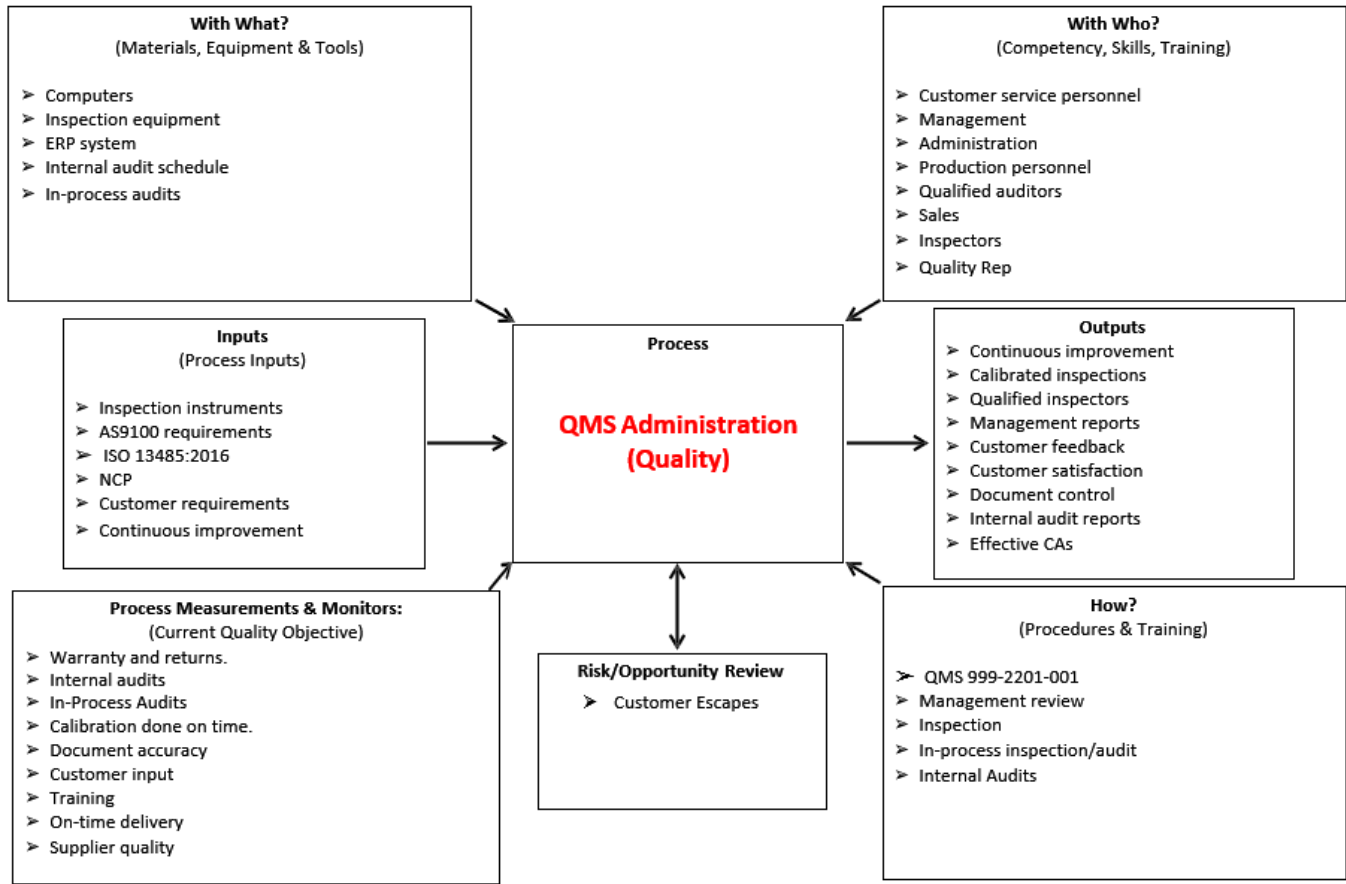
Key Process: Purchasing

Process Owner: Purchasing

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E. GDC Turtle Map: Quality

GD Turtle Map: QMS Quality



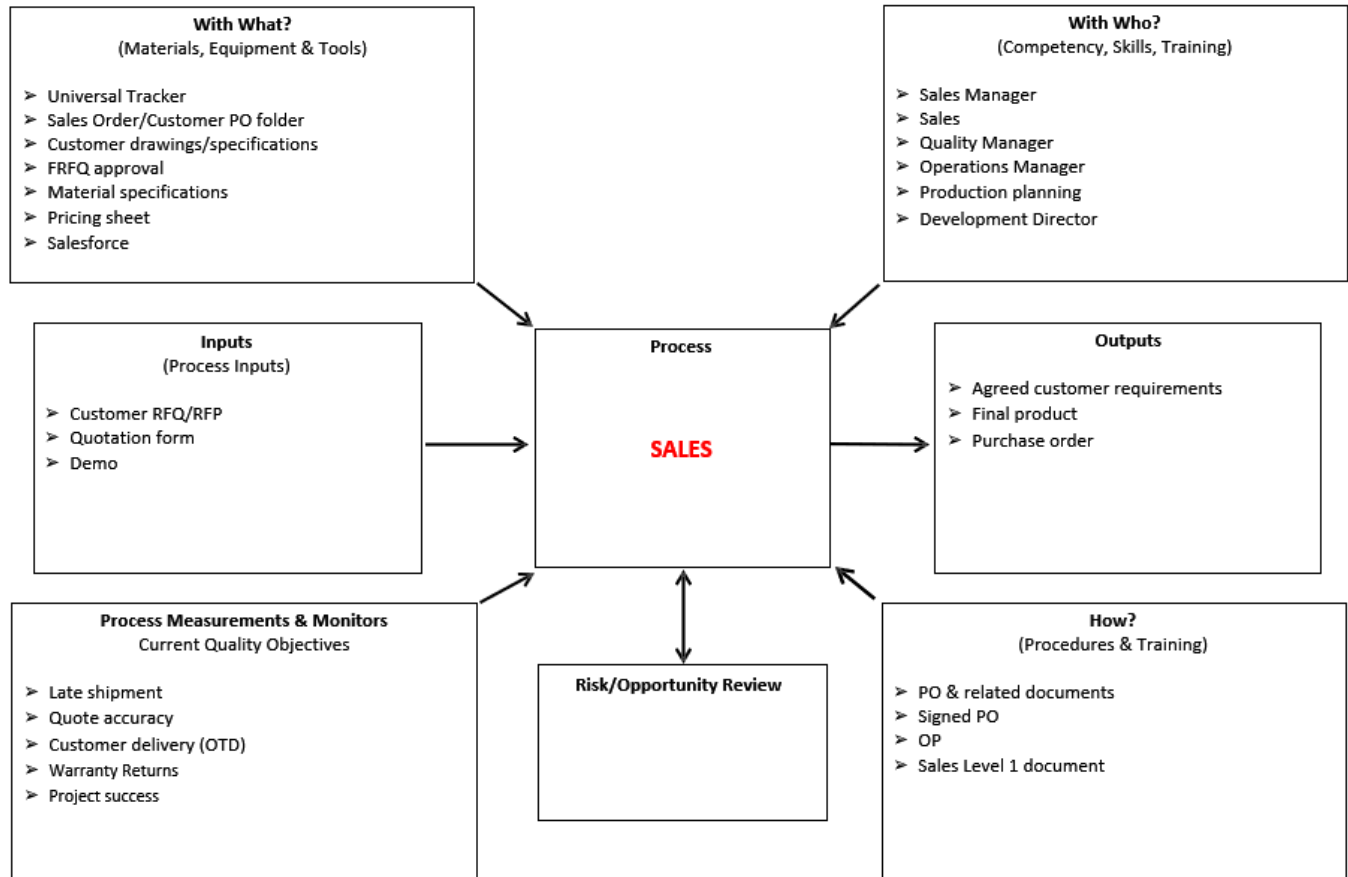
Key Process: Quality

Process Owner: Quality

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F. GDC Turtle Map: Sales

GD Turtle Map: Sales



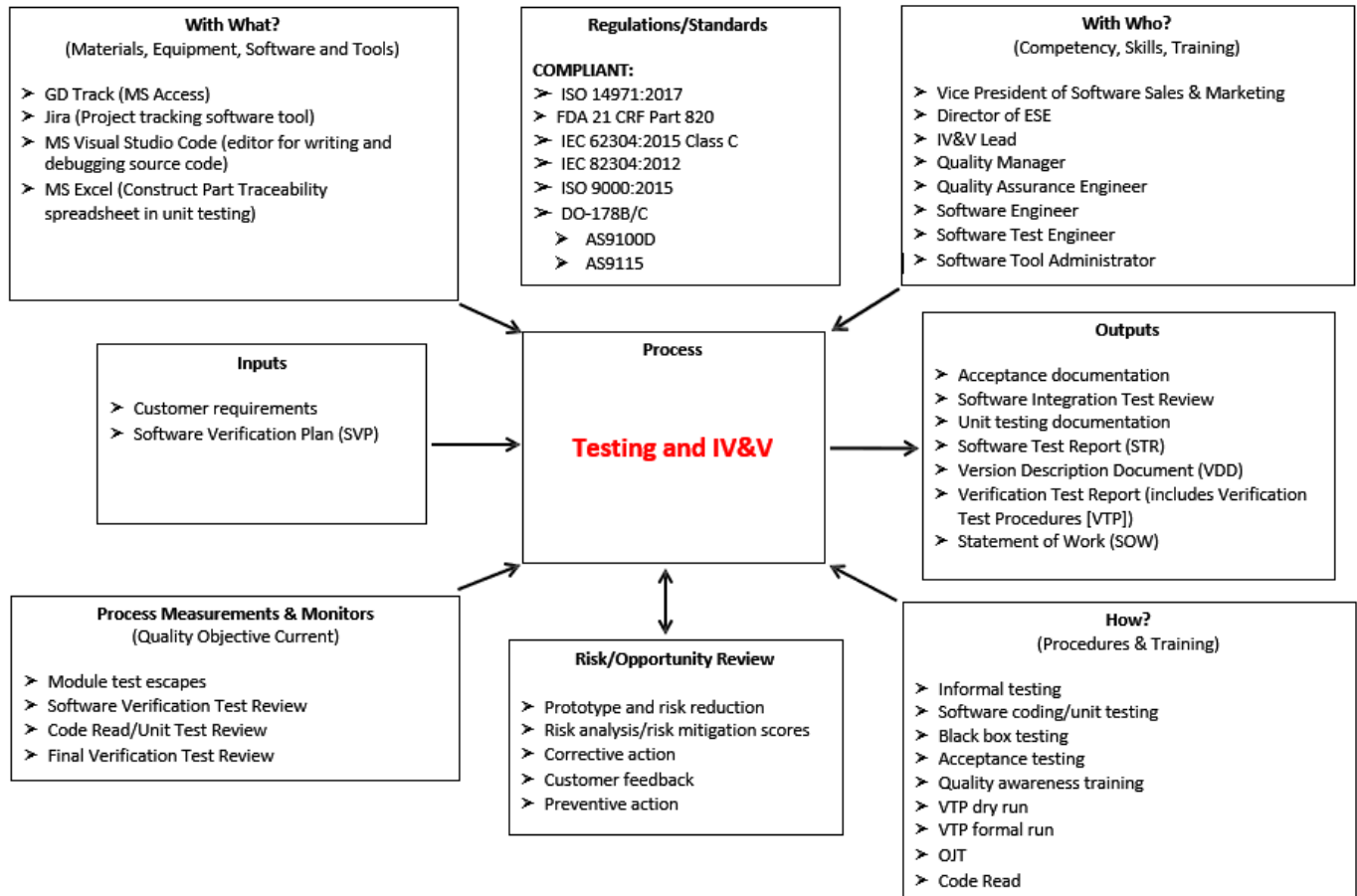
Key Process: Sales

Process Owner: Sales

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G. GDC Turtle Map: Testing and IV&V

GD Turtle Map: Testing and Independent Verification & Validation (IV&V)



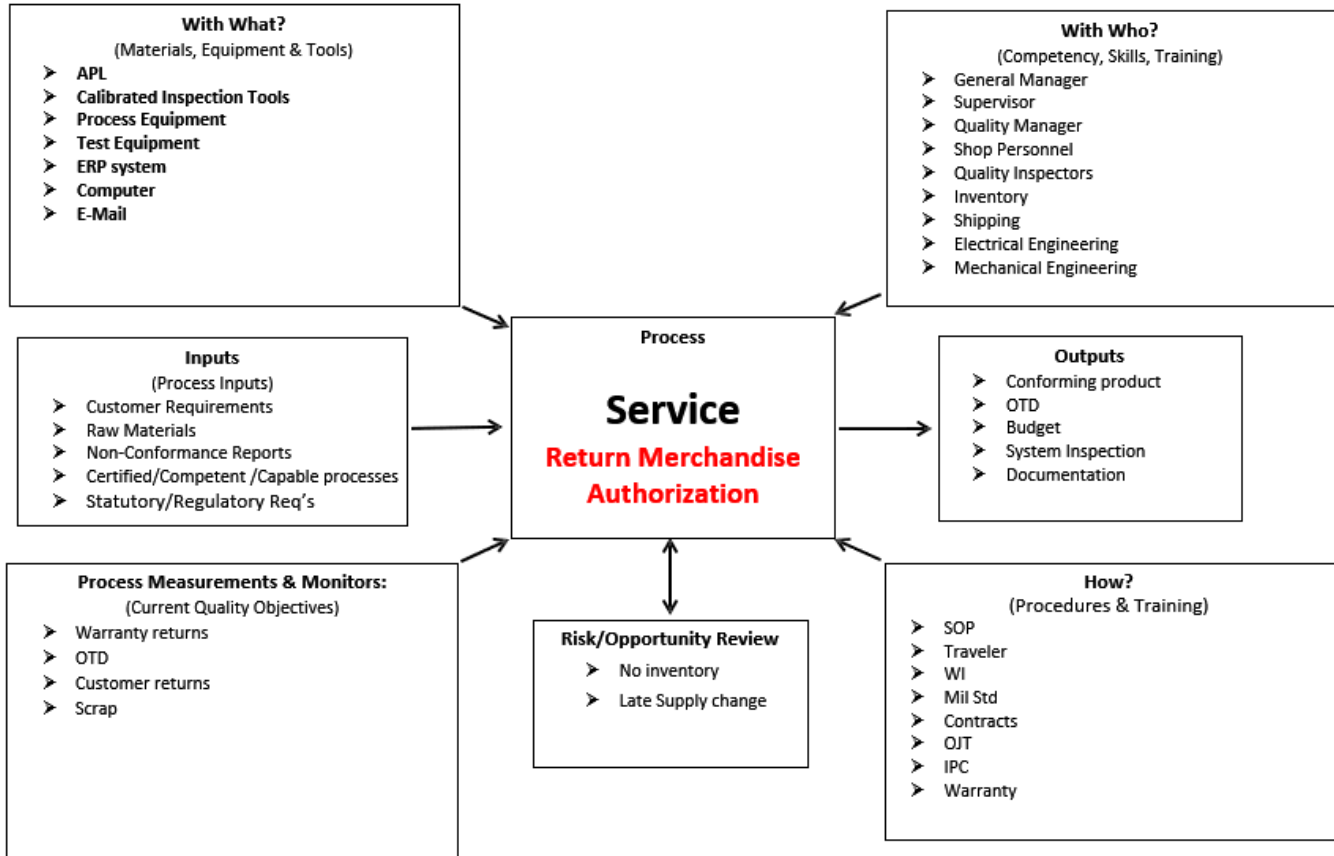
Key Process: Testing and IV&V

Process Owner: Software

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H. GDC Turtle Map: Services

GD Turtle Map: Return Merchandise Authorization



Key Process: Return Merchandise Authorization

Process Owner: Services