

# Capital Communications, Inc.

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| <b>Title: Management Review Checklist</b> | <b>Document ID: F5.6</b> | <b>Rev #: 0<br/>4/2/2007</b> | Page 1 of 5 |
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**Attendees:**

Dave O'Reilly  
Lynne Taylor-Kilgore  
Will McDunnah

| <i>Item</i>   | <i>Discussed?</i> |    | <i>Comments</i> |
|---|-------------------|----|-----------------|
| <b>Last review meeting follow-up</b>                      | Yes - X           | No | Note 1          |
| <b>Customer feedback and complaints</b>                   | Yes - X           | No | Note 2          |
| <b>Internal audit results</b>                             | Yes - X           | No | Note 3          |
| <b>Continual improvement recommendations and projects</b> | Yes - X           | No | Note 4          |
| <b>Preventive actions / OFIs</b>                          | Yes - X           | No | Note 5          |
| <b>Corrective actions</b>                                 | Yes - X           | No | Note 6          |
| <b>Resource needs</b>                                     | Yes - X           | No | Note 7          |
| <b>Changes that could affect the Quality System</b>       | Yes - X           | No | Note 8          |
| <b>Process performance issues</b>                         | Yes - x           | No | Note 3 and 8    |
| <b>Product conformity</b>                                 | Yes - X           | No | Note 2 and 8    |
| <b>Changes:</b>   | Yes - X           | No | Note 8          |
| <b>Quality policy suitability</b>                         | Yes - X           | No |                 |
| <b>Quality objectives</b>                                 | Yes - X           | No |                 |
| <b>Quality management system</b>                          | Yes - X           | No |                 |
| <b>Improve QMS and its processes effectiveness</b>        | Yes - X           | No | Note 2 and 3    |
| <b>Improve product related to customer requirements</b>   | Yes - X           | No | Note 2          |
| <b>Miscellaneous</b>                                      | Yes               | No |                 |
| other   | Yes               | No |                 |
| other   | Yes               | No |                 |

**NOTES:**

**Note 1** – Reviewed Action Items:

- 1 – Employee Handbook – Lynne is still working on the final chart of accounts. Delayed due to sale of In2gro creating extra work. Scheduled for September 2017.
- 2 – Reviewed Engineering meeting minutes from June-Sept 2016.
- 3 – ISO 9001:2015 – training on update not yet completed, scheduled for July 2017
- 4 – Forklift Training for Warehouse employees – all training current, looking for a new online

|                           |                       |                                 |
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| <b>Meeting Chair: LTK</b> | <b>Minutes By:LTK</b> | <b>Meeting Date: 10/19/2016</b> |
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training program for new hires and refresher training

5 – LOM standardization – Dylan – no reports from Dylan on this. I believe he has decided it was unnecessary. We will close this action item at this meeting.

6 – New job description for GM/DOO – Dave is working on this, will extend to 3/2017

7 – Hiring more installers – Will has hired 3 new installers with experience to help with our workload.

8 – Trade in of rarely used vehicles – extending this until 2017 to see what our workload will be.

9 – Review installers levels – Done by Will, all updated and accurate

10 – Review calibration records – Dylan and Will reviewed, all accurate

11 – Review Hold Tag Area – Dylan completed

12 – Review all warehouse and purchasing procedures – Dylan completed

13 – Correct back up procedure – Dave/Steve completed

14 – Update training matrix – Lynne/Ian completed

**Note 2** – No entries in the problem report. No online customer feedback. We continue to solicit att and other customers for feedback.

Att scorecard results: using the period Jan 2016 to September 2016 for averages and Jan 2015 to September 2015 for trending.

**OTD Wireline** – 2016 – 100% (302 orders audited) 2015 – 100% (227 orders audited) Customer expected OTD is 100%, our internal objective is also 100%, and we are meeting both our customer and our internal goals.

**Audits with zero defects Wireline** – 2016 – 94%, 2015 – 92% Customer target is 99%. Our percentages have improved from our last meeting and continue to go up. We are still working with QA and OPS to develop a system to maintain a defect free job and improve the scores to our customer requirements. Our internal target is 99% defect free. We show 1 defect in Feb 2016, 1 defect in Mar 2016, 3 defects in June 2016, 2 defects in July 2016, 4 defects in August 2016 and 1 defect in September 2016. Labeling still is our most common heavy hitter for defects.

**Conforming Audits Wireline** – 2016 – 99%, 2015 – 100%. Customer target is 99%; our internal goal is 100%. We have exceeded our customer goals for 2015 and will continue to monitor this area to stay at this level.

**Overall Performance Wireline** – 2016 – 103%, 2015 – 104% Customer target is 95% for 2015 and 96% for 2016, Our internal goal is 100% so we are exceeding the targets in both areas. Customer has increased their objective score from 95% to 96% in 2016.

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Final review of OFI #26 – Sending customer feedback surveys directly to our customer. Engineering feels it still will not make a difference in the amount of feedback we get. We will leave the survey on the Web App as is. Closed OFI #26.

### **Note 3 – Internal Audits:**

Bob Clancy from Bizphyx completed our internal audits for all areas on September 14<sup>th</sup> and 15<sup>th</sup> 2016. We realized we did not receive Bob's report from 2015 where he indicated 4 minor non-conformances. The audits from 2016 produced 2 minor non-conformances. We will be working to address all of these with corrective actions before our next audit. Bob is aware of the oversight from 2015 and has given us extra time.

We reviewed the Observations from Denise Martel during our July 2016 audit. Lynne will be reviewing all the controlled forms and documents to ensure the match. Will is looking into whether or not torque wrenches need to be considered for calibration.

**Note 4 - PDR** results were reviewed for the period March 2016 to July 2016. All areas measured are best in class. Our SQ was 0 for every month except April. Continuing our quest to exceed our customer expectations and deliver jobs at zero defects.

### **TL Alerts Reviewed:**

16-005A – regrading DSR Advisories - this alert is regarding the submission of problem reporting with the monthly Metric Data. Several new conditions were added to ensure accuracy. We still maintain our problem reporting system and per the standard if a customer calls with any issues we log it.

16-006A – Announcing the release of a new revision R6.2 for TL 9000 Certification Bodies. – does not pertain to us.

16-007A – Clarifying the rules for implementation of the TL 9000:2016(R6) requirements Handbook. – Confirms we have until 9/15/2018 for the conversion – Lynne still in training.

16-008A – Announcing the new check applied to TL 9000 Metric Submissions – validating the format in which data is submitted for several integers, some of which apply to us. We are in conformance.

### **TL Advisories:**

5-2016 – None

6-2016 – None

7-2016 - #4 – NPR Increased > 25% from previous month – reviewed – increase in work up 70 to 106. #10 – SQ Increased > 120% - highest value reported over the previous 11 months. – Reviewed – increase in our internal audits due to increase in work overall.

8-2016 – None

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## **Note 5 – OFI's**

Closed OFI #26 – Customer Feedback and declined the suggestion

Review OFI #27 – Defining warehouse positions – suggestion due to the increase in outbound UPS materials since the RIP Kits have started. Defining the responsibilities and managing the workload better so all RIP activities do not fall on one person. Will thinks the RIP kit activity will soon be declining so we are going to hold off on making any job description changes until we can determine if the RIP kits will continue to be so aggressive.

## **Note 6 – CAR's**

After reviewing our 2016 Internal Audits with Bob Clancy, we determined we had never received his report from 2015. He has given us extra time to complete the 2015 CAR's and the current ones from the 2016 IA. Will and Lynne will be reviewing these and submitting Corrective Actions to Bob for review and closure during our 2017 IA.

## **Note 7 – Resource Issues**

Resources are always a concern with this industry. Without the proper forecasting from our customers it's difficult to anticipate what we will need vs what we currently have so as not to deplete our profits and waste money. Remaining resource issues from our previous meeting on 5-26-2016 include:

- New shirts for in house and field employees – still on hold due to cash flow
- Idle vehicles to trade in or sell – still waiting to see how the business continues this quarter.

Resource issues that have been implemented since our last meeting:

- Supervision for the Engineering Department – Will McDunnah was promoted to General Manager and will oversee the Engineers.
- GR area – workload increase – repositioned installers on the west side to help in the warehouse.
- Plymouth area work increase – more installers hired

New resource items include getting the new employees trained and ready to handle the work if we get busy.

Forklift training to expire in the summer of 2017 – Lynne to obtain new training program.

Our LSO (att required) training is now reviewed monthly by att. All dates and training are maintained by Lynne. All training is current.

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| <b>Action Item</b>                 | <b>Responsibility</b> | <b>Due Date</b> |
|------------------------------------|-----------------------|-----------------|
| Employee Handbook                  | Lynne                 | 9-1-2017        |
| ISO 9001:2015                      | Lynne                 | 9-1-2017        |
| New Job Description – GM/DOO       | Dave                  | 3-1-2017        |
| Revisit Trade in of older vehicles | Dave                  | 1-1-2017        |
|                                    |                       |                 |

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