

# Capital Communications, Inc.

**Title: Management Review Checklist**

**Document ID: F5.6**

**Rev #: 0**

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**Attendees:**

|   |
|---|
| David O'Reilly<br>Lynne Taylor-Kilgore<br>Dylan O'Reilly<br>Will McDunnah |
|---|

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

**NOTES:**

**Note 1**

Follow up from last meeting

- ISO 9001:2015 to be completed by Lynne by 7-31-2016. Training scheduled with NQA online.
- The new Employee Handbook is still in process but will hopefully be ready to roll out mid-year 2016. Final draft expected to go to the lawyers in June.

**Meeting Chair:**

**Minutes By: LTK**

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- Stocking QA vehicles – this was suggested at our last meeting in an attempt to reduce re-trips for small items. Both Ian and Russ are stocking smaller items for install jobs and this has cut down on the amount of trips back to the warehouse. Emails between OPS and QA confirm effectiveness.
- LOM Standardization – Still pending, Dylan is putting this together to standardize the way our LOM's are pulled in the warehouse in order to streamline the process. Based on the heavy workload we've pushed this out to September 2016. Still an AI for Dylan.

## **Note 2**

Review of Problem Report – no new entries to report since last meeting. No Customer comments from the online survey even though we prompt our customer to give us feedback. We continue to rely on the data given to us in our scorecard for a measure of our customer satisfaction.

Reviewed OFI #26 – sending out survey's directly to our customer instead of relying on the survey form. Holding this open until our next meeting to get more input from Engineering.

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

**OTD Wireline** – 2016 – 100% (193 orders audited) 2015 – 100% (217 orders audited) Customer expected OTD is 100%, our internal objective is also 100%, and we are meeting both our customer and our internal goals.

**OTD Mobility** – 2016 – 0% (0 orders audited) 2015 – 100% (2 orders audited) Customer expected OTD is 100%, our internal objective is also 100%, There is no data for 2016 at this time to measure the mobility jobs.

**Audits with zero defects Wireline** – 2016 – 97.3%, 2015 – 90.9% 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 and 1 defect in Mar 2016, otherwise we are at 100% defect free audits for 2016. Labeling still is our most common heavy hitter for defects.

**Audits with zero defects Mobility** – 2016 – 0%, 2015 – 0%. Customer target is 99%. No data for 2016 or 2015 to measure this.

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**Conforming Audits Wireline** – 2016 – 100%, 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.

**Conforming Audits Mobility** – 2016 – 0%, 2015 – 0%. Customer target is 99%. No data in 2015 or 2016 to measure this.

**Overall Performance Wireline** – 2016 – 105%, 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.

**Overall Performance Mobility** – 2016 – 0%, 2015 – 100% Customer target is 95%, No data in 2016 to measure this.

**Note 3** – Internal Audits – Internal audits were concluded according to the 2015 audit schedule. We subcontracted Bob Clancy from BizPhyx to complete the majority of our audits. The remaining audits, Installation and were completed according to schedule by Dave and Lynne. No Corrective Actions were found during his audits, notes are filed in the I drive. Bob Clancy is scheduled to come in for our Internal audits in 3/Q/2016.

**Note 4** – PDR results were reviewed for Oct 2015-Feb 2016, we show best in class in every category. Our SQ measure that usually gives us trouble is under control and we are now delivering jobs to our customer 100% conforming.

**TL Advisories:**

12-2015 - #4 – NPR Decreased < 25% from previous month – reviewed, drop in workload.

1-2016 - #4 - NPR Decreased < 25% from previous month – reviewed, drop in workload.

#11 - OTD element Decreased > 80%, lowest value reported for last 11 months,  
Reviewed - Drop in workload.

2-2016 - #4 – NPR Increased >25% from previous month – reviewed, increase in workload

3-2016 - #4 – NPR Increased >25% from previous month – reviewed, increase in workload

4-2016 - #4 – NPR Increased >25% from previous month – reviewed, increase in workload

#10 – SQ Increased > 120% of the highest value reported over the previous 11  
Months – reviewed – increase in workload and internal audits.

**TL Alerts reviewed:**

16-001A, new FAQ page on the TL website, 16-002A – Measurement Handbook R5.0 checklist publication, 16-003A – announce new Quest process document QFP-034, 16-004A – mapping of similar product category.

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**Note 5** – One new OFI – discussed in Note 2. Pending for more feedback from Engineering. OFI’S Log 8 and #25 are still open and in process.

**Note 6** – No new Corrective Actions have been issued since our March meeting and none were issued as a result of our Internal Audits by Dave O’Reilly or Lynne Taylor-Kilgore.

**Note 7** – Resources continue to be an issue due to the ups and downs of this industry.

- New shirts for In House and Field employees – looking at July
- GR area – work load will be increasing – needing a driver for the GR warehouse and installers to handle the work increase expected.
- Plymouth area – workload has increased 65% - looking for more installers as we have had no indications the work will be slowing down.
- Capital has a few “idle” vehicles that we are considering a trade in for newer trucks.

**Note 8 -**

Reviewed controlled documents and made some small changes to the logs and organization of data. All departments to review their procedures and report any non-conformances or changes back to QM for documentation.

Reviewed Business Recover System – changes need to be made to back up procedure for computer systems. Dave to get with Steve for clarification – AI

Reviewed End of Life or our warranty - no changes

Scheduled Training – Online forklift training will be scheduled by Lynne for all warehouse employees no later than June 30<sup>th</sup>. Records will be updated and certificates are presented.

BNC Training – Missing a few installers on the list: Tom Helbig, Dave Kleckner, Aaron Wheater and Mark Robinson. Lynne to get with Ian for updates.

Asbestos Training – Missing Tom Helbig – Lynne to get with Ian for updates.

LSO Training – Missing Brian Wilson, Ron Trafas, Aaron Wheater, Mark Robinson, Jeremie Beurkens. – Lynne to get with Jim for updates and most recent LSO listing.

All required att training on our matrix is annually. RMOP is only required for Engineers.

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Engineering meetings are being held but minutes were not input into the database by the time of this meeting. Lynne to get with Mike Retford to have him catch up the minutes for review at the next meeting.

| <b>Action Item</b>                                   | <b>Responsibility</b> | <b>Due Date</b> |
|--|-----------------------|-----------------|
| Employee Handbook                                    | Lynne                 | 7-31-2016       |
| Engineering Meeting Results – review at next meeting | Steering Committee    | 10-2016         |
| ISO 9001:2015  | Lynne                 | 7-31-2016       |
| Forklift Training for Warehouse Employees            | Lynne                 | 7-31-2016       |
| LOM Standardization                                  | Dylan                 | 9-1-2016        |
| Hiring more installation employees                   | Will                  | 7-1-2016        |
| Trade in of rarely used vehicles                     | Dave/Will             | 7-1-2016        |
| Review Installer Levels                              | Will                  | 7-1-2016        |
| Review Calibration Records                           | Dylan                 | 7-1-2016        |
| Review Hold Tag Area                                 | Dylan                 | 7-1-2016        |
| Review all Warehouse and Purchasing Procedures       | Dylan                 | 7-1-2016        |

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| Correct back up procedure within our disaster recovery system.              | Dave/Steve Z  | 7-1-2016 |
| Update training Matrix with all employees for BNC/Asbestos and LSO Training | Lynne/Ian/Jim | 7-1-2016 |
|   |               |          |

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