

LAPP GROUP NORTH AMERICA

TOTAL QUALITY MANAGEMENT
OUR COMMITMENT TO ISO 9001: 2008



LAPP GROUP

LAPP GROUP NORTH AMERICA

SIMPLY THE BEST

Open communication and innovative ideas from our internal and external customers provide the foundation for continual improvement in our processes and products at the LAPP Group.



Lapp USA

Lapp Cable Works

Lapp Systems

Corporate Headquarters
29 Hanover Road
Florham Park, NJ
1-973-660-9700

Lapp Mexico S de RL de CV

Del Bosque 1205-1
Las Pintas de Abajo
Tlaquepague, Jalisco 45619 Mexico
011-52-33-3666-0250

Lapp Canada Inc.

3505 Laird Road, Unit 10
Mississauga, Ontario LRL 5Y7, Canada

Lapp Tannehill Inc.

8675 Eagle Creek Parkway
Suite 900
Savage, Minnesota, 55318

LAPP GROUP NORTH AMERICA

WELCOME TO OUR QUALITY TEAM

WELCOME ABOARD...

We are delighted to have you join our **Quality Management Team**. The role that you play within the organization will certainly make us the Lapp Group North America simply “the best”.

The Lapp Group recognize the importance of making each employee a decision maker. They are **committed in providing** their employees good working conditions, opportunities for advancement, and an atmosphere that encourages **professional and personal growth**.

Your department manager has developed a process approach to manage your daily activities. Your input in reviewing and monitoring the process is important. Continual **improvement** is needed to stay competitive and ensure that we remain your “Vendor of Choice”. Your contributions and talents will make us “**the best in marketplace**”.

The Lapp Group rely on their customers, therefore, we must **understand the customer needs**, meet the customer requirements and satisfy their requests now and in the future. We value our customers success and are committed to listen to their voice. Our customer’s opinions form the foundation of our plans for **continual improvement**.

The Lapp Group made a commitment to continually improve their processes and provide their customers excellence in their service and products. They depend on their employees and customers to help create a quality system that is truly the best in place.

Quality is a never-ending journey that involves all employees. Let your journey begin...

WHAT IS ISO?

The international Organization for Standardization (ISO) was established in 1947 and is (currently) an association of 175 members, which each represent their own country.

The ISO Survey of Certification - 2001 reveals certification activity around one or more ISO’s management system standard in 175 countries becoming essential tools of the world economy. ISO employs a system of Technical Committees, Sub-committees and Working Groups to develop International Standards. Besides the National Standards Bodies, ISO permits other international organizations that develop standards to participate in its work, by accepting them as liaison members. ISO works in accordance with an agreed set of rules of procedure, the *ISO/IEC Directives*, which also include requirements on the presentation of standards.

ISO 9000 is a series of VOLUNTARY INTERNATIONAL STANDARDS. These standards were issued and developed by the Technical Committee 176 of the International Organization for Standardization (ISO).

These standards are used to develop and maintain a (QSM) QUALITY MANAGEMENT SYSTEM for companies that are involved with manufacturing products or providing services for their customers. A proactive quality management system is essential to remain profitable in today’s competitive market.

LAPP GROUP NORTH AMERICA

WELCOME TO OUR QUALITY TEAM

ISO 9001:2008 provides classification to the following clauses:

4.1	Confirm that any outsourced process is fully controlled where there is potential for an impact on the product or service provided. This should be controlled through clause 7.4. The type and extent of control should be defined.
5.5.2	Confirm that the Management Representative is a member of the organizations own management.
6.2.1	Ensure that any person performing work affecting “conformity of the product / service” is competent.
6.3	Include information systems as a supporting service.
6.4	Confirm that all applicable work environment conditions have been considered.
7.2.1	Ensure any post delivery activity is covered (e.g. warranty, recycling, disposal obligation).
7.3.1	Design review, verification and validation have distinct purposes. Confirm that they have been conducted and recorded as suitable for the product or the organization.
7.3.3	Ensure that the preservation of the product has been considered as applicable.
7.5.4	Personal data and intellectual property (e.g. software) may now be considered as customer property and reported if unsuitable, lost or damaged.
7.6	Title amended. “Control of monitoring and measuring equipment”. Confirmation that computer software may not be subject to traditional calibration. May be focused on verification and configuration management.
8.2.2	Ensure that the Management of the “units” audited have implemented correction and preventive actions.
8.2.3	Confirm that appropriate monitoring and measurement processes have been implemented, dependant on the impact of the product / service and the effectiveness of the management system.
8.2.4	The standard specifies that when products are released to the customer the company must maintain records of who is responsible to sign off the product for delivery.
8.3	Corrective action taken should be appropriate to the effects, or the potential effects of the nonconformity when nonconforming product is detected AFTER delivery or use has started.
8.5.2	Review of the effectiveness of corrective actions taken.
8.5.3	Review of the effectiveness of preventive actions taken.

LAPP GROUP NORTH AMERICA

REASONS FOR ISO CERTIFICATION

ISO Certification provides:

- 🏠 Product and Process Efficiency
- 🏠 Operational and Customer Related Benefits
- 🏠 Increase Market Share
- 🏠 Increase Sales

ISO 9001:2008

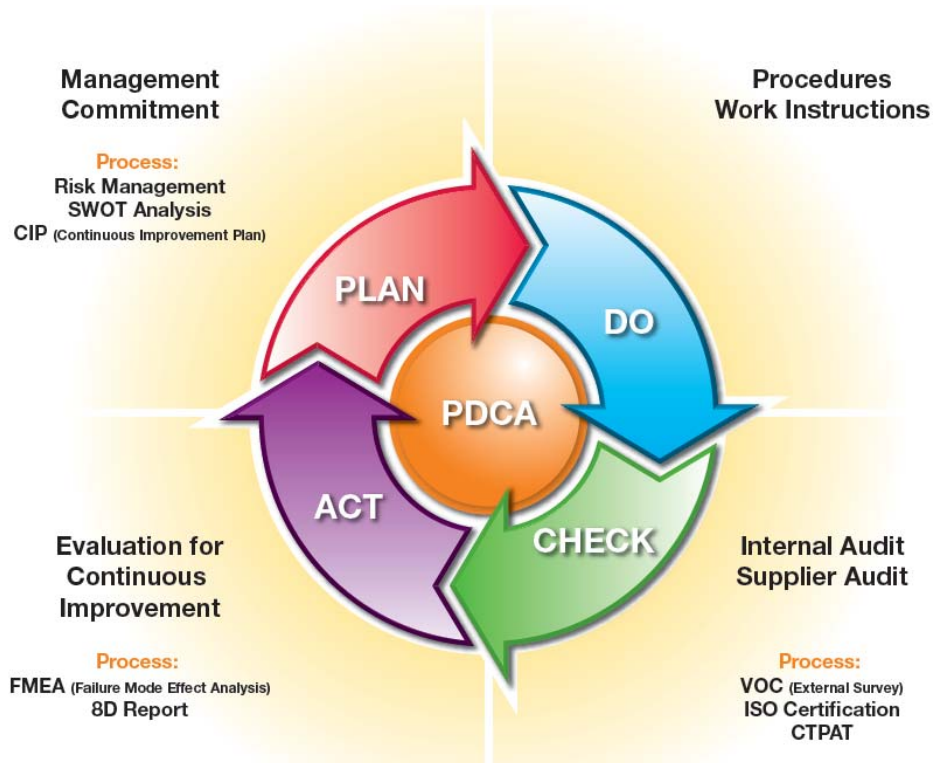
Focus on the customer - Listening to the VOICE OF THE CUSTOMER.

The LAPP GROUP developed a process to listen on the “voice of their customer”. Surveys are sent and results monitored. Corrective / preventive measures are put in place to ensure that continual improvement is an on-going process.

Measurable **OBJECTIVES AND CONTINUAL IMPROVEMENT**. Objectives must be measured and improvement plans implemented. The leadership shall ensure communication of quality management system effectiveness among all tiers of the organization.

Training effectiveness: Providing training is not enough. An evaluation of training effectiveness is required.

ISO 9001:2008 is a process-oriented structure. It includes a PLAN-DO-CHECK-ACT process model.



Documentation requirements are less prescriptive and allow greater flexibility. Managers at the LAPP GROUP are responsible for mapping out their critical processes. Managers develop department goals to meet the overall objectives of the company. Individual goals are set for each employee at the LAPP GROUP.

LAPP GROUP NORTH AMERICA

CERTIFICATE OF APPROVAL



CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

LAPP Holding, N.A.
29 Hanover Road
Florham Park, New Jersey 07932, USA

has been approved by Lloyd's Register Quality Assurance
to the following Management System Standard:

ISO 9001:2008

The Management System is applicable to:

**Design, Development and Manufacture of Custom Cable,
Cutting to Size of Wire and Cable and Tubing, Distribution
of Wire Cable, Cable Accessories, Connectors and Tools,
Value Added Services which include Striping, Dyeing,
Twisting and Printing of Wires.**

This certificate is valid only in association with the certificate schedule bearing the same
number on which the locations applicable to this approval are listed.

Approval
Certificate No: UQA 0106526

Original Approval: July 6, 1995
Current Certificate: August 1, 2016
Certificate Expiry: September 14, 2018


Issued by: Lloyd's Register Quality Assurance, Inc.



1330 Enclave Parkway, Suite 200, Houston, Texas 77077, USA

LAPP GROUP NORTH AMERICA

CERTIFICATE OF APPROVAL



Lloyd's Register
LRQA

CERTIFICATE SCHEDULE

LAPP Holding, N.A.

Head Office:

LAPP Holding, N.A.
29 Hanover Road
Florham Park, New Jersey 07932, USA

Activities:

Design, Development and Manufacture of Custom Cable, Cutting to Size of Wire and Cable and Tubing, Distribution of Wire Cable, Cable Accessories, Connectors and Tools, Value Added Services which include Striping, Dyeing, Twisting and Printing of Wires.

Locations:

LAPP USA
29 Hanover Road
Florham Park, New Jersey 07932, USA

Activities:

Design and Development of Custom Cable, Cutting to Size of Wire and Cable, Distribution of Wire, Cable, Cable Accessories, Connectors and Tools.

LAPP Cable Works
29 Hanover Road
Florham Park, New Jersey 07932, USA

Development and Manufacture of Wire and Cable.

LAPP Systems
29 Hanover Road
Florham Park, New Jersey 07932, USA

Development and Manufacture of Cable Assemblies and Harnesses.

LAPP Tannehill
8675 Eagle Creek Parkway, Suite 900
Savage, Minnesota 55378, USA

Distribution of Wire & Cable, Accessories and Tools, and Value Added Services including Striping, Dyeing, Twisting, Printing of Wire, Respooling and Cutting of Wire to Length, and Cutting and Marking of Tubing.

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Approval Certificate No: UQA 0106526
1330 Enclave Parkway, Suite 200, Houston, Texas 77077, USA

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CERTIFICATE OF APPROVAL



CERTIFICATE SCHEDULE

LAPP Holding, N.A.

Locations:

LAPP Canada
3505 Laird Road, Unit 10
Mississauga, Ontario L5L5Y7, Canada

LAPP Mexico
S. de R.L. de C.V.
Del Bosque 1205-1
Las Pintas de Abajo
Tlaquepaque, Jalisco Cp. 45619

Atlanta Distribution Center
2402 Tech Center Parkway, Suite 300
Lawrenceville, Georgia 30043, USA

Activities:

Sale of Custom Cable, Wire, Cable, Cable
Accessories and Tools.

Sales and Distribution of Wire, Cable,
Cable Accessories and Tools.

Cutting to Size of Wire and Cable,
Distribution of Wire and Cable.

Approval
Certificate No: UQA 0106526

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LAPP GROUP NORTH AMERICA

SURVEYS DETERMINING CUSTOMER SATISFACTION

Lapp's leadership ensures that customer needs and requirements drive the action of all employees. Customer feedback and voice of the customer is captured on a regular basis through customer surveys, customer visits and more informally through field feedbacks, exhibitions and others.

Feedback collected covers but is not limited to the following areas:

- 👍 DELIVERY
- 👍 QUOTATION
- 👍 HELPFULNESS/KNOWLEDGE OF STAFF
- 👍 PRODUCT QUALITY
- 👍 PRICE STRUCTURE
- 👍 PACKAGING
- 👍 ACCEPTABLE TIMEFRAME FOR DELIVERY
- 👍 ACCEPTABLE TIMEFRAME FOR QUOTES

The LAPP GROUP decisions and improvements are based on the voice of the customers. Factual information and data is routinely analyzed to ensure that we remain the **vendor of choice**.

Periodically, surveys are sent to our customers THEIR RESPONSES AND OPINIONS BECOME THE FOUNDATION OF OUR CONTINUAL IMPROVEMENT PLANS.



LAPP GROUP NORTH AMERICA

CONTINUOUS IMPROVEMENT: CORRECTIVE / PREVENTIVE ACTIONS (8D REPORT, FMEA)

We maintain corrective and preventive action procedures to insure that major quality concerns are investigated and actions taken to prevent occurrence or recurrence.

We use 8D problem solving Methodology for product and process improvement .

CAR: CORRECTIVE ACTION REQUEST

The objective of corrective action is to prevent the cause of a problem from recurring. The reason why the problem was not detected must be disclosed in 8D reports. The corrective action is not closed until effectiveness is proven.

- ◆ **After the fact:** Correction action reports involve a breakdown in the QMS; repetitive errors or system breakdown.
 1. Root causes must be identified and corrective action implemented.
 2. Internal auditors monitor open and closed CARS for effectiveness during assessments.
 3. Records are maintained to show effectiveness of correction action after implementation.

PAR: PREVENTIVE ACTION REQUEST

The objective of preventive action is to prevent a potential problem from occurring. Potential problems are identified from many sources of information, including:

- Design reviews
- Quality audits
- Quality records
- Customer inputs - FMEA

Actions taken to address potential problem are documented.

The LAPP GROUP offers constant **employee training**. All training is verified to ensure effectiveness.

Management tools are incorporated in daily processes to ensure **continual improvement**.



LAPP GROUP NORTH AMERICA

MANAGEMENT TOOLS

Lapp employs different methods in monitoring quality and customer satisfaction. These methods demonstrate the ability of the processes to achieve planned results.

✓ VENDOR RATING SYSTEM; PRODUCT QUALITY, DELIVERY, AND RESPONSIVENESS

✓ DESKTOP AUDITS: SURVEYS, QUESTIONNAIRES

✓ PERFORMANCE RATING – ONTIME DELIVERY

✓ DOCUMENT CONTROL - PROCEDURES AND WORK INSTRUCTIONS

✓ CONTROL DOCUMENTS - REVISIONS CONTROL - CATALOGUES,ETC.

✓ KPI: CUSTOMER COMPLAINTS / RETURNS

CUSTOMER SERVICE RATE

SUPPLIER SERVICE RATE

SUPPLIER INCIDENTS

COST OF QUALITY

CUSTOMER RETURNS (PPM)

✓ ON A MONTHLY BASIS, KPI (KEY PERFORMANCE INDICATORS) ARE REPORTED TO LAPP HOLDING AG. THESE INDICATORS ARE MONITORED TO INSURE GOALS ARE MET AND CONTINUAL IMPROVEMENT IS ACHIEVED.



LAPP GROUP NORTH AMERICA

EMPLOYEE TRAINING AND GOALS SETTING

TRAINING AND AWARENESS IN THE ISO 9001:2008 STANDARD

Training requirements in ISO 9001:2008 are specific. Resource Management is geared to training and related issues.

Training needs are identified before an employee is hired. Employee competence is emphasized in ISO:9001:2008 and at LAPP, it is critical to our success.

The added emphasis in ISO 9001:2008 is with VALIDATING TRAINING. A COMPANY IS REQUIRED TO VALIDATE AND DOCUMENT THE EFFECTIVNESS OF TRAINING.

Managers at the LAPP GROUP use the SMART METHOD in developing GOALS.

Specific

Measurable




Attainable

Relevant

Time-bound

During annual reviews, training needs are reviewed by departments managers. Training is validated and documented in the Employee Training Records.

GOALS AND TARGETS ARE MEASURABLE:

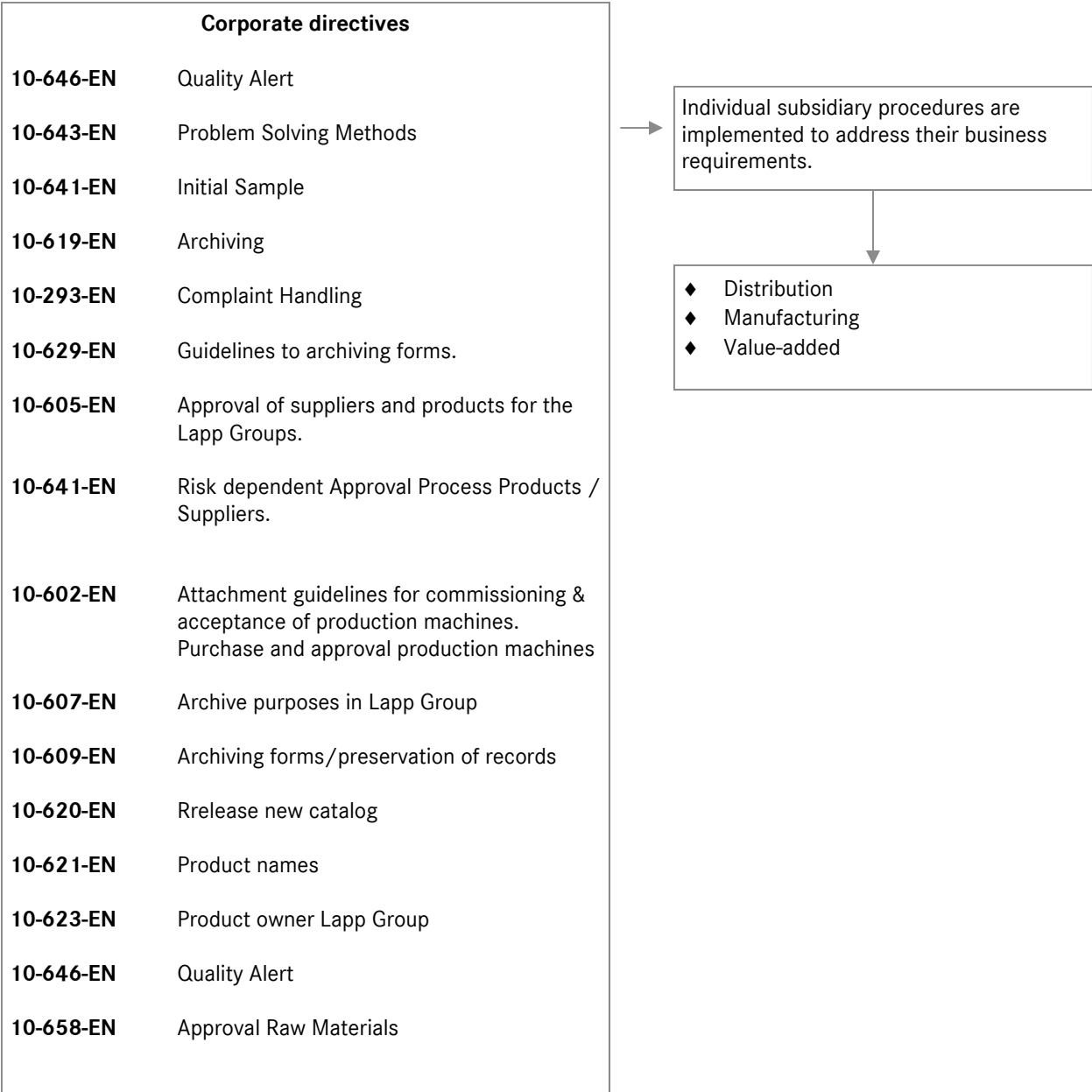
-  Managers and their teams analyze goals periodically
-  Determine changes that effect performance
-  Adjust targets to achieve objectives



LAPP GROUP NORTH AMERICA

CORPORATE DIRECTIVES AND PROCEDURES

Corporate directives are implemented worldwide at all Lapp subsidiaries to provide consistency in practice.



Corporate directives are implemented and incorporated in the QMS at all LAPP HOLDING NORTH AMERICA subsidiaries. Compliance to Corporate Directives is verified at time of internal audit.

LAPP GROUP NORTH AMERICA

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LAPP GROUP NORTH AMERICA
QUALITY TEAM MEMBERS

LAPP GROUP NORTH AMERICA

WELCOME TO OUR QUALITY TEAM



Keith Myrick
Chief Technology Officer
Lapp Subsidiary: Lapp Holding, N.A.

With over 20 years' experience in the wire and cable industry, Keith has a long history of building, revitalizing and/or optimizing a company's organizational infra-structure, products, technologies, and processes. Over his career, Keith has developed expertise in employing innovative operational strategies while creating environments conducive of business development, organizational efficiency, and market growth.

In March of 2012, Keith joined the Lapp Group as Executive Vice President of Lapp Cable Works (LCW). In this role, Keith leads the manufacturing operations of LCW with a focus on driving improvement and operational excellence. Keith employs an analytical leadership style driven by data, market trends, and competitive knowledge to position the Lapp manufacturing arm for sustained growth and continued support of market needs through innovation, quality, and best in class employees. In 2014, Keith became Chief Technology Officer for Lapp Group Holdings, N.A.

Keith obtained his Master of Business Administration from the University of Phoenix. He also holds several professional certifications in the field of operational improvement methodologies.

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WELCOME TO OUR QUALITY TEAM



Darlene McBride
Director of Quality, N.A.
Lapp Subsidiary: Lapp Holding, N.A.
Years at current position: 15

Primary roles & responsibilities for current position:

- Maintain ISO9001:2008 QMS Programs for Lapp Holding, N.A.
- Maintain CTPAT registration for Lapp Holding, N.A.
- Insure Lapp Holding, N.A. compliance to Directives of Lapp Holding, AG
- Develop and monitor inspection plans to insure excellence in product quality
- Responsible for internal audits at LUSA, LCW and Lapp Canada
- 2007S/P Certified Auditor for Lapp Group - Audit Suppliers RC1-3, as required

Specializing in:

- Implementation of Quality Management/Compliance System
- Establishing Internal Auditing Systems

Certifications:

- Certified Quality Auditor – ASQ COA certification
- Certification RAB Auditor – Certified Manager – Front-line Leadership
- Lean-Six Sigma
- Chambers of Commerce – Notary Public
- NAFTA Documentation

List of active membership to professional or social groups:

- American Society of Quality—Fellow Membership
- American Society of Quality North Jersey Section—Education Committee
- National Notary Association

Major Accomplishments at Lapp:

- **Certified all N.A. subsidiaries to ISO9001:2008** – sustained certification
- Set up a **VIP Inspection Plan**-Certified parts and vendor performance to reduce inspections
- Satisfied requirements to get **Certification in CTPAT Membership for Lapp Holding, N.A.**
- Set-up **Internal Auditing Program** at Lapp Holding, N.A.
- Implemented **Circle of Excellence** Nomination and Reward Program for Lapp Holding, N.A.

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WELCOME TO OUR QUALITY TEAM



Eladio (Larry) Alvelo

Quality Analyst/Inspector

Lapp Subsidiary: Lapp Holding, N.A.

Years with Lapp: 7

Primary roles & responsibilities for current position:

- Handles customer complaints/RGA
- Monitors Nonconforming Area, prepares, maintains and posts Hold Tag Report
- Performs Incoming, In-Process, and Receiving Inspections

Specializing in :

- Analysis, Root Cause Detection, and Inspections

Certifications:

- Music Association
- Song Writer and Composer
- Member of ASCAP – American Society of Composers, Authors & Publishers

Major Accomplishments at Lapp:

- Increase Service Performance – Root Cause Detection/Analysis
- Achieving monthly goals for RGA and Inspections

List of membership to professional or social groups:

- American Society of Composers, Authors & Publishers

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WELCOME TO OUR QUALITY TEAM



Americo Castellanos
Quality Auditor/Inspector
Lapp Subsidiary: Lapp Holding, N.A.

Primary Roles & Responsibilities for Current Position:

- Perform internal audits per ISO Standard/CTPAT/Corporate Directives
- Perform incoming and receiving inspections
- Provide and maintain equipment calibration

Specializing in:

- Internal Audits (ISO Scope 9001/CTPAT)
- Inspection & Test
- Calibration
- Assemblies Drawings/Inspections

Certifications:

- Certification in IPC-A-610, Acceptability of Electronic Assemblies Class Level 3
- ANSI/IPC-A-610 Certified Inspector
- J-STD001 Certified Solderer
- Calibration and Electrostatic Discharge (ESD) SME/trainer
- National Institute for the Certification in Engineering Technology (NICET)
- Tau Alpha Pi National Honor Society

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WELCOME TO OUR QUALITY TEAM



Michael Yohannes
Quality Assurance Lead
Lapp Subsidiary: Lapp Tannehill

Primary Roles & Responsibilities:

- Responsible for all PPAP, PSW, ISIR, and FAI requirements
- Create and performs special inspection instructions for print controlled items
- Respond to all Customer Survey's and Questionnaires and Complaints
- Conduct Internal Audits
- Responsible for Nonconforming product
- Process Corrective and Preventative actions
- Root Cause analysis
- Analysis of nonconformance's utilizing Pareto charts and other tools
- Maintains Calibration and Preventative maintenance records of all tools
- Prepares monthly quality reports and analytics

Specializing in:

- Calibration and preventative maintenance
- Corrective Actions
- Internal Audits

Major Accomplishments at Lapp:

- Assisted in ISO Audit and many Customer Audits
- Created inspection verification documents for largest customer

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Eric Carlson
Director of Operations
Lapp Subsidiary: Lapp Tannehill
Years at Current Position: 26

Primary Roles & Responsibilities:

- Maintain ISO9001:2008 QMS Program for Lapp Tannehill
- Insure Lapp Tannehill compliance to Directives of Lapp Holding, N.A.
- Develop and drive continuous improvements thorough out the company
- Responsible for the QMS including internal audits, document control, corrective and preventative actions, and calibration.
- Responsible for all IT systems
- Responsible for all logistics activities at all Lapp Tannehill locations

Specializing in:

- Implementation of Quality Management/Compliance Systems
- Establishing Internal Auditing Systems
- Development and implementation of Operations systems
- Root Cause analysis

Major Accomplishments at Lapp:

- Implemented ISO9001:2008 for Lapp Tannehill – Sustained/Update Certifications
- Developed and implemented CRM system
- Relocation Minnesota Headquarters
- Opened branch warehouses in Nevada and Texas

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WELCOME TO OUR QUALITY TEAM



Christopher Ayers
Quality Assurance Lead
Lapp Subsidiary: Lapp Cable Works
Years at Current Position: 1

Primary Roles & Responsibilities:

- Implement quality control procedures and provides revisions to maximize efficiency and promote continual improvement
- Create and performs special inspection utilizing state of the art equipment and methodologies
- Respond to all Customer Complaints – Performs Root Cause/Pareto Analysis
- Maintain Calibration System in accordance with ISO9001:2008 requirements
- Responsible for Nonconforming product
- Process Corrective and Preventative actions
- Prepares monthly quality reports and analytics

Specializing in:

- Implementation of inspection plans/systems
- Implementation and Maintaining Calibration Systems
- Preventative/Corrective Actions – Continual Improvement with Operational Excellence
- UL/CSA Testing Requirements and Compliance

List of Membership to professional or social groups:

- NJIT Young Alumni Club
- ASME
- ASQ Full Membership

Major Accomplishments at Lapp:

- Maintain ISO9001:2008 Compliance Requirements
- Maintain UL/CSA Regulatory Compliances
- Created a digital Inspection System which increased efficiency by 50%
- Maximized Retention Volume by implementation of a “Paperless System”

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WELCOME TO OUR QUALITY TEAM



Manuel Dominguez
Quality Assurance Manager
Lapp Subsidiary: Lapp Mexico

Primary Roles & Responsibilities:

- Responsible for sustaining requirements of ISO9001:2008
- Analyzes Customer Complaints and Prepares 8D Responses
- Maintain Calibration System in accordance with ISO9001:2008 requirements
- Responsible for Nonconforming product
- Process Corrective and Preventative actions
- Prepares monthly quality reports and analytics

Specializing in:

- Continuous improvement processes
- 5S Implementation
- UL/CSA Testing Requirements and Compliance

Major Accomplishments at Lapp:

- Maintain ISO9001:2008 Compliance Requirements
- Maintain 2007S Requirements
- Implement Cutting audit process

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