

# Capital Communications, Inc.

<b>Title: Management Review Checklist</b>	<b>Document ID: F5.6</b>	<b>Rev #: 0</b> <b>4/2/2007</b>	Page 1 of 4
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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>	<b>Yes - X</b>	<b>No</b>	Note 1
<b>Customer feedback and complaints</b>	<b>Yes - X</b>	<b>No</b>	Note 2
<b>Internal audit results</b>	<b>Yes - X</b>	<b>No</b>	Note 3
<b>Continual improvement recommendations and projects</b>	<b>Yes - X</b>	<b>No</b>	Note 4
<b>Preventive actions / OFIs</b>	<b>Yes - X</b>	<b>No</b>	Note 5
<b>Corrective actions</b>	<b>Yes - X</b>	<b>No</b>	Note 6
<b>Resource needs</b>	<b>Yes - X</b>	<b>No</b>	Note 7
<b>Changes that could affect the Quality System</b>	<b>Yes - X</b>	<b>No</b>	Note 8
<b>Process performance issues</b>	<b>Yes - x</b>	<b>No</b>	Note 3 and 8
<b>Product conformity</b>	<b>Yes - X</b>	<b>No</b>	Note 2 and 8
<b>Changes:</b>	<b>Yes - X</b>	<b>No</b>	Note 8
<b>Quality policy suitability</b>	<b>Yes - X</b>	<b>No</b>	
<b>Quality objectives</b>	<b>Yes - X</b>	<b>No</b>	
<b>Quality management system</b>	<b>Yes - X</b>	<b>No</b>	
<b>Improve QMS and its processes effectiveness</b>	<b>Yes - X</b>	<b>No</b>	Note 2 and 3
<b>Improve product related to customer requirements</b>	<b>Yes - X</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** – 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 October 2017.
- 2 – ISO 9001:2015 – training on update not yet completed, scheduled for July 2017
- 3 – Forklift Training for Warehouse employees – all training current, looking for a new online training program for new hires and refresher training July 2017

<b>Meeting Chair: LTK</b>	<b>Minutes By:LTK</b>	<b>Meeting Date: 4-11-2017</b>
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4 – New job description for GM/DOO – Dave is still defining this; Will is handling all DOO and Warehouse responsibilities right now while training Jason, new hire. To take over Warehouse.

**Note 2** – No entries in the problem report. No online customer feedback. We continue to solicit att and other customers for feedback. Having Jim work on a non-att customer feedback form that we can use for any new business we secure – AI for this summer.

Att scorecard results: using the period Jan 2017 to April 2017 for averages and Jan 2016 to April 2016 for trending.

**OTD Wireline** – 2017 – 100% (285 orders audited) 2016 – 100% (193 orders audited) Customer expected OTD is 100% for 2017 and 95% for 2016, our internal objective is also 100%, and we are meeting both our customer and our internal goals.

**Audits with zero defects** – 2017– 93.2%, 2016 – 97.3% Customer target is 99% for 2016 and 85% for 2017. Att changed their metrics for this area and in doing so gave us more wiggle room in the conforming percentage. Our internal target is 100% defect free. Labeling still is our most common heavy hitter for defects but has decreased significantly due to the labeling program.

**Conforming Audits** – 2017 – 98.8%, 2016 – 100%. Customer target is 99%; our internal goal is 100%. We have exceeded our customer goals for 2016 and will continue to monitor this area in 2017 to stay at this level.

**Overall Performance** – 2017 – 104%, 2016 – 105% Customer target is 96%, Our internal goal is 100% so we are exceeding the targets.

Log 8, OFI's 25 and 27 remain open for further discussion. No new OFI's since our last meeting.

### **Note 3 – Internal Audits:**

Bob Clancy is scheduled for September 2017 to perform our annual internal audits. We are still working on the CAR forms for the non-conformances on his previous audits. Hoping to have them completed by July 2017.

Observation form Denise during our last audit regarding Torque wrenches – Per the manufacturer of the torque wrenches we use (Battenfeld Technologies), they said no calibration of the tool is required. Since that's the case we don't want to add the wrenches to our calibration list.

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**Note 4 - PDR** results were reviewed for the period August 2016 to Feb 2017. All areas measured are best in class. Our SQ was 0 for every month except March 2017. Continuing our quest to exceed our customer expectations and deliver jobs at zero defects.

### **TL Alerts Reviewed:**

16-009A – Announce publication of TL Auditor time document – does not apply to CCI.

16-010A – To Announce the release of the new product service category tables R5.4 – no changes for 7.1.1.

17-001A – Announce new revision R7.0 of the code of practice for certification bodies – no effect on CCI

17-002A – Announce release of revised code of practice 7.1 – no effect on CCI

17-003A – Revision to list clauses and requirements which may be declared not applicable – warns about exclusions from TL scope.

### **TL Advisories:**

9-2016 – No Advisories

10-2016 - No Advisories

11-2016 - #4 – NPR's are 25% > than the prior month – increased workload

12-2016 - #4 - NPR's are 25% > than the prior month – increased workload

1-2017 - No Advisories

2-2017 - No Advisories

### **Note 5 – OFI's**

Reviewed OFI #27 again and decided to wait and see what the RIP kits volume was by the end of second quarter 2017. No other new OFI's

### **Note 6 – CAR's**

Will, Lynne and Dave working on the CAR reports from Bob's audits.

### **Note 7 – Resource Issues**

We talked about our impending workload and the workload graph can help in this area. Att is trying to forecast more for us but we still rely heavily on our own devices.

Telco customer equipment storage is getting excessive. Will and Jason to work with our engineers to start moving it out of our warehouse.

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Disposition of completed job packages – Considering a revision to our PCO process to cover our disposition of job packages that come back from sites after job completion. These should be shredded due to proprietary information included in the packets. Will to investigate with att and report back.

To ramp up for busy summer months:

- Bring back all laid off employees
- Manage Overtime
- Check with suppliers to manage inventory

Resource issues that have been implemented since our last meeting:

## **Note 8 – Quality System Changes**

Reviewed controlled documents cross referenced to the document control matrix.

Consider re-allocation engineering geographical areas to help even out workload

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.

Action Item	Responsibility	Due Date
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Employee Handbook	Lynne	10/1/2017
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
Online Forklift Training	Lynne	7-31-2017
Non att Customer Feedback form	Jim	7-31-2017
Disposition of job packages	Will	7-31-2017

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