Quality Manual

INSTRON®

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Quality Policy

INSTRON®

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It is Instron's intention that all supplied products, services and calibrations fully satisfy our customer with respect to timeliness, performance, reliability, freedom from defects, safety and suitability for the intended application.

It is company's objective to -

- ✓ Provide our customers the best ownership experience by delivering the highest quality products, expert support and world-class service.
- ✓ Ensure a systematic, integrated and consistent approach to quality, measurement and improvement using cost-effective methods of communication, analysis, implementation and management review of quality objectives.
- ✓ Comply with the requirements of the international standard ISO 9001:2008 and ISO/IEC 17025:2005.
- ✓ Communicate the company's quality statement and objectives to all personnel and to involve every employee as active participants in the process of continual quality improvement as it relates to all aspects of the company's business.
- ✓ Promote quality awareness with our customers, suppliers, stakeholders and community.

Yahya Gharagozlou
President

The difference is measurable

Introduction

This document constitutes the highest level of quality documentation in the company. A supplementary compliance package may be attached to provide supporting detail for a site or laboratory. The information presented here takes precedence over any supporting documents.

The company's Standard Operating Procedures (SOPs) document additional details on how policies are implemented. Locally maintained work instructions provide further detail to support the SOPs.

The scope and revision of each document is held in Instron®'s Agile® document control system.

The quality manual defines Instron's policies regarding:

- The scope of the quality management system, including the details and justification for any exclusions
- The definition and the processes of quality management systems and their interaction
- Reference to the documented Standard Operating Procedures established for the quality management system processes

Site Contact Information, listed on page 17, details the appropriate location/person worldwide to respond to your inquiries.

Governing Documents of the Quality Process

	Documents
Level 1	Quality Manual and Corporate Brochure
Level 2	**SOP 1** Quality Management System
	SOP 2 Business Teams
	SOP 3A, B, C, D, E Standard Product Development and Support
	SOP 4, 4B Custom Product Development
	SOP 5A, B, C, D Purchasing and Manufacturing
	SOP 6 Installation and Service
	SOP 8 Instron United States Calibration Lab
Level 3	Local Work Instructions
Level 4	Forms
	Training Documents

About Instron®

Instron manufactures, markets and services materials testing instruments, systems, and accessories. Instron's products are used to evaluate the mechanical and physical properties and performance of materials, structures and components.

Instron is a company with sales of approximately $250 million worldwide. Since the founding of Instron in 1946, our operating philosophy has been to support and protect our customer's investment in our systems.

Instron's Mission

Our mission is to be recognized as the world leader in mechanical testing instrumentation. Illinois Tool Works (ITW) acquired Instron in October of 2005. ITW is a diversified manufacturer of highly engineered components and industrial systems and consists of approximately 825 decentralized operations. As part of ITW, Instron is able to meet with and learn from other ITW operations. Instron is using these relationships and ITW's 80/20 philosophy to continually improve quality, productivity, delivery, innovation, market penetration, and ultimately, customer satisfaction.

Instron's Vision

We will maintain world leadership by:

- Being technically responsive to customers
- Maintaining the highest quality standards
- Designing and manufacturing products which, when viewed from the customer's perspective, provide superior value.

Instron's Values

The company exists for the benefit of its stakeholders, customers, and employees worldwide. It will operate with high ethical and moral standards throughout the world. Instron strives to provide an environment in which its employees will find their employment a challenging and rewarding experience. Stability of employment and on-going personal development are given due consideration along with our other objectives and goals.

Instron Speaks Your Language

Instron's employees and independent agents cover more than 160 countries and speak more than 40 languages. Instron operates direct sales offices in 18 countries and is partnered with independent agents through out the world. Worldwide resources allow us to develop solutions to a wide range of customer problems. New technologies developed in one marketplace are quickly introduced in other markets to material scientists and engineers.

Instron's Customers

Our systems are used in research laboratories and on production lines, in quality control and in education, in large government installations, automotive companies, and small independent testing laboratories. Material scientists, designers, engineers and QC managers use Instron products to evaluate the mechanical and physical properties of materials, structures and components. Our products are used to test everything from fragile filaments to advanced alloys, in applications ranging from aerospace and automobile manufacturing to the development and production of everyday consumer goods.

Products and Services

Science and technology have pushed material performance boundaries far beyond what was thought possible when Instron® was founded in 1946. In the face of constant change, the company has continued to be a pioneer and a leader in material and structural testing. We strive to continually offer our customers more capabilities and to provide material scientists with more relevant information needed to advance engineering boundaries.

Instron has enhanced its abilities to serve markets by acquiring companies, product lines, technologies, and other types of cooperative initiatives and licensing agreements.

Common components and simpler designs have enabled Instron to continually improve its manufacturing efficiency. Increased opportunities for technology transfer have enabled the development of more powerful and flexible systems. With a greater variety of versatile Instron products in their facilities, customers prefer Instron for its 'one-stop-shopping' solution.

Instron's product lines use electromechanical, servohydraulic, and electrodynamic technology to perform tensile, compression, bend, fatigue, structural, hardness, thermal, and impact testing. While capable of addressing a wide range of applications and many different market segments, Instron products share technology and components in ways that best fit customer requirements. Each product line is able to take advantage of complementary strengths found in others.

Global Operations

Instron Material Testing, and its North American operations, are headquartered with the Norwood facility in Massachusetts. Its European operations are headquartered in High Wycombe, UK. IMT has five manufacturing facilities and 15 Technical Centers positioned around the world.

The Center of Excellence (CoE) provides business leadership, central design, manufacture and purchasing of its products.

Instron®

IMT
Instron Materials Testing

IMT develops advanced materials testing systems through its Instron, Wilson® Instruments, SATEC™, Shore® and Dynatup® divisions.

- ∗ □ ○ **Norwood, MA, USA** — CoE: Static Testing — Products include: Electromechanical, Hardness
- ∗ □ ○ **High Wycombe, UK** — CoE: Dynamic Testing — Products include: Servohydraulic, Electrodynamic
- ∗ ○ **Turin, IT** — CoE: Impact Testing — Products include: Impact, Rheology
- ∗ □ ○ **Grove City, PA, USA** — CoE: Industrial Products Group — Products include: Static Hydraulic Systems, Impact, Spring, Creep

Technical Centers

Sao Paulo, Brazil
Elancourt, France
Milan, Italy
∗ ○ Esslingen, Germany
Barcelona, Spain
□ Chennai, India
∗ ○ □ Singapore
□ Tokyo, Japan
□ Shanghai, China
□ Seoul, Korea
□ Melbourne, Australia
□ Taiwan
□ Bangkok, Thailand

∗ ISO 9001 Certified site
□ ISO 17025 Accredited calibration lab
○ Approved supplier to other manufacturing locations

System Compliance

ISO 9001 Compliance Statement, Scope, and Registration Details

Instron® quality systems, measurement standards and procedures meet or exceed the requirements of ISO 9001.

The Scope of the Quality Management System Covers

- Design, manufacture, installation and service
- Electromechanical, servohydraulic, electrodynamic instruments and systems as well as accessories
- Tensile, fatigue, hardness, impact and structural testing
- Instron Norwood MA, High Wycombe UK, Grove City PA, and Singapore facilities

The Following Processes are Excluded

- The international field sales operations. Sufficient controls on sales and service training and customer satisfaction are maintained within the business teams. The contract review process assures that products meet customer and applicable regulatory requirements.
- The field service operations outside of North America, the UK and Singapore. These operations act as approved suppliers to each CoE.
- The Binghamton, NY and Tokyo operations. These operations act as approved suppliers to the main CoE.

Instron's Quality Management Systems are Registered to ISO 9001

The Registrars are:

- Instron, Norwood, USA: SGS US testing Company Inc.
  Certificate Number US95/0293
- Industrial Products Group: SRI Quality Systems Registrar.
  Certificate Number - 009456
- Instron, High Wycombe, UK: SGS United Kingdom Limited.
  Certificate Number 92/1385
- Instron, Singapore: SGS Singapore Pte.
  Certificate Number SG04/00094
- Instron, CEAST Italy: TÜV Management Services.
  Certificate Number: 50 100 3963
- Reicherter Germany: TÜV Management Services.
  Certificate Number: 12 100 37695

TickIT Guide Issue 6 Software Design Compliance

TickIT augments the general ISO 9001 certification process with an infrastructure that supports and facilitates the achievement of quality in the software development process. www.tickit.org/index.htm

Instron software design activities have been assessed by SGS United Kingdom Ltd to meet the requirements of the TickIT guide.

Calibration Laboratory Management System Compliance

Instron's verifications, calibrations and equipment conform to a controlled Quality Assurance Program that meets the specifications outlined in ISO 10012- 1:2003 and ISO/IEC 17025:2005.

North America, Asia, Australia, and India

Instron's calibration laboratories are accredited to ISO/IEC 17025 for Force, Strain, Extension, Speed, Hardness, and temperature by the National Voluntary Laboratory Accreditation Program (NVLAP) which is administered by the National Institute of Standards and Technology (NIST) under lab code 200301-0. These laboratories include services in North America, Singapore, Taiwan, Thailand, Korea, China, Japan, and India. Our current scope of accreditation can be found on NIST's website at: http://ts.nist.gov/Standards/scopes/2003010.pdf

The calibration Laboratory (NVLAP Lab Code: 200301-0) includes the Wilson Hardness Laboratory, the Shore Durometer Laboratory, and all field calibrations in the countries described above.

Instron's Wilson Instruments hardness calibration laboratory is accredited to ISO 17025 by NVLAP for Rockwell®, Microhardness, Macrohardness and Brinell hardness test blocks and indenters. This facility is located in Binghamton, New York.

Instron's Shore hardness calibration laboratory is accredited to ISO 17025 by NVLAP for the calibration of durometers, durocalibrators, and type-three operating stands. The Shore laboratory is located in our Norwood, Massachusetts facility.

Europe

Instron's European, calibration laboratory is accredited to ISO 17025 for force, creep, extension, impact and hardness by the United Kingdom Accreditation Service (UKAS), Laboratory Number 0019. This laboratory is located in our High Wycombe, UK facility. UKAS holds the original certificate on their site at: www.ukas.org/calibration/lab_detail.asp

Australia

Instron Pty's calibration laboratory is also accredited to ISO 17025 for force and extension by the National Association of Testing Authorities (NATA), Laboratory Number 3037. Details are available at: www.nata.asn.au

Federal Regulation Statements

10 CFR § 21 and § 50 Appendix B Statement

10 CFR § 21 is the US Code of Federal Regulations for the Nuclear Industry. Instron®'s policy is that we do not comply with 10 CFR §21, but we have procedures in place for notification to customers for 'Out of Tolerance' conditions observed during a calibration that would have a significant impact on measuring and testing equipment.

We provide calibration services, from a price list, that are customarily available in the commercial marketplace. As such, we are a 'Commercial Supplier' of 'Commercial Grade Items' and can provide a commercial grade calibration certificate provided in accordance with the principles of 10 CFR § 21 and § 50 App. B.

21 CFR § 820, 21 CFR § 11, ISO 13485 Compliance and IQ/OQ/PQ

Instron designs, manufactures and services advanced universal testing machines and software for a wide range of applications and uses. Please note that these instruments are not 'Medical Devices' as defined under 21 CFR or by ISO 13045 and consequently are not covered by the scope of those regulations.

Instron develops its products with procedures and measurement standards that meet or exceed the requirements of ISO 9001, ISO 10012, ANSI/NCSL Z 540-1 and ISO/IEC 17025 as applicable. Software developed by Instron for use in calibration of testing instruments is also verified and validated using the same procedures. These procedures include product and data integrity verification and validation during the product design phase. Compliance is demonstrated by Instron's quality management systems being registered to ISO 9001:2008. The North America registrar is SGS US testing Company Inc. Our Certificate Number is U595/0293. Instron does not claim compliance with 21 CFR § 820. However, to meet the need of customers who are seeking compliance we can provide Software Verification Letters for specific software products to enable customers to fulfill the requirements of sections 820.70 (i) or ISO 13485 Section 7.5.2.1

Installation Qualification (IQ), Operational Qualification (OQ) Performance Qualification (PQ)

Instron also offers a range of support options to assist with IQ/OQ/PQ Qualification. These services range from documentation packages to customized on-site IQ/OQ verification services.

21 CFR § 11

Many Instron customers use our products to generate electronic records in support of FDA compliance activities. Instron guarantees the integrity of the data generated from its products at the point the data is generated or output in ASCII format. Software Verification letters for specific software products are available on request.

When outputting data via ASCII, the data leaves the control of the Instron system and we are unable to maintain traceability on any additional amendments to these electronic records.

It is important to note that no product by itself can be 21 CFR § 11 compliant. The FDA requires both procedural controls (i.e. notification, training and SOPs) and administrative controls to be put in place and validated by the Lifescience Company in addition to the technical and data integrity controls that the vendor uses to ensure compliance with this regulation.

ComplianceBuilder™ from Stelex

To meet the needs of customers seeking functionality to enable 21 CFR § 11 compliance, Instron has partnered with Xybion Corporation, a premiere solutions provider to the Lifesciences Industries and the producer of the ComplianceBuilder software. This partnership allows us to offer our customers an add-on compliance solution that provides capabilities to comply with 21 CFR § 11 requirements by providing among other functionality, time-stamped audit trails, system security, comprehensive reporting and accurate data storage. ComplianceBuilder seamlessly integrates with Instron's proprietary software.

Product Safety Statement

Instron® products, to the best of our knowledge, comply with various national and international safety standards including ISO, ANSI, IEC, and EN, in as much as they apply to material and structural testing. Our products are designed to the Instron Safety Standard. This standard is derived from various national and international standards. We certify that our products comply with all relevant EU directives (CE mark).

Because of the wide range of applications where our instruments are used, and over which we have no control, additional protection devices and operating procedures may be necessary due to specific safety regulations, accident prevention regulations, further EEA directives, or locally valid regulations. The extent of our delivery regarding protective devices is defined in our quotation.

Customers should carry out their own product safety risk assessment.

At the customer's request, we will gladly provide advice and quotations for additional safety devices such as guards, warning signs or methods of restricting access to the equipment.

Our products are not UL (Underwriters Laboratories) listed. Because of the large number of variants in our products, it is not feasible for us to have UL perform the required testing. We do use UL recognized components where appropriate and can provide quotations for UL certification on request.

CE Marking of Instron Equipment

Instron manufactures a wide range of products used for materials testing. The major product lines are:

- Dynamic tension and compression testers
- Electromechanical tension and compression testers
- High Force tension and compression testers
- Impact testers
- Hardness testers
- Polymer thermal and viscosity testers

- To fulfill the conformity requirements for CE marking of equipment across such a wide product range, Instron uses four main directives: the machinery directive, the low-voltage directive, Electromagnetic Compatibility (EMC) directive and the Pressure equipment directive.
- Products that have powered moving parts conform to the Machinery Directive
- Product that use electrical power but no moving parts conform to the Low Voltage Directive. Dynamic controllers at MD.
- All products that use electric power conform to the EMC Directive
- Products with pressurized fluids which exceed the threshold values set in the Pressure Directive conform to this directive.

Quality Objectives

Quality objectives for Instron® are established during the annual operating plan process and through Quality Management Review meetings held at each Center of Excellence (CoE) or business unit. These Quality Management Review meetings are held at least every six months. Changes to objectives are communicated directly to employees by their own manager or appointed delegate. Processes have been set up to meet the company's quality objectives and vary according to the parameter being measured. Examples of such systems are:

Customer Satisfaction

Instron regularly conducts customer satisfaction surveys to identify opportunities for improvement.

On-Time Installation

Each CoE is measured on its ability to install products promptly.

On-Time Shipment

Each CoE is measured on its ability to ship products against delivery commitments.

Performance of New Product Against Requirements Specification

As part of all new product development, a verification and validation plan is required.

Software Performance

All software releases, including upgrades, are subject to a test plan to ensure compliance to the requirements specification.

System Testing

All machine orders are tested to specifications approved by design engineering.

Business Processes

Instron® business activities concern the design, manufacture, installation and service of electromechanical and servohydraulic instruments and systems for tensile, fatigue, hardness, and structural testing.

The following core business processes have been identified as needed for the quality management system and its application throughout the organization:

The Quality Management System

SOP 1 details the general quality system requirements such as management commitment, customer focus, quality system planning review, document and data control, resource management, human resource policies, and Instron's general quality measurement, analysis, and improvement processes and tools.

The Business Team Process

Defines setting customer expectations, creating quotations, price lists and product planning. The order review or Machine Order Configuration Team (MOCT) checks to review customer requirements prior to the company committing to supply product to the customer. This process is detailed in SOP 2.

The Concurrent Product Development and Support Process

Defines how we determine a future market requirement, develops the future standard product and supports those products. This process is detailed in SOP 3A, SOP 3B, SOP 3C, SOP 3D, and SOP 3E.

The Custom Design Process

Defines how we develop customer-specific products not produced as standard products. This process is detailed in SOP 4 and SOP 4B.

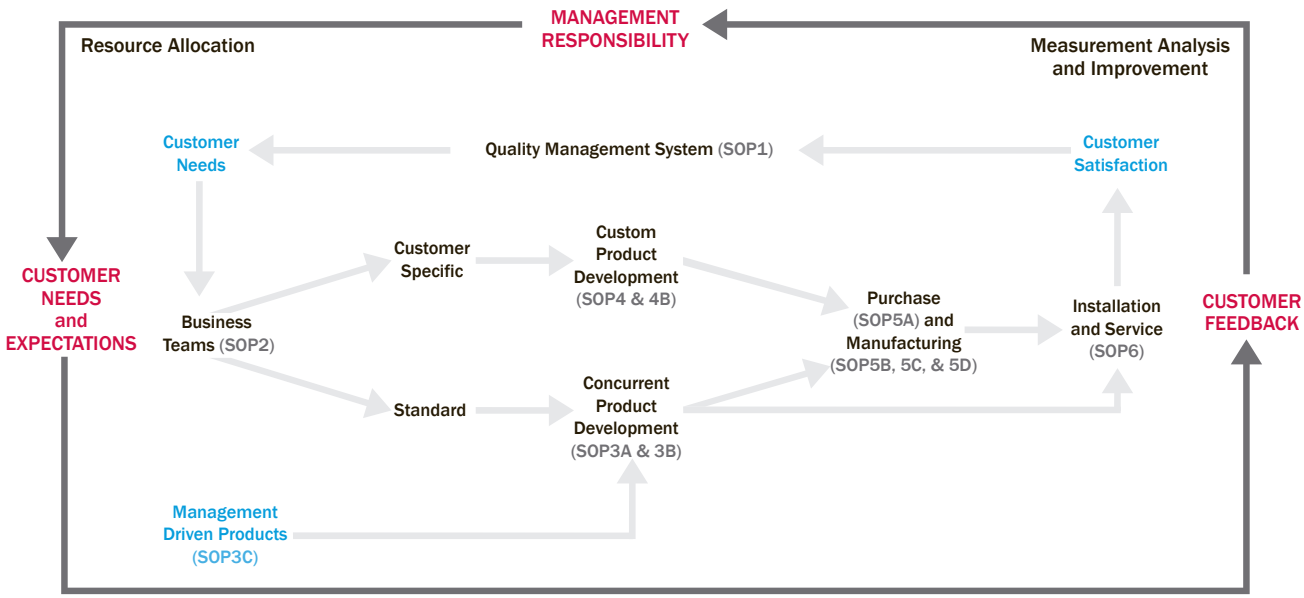
The Purchase and Manufacture Process

Defines buying, assembling, integrating and testing the products. This process is detailed in SOP 5A,SOP 5B, SOP 5C, and SOP 5D.

The Installation and Service Process

Defines installing those products in the field and providing after-sales support. This process is detailed in SOP 6.

Each of these business processes has its own management responsibilities, resource management, product realization and measurement, and analysis phases. The interaction between these processes is shown in the flow diagram below.



Documented Procedures

Document and Data Control

Instron® has identified those documents and data that are directly related to customer contracts or the requirements of the documented quality system. It is a requirement that the originator of each document carries out a formal review prior to approval and use. It is also a requirement that the correct documents are available at the relevant locations. Obsolete documents will be clearly identified as obsolete and managed in a way that positively prevents the incorrect information being referenced.

Data is held in various information systems for tracking business resource planning, service management, customer contacts, complaints and opportunities for improvement, software development, engineering documentation, internal and external standards and policies.

Internal Audit

To ensure that Instron's operating systems maintain their effectiveness and are continually improved, a program of internal auditing is undertaken by the company. Audits shall determine:

- Compliance with the requirements of ISO 9001 and/or ISO 17025
- The documented quality system is being effectively understood, implemented and maintained
- The documented quality system is practical and adequate for current business activity
- The level of training is adequat

A part-time audit team is recruited and trained in how to conduct and report on auditing departmental processes and procedures. The lead internal auditor or management quality representative for the site has responsibility for conducting this program in accordance with ISO 19011: 2002 'Guidelines for Quality Systems Auditing'. We aim to audit the operating systems of the company twice a year, but in no instance less than annually.

Nonconforming Material

Instron has established controls for the ready identification, segregation, documentation and sentencing of any material or product found not to conform to the specified requirements. This procedure includes instructions for the disposition of rejected material, including any rejected material from the floor, through a Material Review Board system (MRB). The MRB system and procedure is purposely designed utilizing the purchasing department as the main coordination body and the business unit as the clearing location. The MRB is also designed to function in a sequential manner, where the least number of people are involved for each type of disposition made.

Where nonconforming product is detected after delivery or use has started, the company will take actions in accordance with procedures for 'Field Change Request and Field Change Order Process' depending on the severity of the issue.

Corrective and Preventative Actions

Instron systematically reviews nonconformities and opportunities for improvement in order to continually improve the effectiveness of its quality management system and customer satisfaction with its products and services. 'Root Cause, Corrective and Preventative Actions' procedures details recommended methods for using our corrective and preventative action system correctly. It details our corrective and preventative action requirements and gives advice on how to carry out an effective root cause analysis.

The company tries to systematically prevent problems with the performance of its products or processes. A fact or data-based approach is used, including evaluation of historical trends and assessing the importance of the issue to the overall business. Issues are prioritized based on their importance or criticality to the business unit or function.

Corrective and preventative actions are tracked by the quality department at each of the site's via the Agile™ quality management system.

Record Retention

The Instron® record retention policy is governed by the Policy of ITW to retain records as long as legally required or as long as they serve a useful business purpose. Quality records are kept for the following:

- Contract/order review
- Design calculations, evaluation and design changes
- Supplier quality performance
- Internal defect data
- Manufacturing specification waivers
- Calibration data
- Product concessions
- Final test/release documentation
- Internal quality audits
- Training records
- Field service data
- Customer complaints
- Pertinent subcontractor records

SOP1 “Quality management System” covers further details of record retention procedures.

Customer Feedback

Instron continually monitors customer satisfaction with its products and services via:

- Customer feedback surveys - telephone surveys of a sample of large value orders. Instron conducts a continual program of customer satisfaction surveys.
- Customer complaints handled in accordance with ‘Customer Complaints Handling’ Procedure.
- Technical support escalation - analysis of the causes and time to solution of issues raised by our service or technical support groups.
- Customer input received from seminars, trade shows and sales, or service contacts.
- Feedback and analysis of installation reports.
- ‘Learning phase’ reviews of newly released products as detailed in ‘Concurrent Product Development’ Process.

All these forms of customer feedback are continually monitored, reviewed and acted upon by individual business units. The Divisional Quality Managers, provides regular reports on customer satisfaction to the Quality Management Review Committee. Customer issues that are not being solved adequately by normal processes are escalated to each division’s ‘Top 10’ reviewed, either by Quality Manager or General Manager of the Business Unit. This Committee personally champions these critical issues until resolution.

Escalated Customer Response

Instron takes great pride in its history and culture of focusing on customer satisfaction. All our staff are empowered to resolve customer issues as quickly as possible. Customer issues that are not being solved adequately by normal processes are escalated to higher management to ensure that the necessary priority and resources are being applied. There are four levels of escalation, the highest being each division’s ‘Top 10’ review and escalation processes.

- Level 4 - General manager (Top 10)
- Level 3 - Business Team Management.
- Level 2 - Departmental Management
- Level 1 - Local Supervisors/Managers
- Level 0 - Normal Processes

Documented Procedures

Correspondence Between ISO9001 and Quality Management System (QMS)

ISO9001 CORRESPONDENCE	INSTRON® STANDARD OPERATING PROCEDURE	
4. Quality Management System	Quality Manual and Corporate Brochure	
4.1. General	SOP 1	• Quality Management System
4.2. Documentation Requirements		
5. Management Responsibility	SOP 1	• Quality Management System
5.1. Management Commitment		Specific responsibilities are identified under each SOP
5.2. Customer Focus	SOP 2	• Business Teams
5.3. Quality Policy	SOP 3A	• Concurrent Product Development
5.4. Planning	SOP 3B	• Concurrent Product Support
5.5. Responsibility, Authority and Communication	SOP 3C	• Engineering Management Driven
	SOP 3D	• Hybrid Product Development Process
	SOP 3E	• Grove City Product Development
5.6. Management Review	SOP 4, 4B	• Custom Product Development
	SOP 5A	• Purchasing
	SOP 5B,C,D	• Manufacturing
	SOP 6	• Service and Installation
6. Resource Management	SOP 1	• Quality Management System
6.1. Provision of Resources		Supplemented by process-specific
6.2. Human Resources		requirements in process-specific SOPs
6.3. Infrastructure	SOP 2	• Business Teams
6.4. Work Environment	SOP 3A	• Concurrent Product Development
	SOP 3B	• Concurrent Product Support
	SOP 3C	• Engineering Management Driven
	SOP 3D	• Hybrid Product Development Process
	SOP 3E	• Grove City Product Development
	SOP 4, 4B	• Custom Product Development
	SOP 5A	• Purchasing
	SOP 5B,C,D	• Manufacturing
	SOP 6	• Service and Installation

ISO9001 CORRESPONDENCE	INSTRON® STANDARD OPERATING PROCEDURE	
7. Product Realization		
7.1. Planning of Product Realization	SOP 1	• Quality Management System
7.2. Customer Related Processes	SOP 2	• Business Teams
	SOP 3A	• Concurrent Product Development
	SOP 3B	• Concurrent Product Support
	SOP 4, 4B	• Custom Product Development
	SOP 6	• Service and Installation
7.3. Design and Development	SOP 3A	• Concurrent Product Development
	SOP 3B	• Concurrent Product Support
	SOP 3C	• Engineering Management Driven
	SOP 3D	• Hybrid Product Development Process
	SOP 3E	• Grove City Product Development
	SOP 4, 4B	• Custom Product Development
	SOP 6	• Service and Installation
7.4. Purchasing	SOP 5A	• Purchasing
7.5. Production and Service Provision	SOP 5B,C,D	• Manufacturing
	SOP 6	• Service and Installation
7.6. Control of Monitoring and Measuring Devices	SOP 5B,C,D	• Manufacturing
	SOP 6	• Service and Installation
8. Measurement, Analysis and Improvement	SOP 1	• Quality Management System
8.1. General	SOP 1	• Quality Management System
8.2. Monitoring and Measurements	SOP 1	• Quality Management System
	SOP 5B,C,D	• Manufacturing
8.3. Control of Nonconforming Product	SOP 1	• Quality Management System
	SOP 5B,C,D	• Manufacturing
8.4. Analysis of Data	SOP 1	• Quality Management System
8.5. Improvement	SOP 1	• Quality Management System
	SOP 2	• Business Teams
	SOP 3A	• Concurrent Product Development
	SOP 3B	• Concurrent Product Support
	SOP 3C	• Engineering Management Driven
	SOP 3D	• Hybrid Product Development Process
	SOP 3E	• Grove City Product Development
	SOP 4, 4B	• Custom Product Development
	SOP 5A	• Purchasing
	SOP 5B,C,D	• Manufacturing
	SOP 6	• Service and Installation

Structure and Responsibility

Responsibility and Authority

The ultimate responsibility for the identification, documentation, communication, definition of responsibilities and authorities, implementation, and maintenance of Instron®'s quality system is with the appropriate divisional executive:

IMT

- General Manager, EM Products
- General Manager, Dynamic Products
- General Manager, Hardness Products
- General Manager, Industrial Products Group
- General Manager, Instron CEAST

IST

- Managing Director
  The daily running of this quality system has been entrusted with the Divisional Quality Manager, who is responsible for monitoring compliance with the quality system. This responsibility for each site resides with:
- Norwood facility: Quality Manager, Instron
- Grove City facility: Quality Manager, Industrial Products Group
- High Wycombe facility: Quality and MED Manager, Instron
- Singapore facility: General Manager SE Asia
- Turin facility: Quality Manager, Instron CEAST

Major business units of Instron have a quality team that meets regularly to review relevant quality matters, customer or installation actions.

Instron's management demonstrates commitment to customer satisfaction, the development and implementation of the quality management system and its continual improvement by having regular meeting on Customer Satisfaction and quality related issues.

Management Representative

Divisional Quality Managers acts as Instron's management representative and has authority and responsibility for:

- Ensuring that the requirements of model ISO 9001 are implemented and maintained
- Ensuring that the requirements of ISO/IEC 17025 are implemented and maintained
- Promoting awareness of customer requirements throughout the organization
- Reporting findings and ensuring that corrective actions are taken where necessary
- Managing internal quality audits
- Analyzing and reporting of supplier quality, manufacturing quality and in-warranty quality of product
- Addressing any customer-imposed quality requirements
- Participating in any review meetings that affect design, manufacturing, and installations as applicable

Each site has its own management representative as stated under the previous section 'Responsibility and Authority'.

Calibration Laboratory Responsibility

Instron has the following calibration laboratories:

- Instron - United States
- Instron - a division of ITW Ltd. - United Kingdom
- Instron Australia

Each calibration laboratory has its own Head of Laboratory and a Laboratory Operational Manager. The Laboratory Operational Manager is responsible for the day-to-day financial and commercial operations of the laboratory and its staff. The head of laboratory has responsibility for the technical operation of the laboratory and for ensuring that all corporate, accreditation, and technical requirements are met.

The head of laboratory reports to the appropriate site Quality Manager for quality matters. The head of laboratory report to the divisional General Managers for Service.

Site Contact Information

	Norwood	Grove City	High Wycombe	Turin	Singapore
Senior Site Manager	Darcy Hunter	Jack Bowen	Graham Rogers	Stefano Vergano	KC Goh
Quality Site Manager	Paul Meroski	Shawn Berkstresser	David Walker	Fabrizio DiMarco	KC Goh
Human Resources	Duncan Warner	Jodie Detwiler	Sarah Ruddick	Paola Besusso	Marlene Wee
Safety Officer	Duncan Warner	Steve Morley	Bill Mitchell	Massimo Nadalin	Darren Ee
Service Manager	John Durkin	John Durkin	Jose Avila	Marco Marino	Peter Chan
Sales Manager(s)	Bill Wagner	Bill Wagner	Jean-Luc Heim Tom Davies	Fabrizio Scoffone	CK Ho

Global Office

Worldwide Headquarters	Instron® 825 University Avenue Norwood, MA 02062-2643 USA Tel: +1 781 828 2500 Fax: +1-781 575 5750

Affiliate Offices

Australia	Instron Pty., Ltd.
Brazil	Equipamentos Cientificos Instron Ltda.
Canada	Instron Canada Inc.
England	Instron - a division of ITW Ltd.
France	Instron S.A.
India	Instron India Pte., Ltd.
Japan	Instron Japan Company, Ltd
Korea	Instron Korea Co., Ltd.
Singapore	Instron Singapore Pte., Ltd.
Thailand	Instron Thailand
Taiwan	Instron Taiwan

General Global Directory List

	Norwood	Grove City	High Wycombe
Corporate Legal Entity			
Address	Instron® 825 University Ave. Norwood, MA 02062-2643 USA	Instron Industrial Products Group 900 Liberty Street Grove City, PA 16127 USA	Instron - a division of ITW Ltd. Coronation Road High Wycombe Buckinghamshire HP12 3SY, UK
Telephone	+1 781 828 2500	+1 724 458 9610	+44 1494 464646
Fax	+1 781 575 5750	+1 724 458 9614	+44 1494 456123
Tax Registration #	MA: 361-258-310-01	PA: 99512473	VAT Registration #: GB897 395056
Registration #	EIN: 36-1258310	EIN: 36-1258310	559693
CAGE Code	80160 Established 11/04/74, Last Updated 01/19/99	80160 Established 11/04/74, Last Updated 01/19/99	80160 Established 11/04/74, Last Updated 01/19/99
SIC Code	38 29 Measuring and Controlling Devices: 3826 Analytical Instruments	38 29 Measuring and Controlling Devices: 3826 Analytical Instruments	38 29 Measuring and Controlling Devices: 3826 Analytical Instruments
NAICS No.	June 19, 1961, Delaware: 3345194100	June 19, 1961, Delaware: 3345194100	June 19, 1961, Delaware: 3345194100
General Counsel	Corporate In-house Legal Counsel	Corporate In-house Legal Counsel	Corporate In-house Legal Counsel
Certificate of Insurance	Can be accessed directly from www.marsh.com/moi?client=0367	Can be accessed directly from www.marsh.com/moi?client=0367	Can be accessed directly from www.marsh.com/moi?client=0367
Payment Information			
Banking and Credit References	Contact Instron Accounting at +1 781 828 2500 for the most current information	Contact Instron Accounting at +1 781 828 2500 for the most current information	Contact Instron Accounting at +1 781 828 2500 for the most current information
Remit Payments To	Instron 75 Remittance Dr. Suite 6826 Chicago, IL 60675-6826	Instron 75 Remittance Dr. Suite 6826 Chicago, IL 60675-6826	Instron - a division of ITW Ltd. Coronation Road High Wycombe Buckinghamshire HP12 3SY, UK
Accounts Receivable	+1 781 575 5536	+1 781 575 5536	+44 1494 456620
BS 7890	Instron - a division of ITW Ltd. complies with BS 7890: 1996 - The British Standard for achieving good payment performance in commercial transactions	Instron - a division of ITW Ltd. complies with BS 7890: 1996 - The British Standard for achieving good payment performance in commercial transactions	Instron - a division of ITW Ltd. complies with BS 7890: 1996 - The British Standard for achieving good payment performance in commercial transactions
Human Resources			
Number of Employees (by region)	300 100 - Asia & Latin America	75	280 120 - Europe
Number of Inspection, Test and QA Personnel	10	4	21
Total Number	Approximately 1,200 employees worldwide		

	Norwood	Grove City	High Wycombe
Affiliations			
US Contractor License	Instron® - a division of ITW is a licensed contractor in all US states	Instron - a division of ITW is a licensed contractor in all US states	–
US Associated Business Contractors	Instron is not a member of the Associated Business Contractors	Instron is not a member of the Associated Business Contractors	–
Union Affiliation	No affiliations with unions or signatory to any collective bargaining agreements	No affiliations with unions or signatory to any collective bargaining agreements	No affiliations with unions or signatory to any collective bargaining agreements
Site Statistics			
Site	108,000 square feet, 2-story modern factory/office building	10 acres comprising 52,700 square feet, 2-story modern factory/office building	7 acres comprising 140,000 feet., 2-story modern factory/office building
Product Safety			
Chief Product Safety Officer	Mark Ritter	Shawn Berkstresser	Paul Hayford
CE Signatory	Mark Ritter	Steve Somple	Paul Hayford
Environmental/ISO14001			
	Hazardous waste: small quantity generator permit	Environmental statement available	Environmental statement available
OSHA/COSHH/Safety Information			
OSHA (USA)	Contact Human Resources at +1 781 575 5289	Contact Human Resources at +1 781 575 5289	–
COSHH (UK)	–	–	Contact the Human Resources at : +44 1494 456050
Miscellaneous			
EDI	Not available at this time	Not available at this time	Not available at this time
CAD System	Solid Edge	Solid Edge	Solid Edge

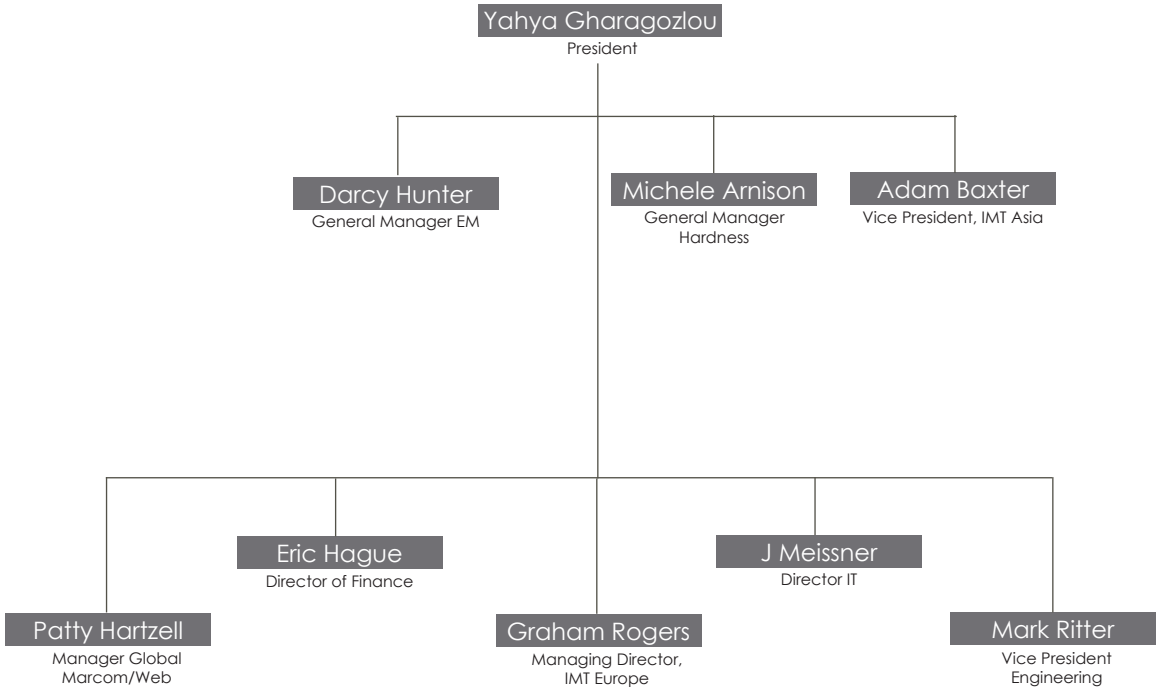
General Global Directory List

	Turin	Singapore
Corporate Legal Entity		
Address	ITW TEST and MEASUREMENT ITALIA S.r.l. - INSTRON CEAST DIVISION. Via Airauda 12 - 10044 - Pianezza - (TO) - Italia	3A International Business Park, ICON @ IBP, #06-16 Singapore, 609935
Telephone	+39 011 9685511	+65 6774 3188
Fax	+39 011 9662902	+65 6774 1837
Tax Registration #	Partita IVA 0046899015	M2-0092299-9
Registration #	EIN : 36-1258310	199001582R
CAGE Code	80160 Established 11/04/74, Last Updated 01/19/99	80160 Established 11/04/74, Last Updated 01/19/99
SIC Code	38 29 Measuring and Controlling Devices: 3826 Analytical Instruments	38 29 Measuring and Controlling Devices: 3826 Analytical Instruments
NAICS No.	June 19, 1961, Delaware: 3345194100	June 19, 1961, Delaware: 3345194100
Payment Information		
Banking and Credit References	Bank INTESA Sanpaolo	DBS Bank, Singapore
Remit Payments To	ITW TEST and MEASUREMENT ITALIA S.r.l. - INSTRON CEAST DIVISION. Via Airauda 12 - 10044 - Pianezza - (TO) - Italia	DBS Bank, Singapore
Accounts Receivable	+39 011 9685511	+65 6586 0832
Human Resources		
Number of Employees (by region)	49	24
Number of Inspection, Test and QA Personnel	5	2
Total Number	Approximately 1,200 employees worldwide	

	Turin	Singapore
Affiliations		
Employers Association	IFIOM - CGIL Torino	–
Union Affiliation	Unione Industriale AMMA	–
Site Statistics		
Site	30.118 square feet Factory/office Building	7,000 square feet, part of 12-story building
Product Safety		
Chief Product Safety Officer	Massimo Nadalin	KT Tsai
CE Signatory	Stefano Vergano	–
Miscellaneous		
EDI	–	–
CAD System	Solid Work 2009 for 3D Auto Cad 2005 for 2D	Solid Edge

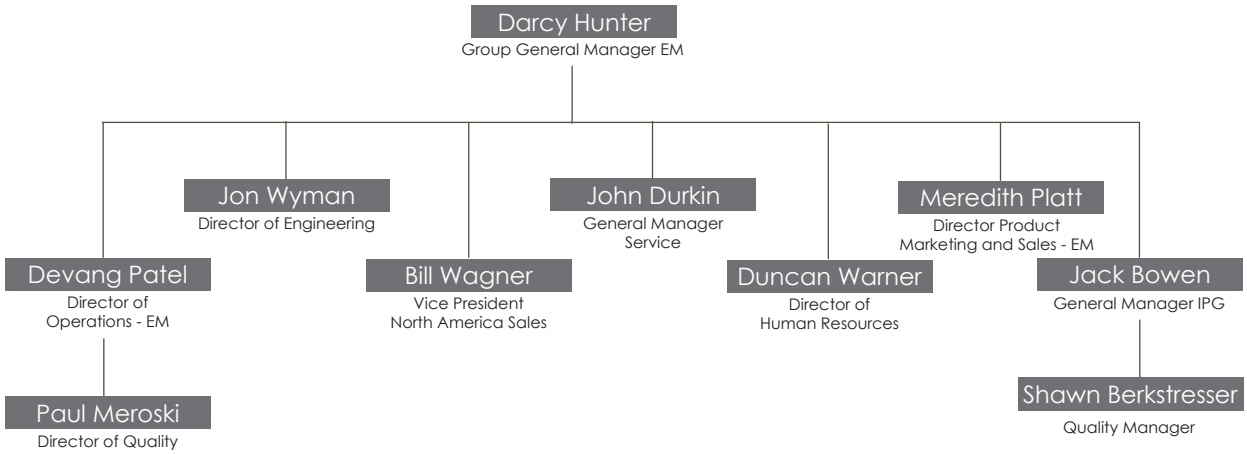
Organizational Structure

Instron Materials Testing

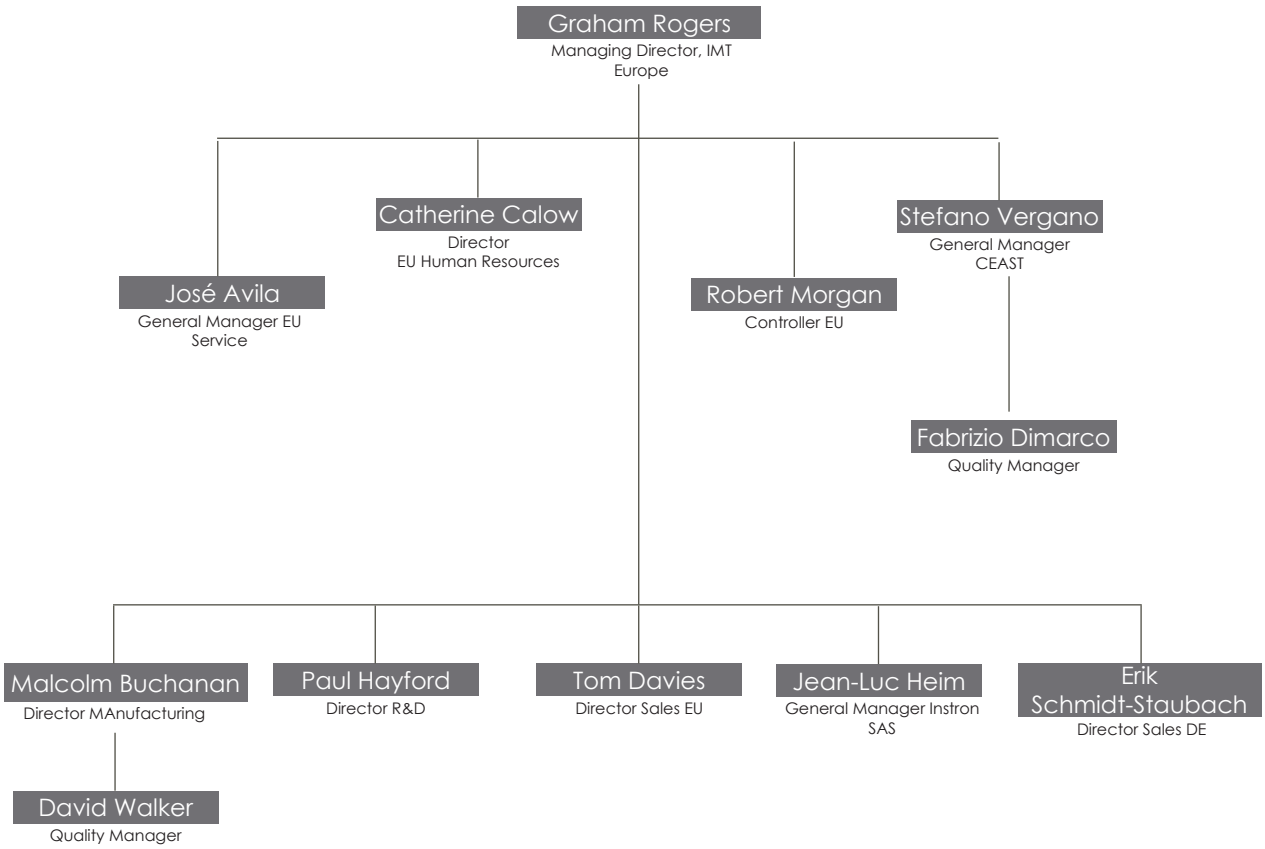


Management Teams

North American Management Team

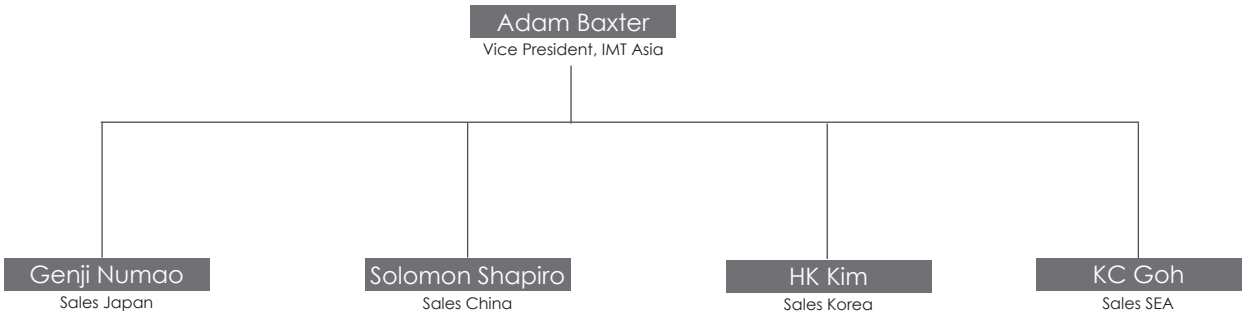


European Management Team



Management Teams

Asia Sales Management Team



Notes

Global Support that is Local to You

Instron® has a global infrastructure that is local to you and remains committed to being the leader in mechanical testing instrumentation. Please contact a local service office to determine the availability of the services outlined in this brochure for your location. For additional country contacts visit www.instron.com/locations

Americas

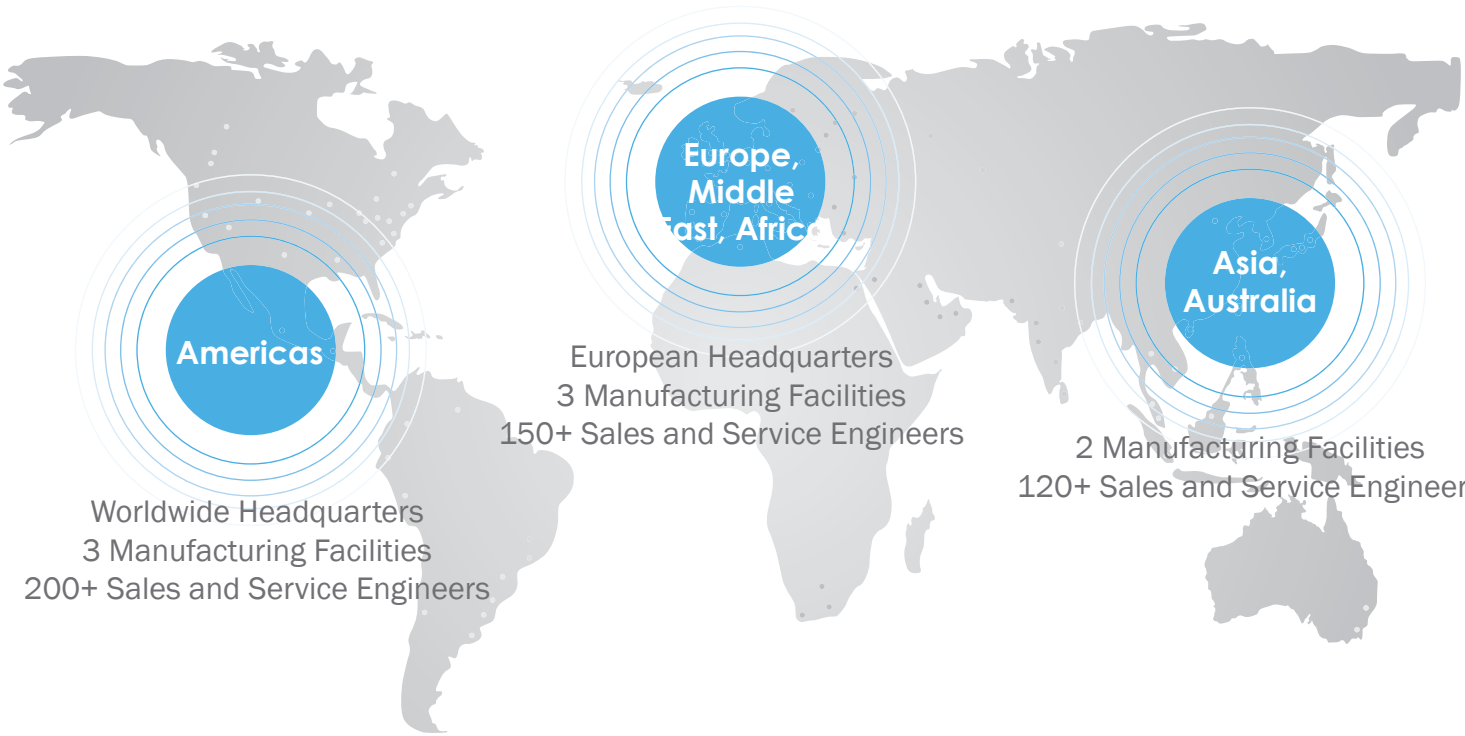
Brazil +55 11 4689 5480
Canada +1 905 333 9123
Central America +1 781 575 5000
Mexico +1 781 575 5000
South America +1 781 575 5000
United States +1 800 473 7838

Asia, Australia

Australia +61 3 9720 3477
China +86 21 6215 8568
India +91 44 2 829 3888
Japan +81 44 853 8520
Korea +82 2 552 2311/5
Singapore +65 6774 3188
Taiwan +886 35 722 155/6
Thailand +66 2 513 8751/52

Europe, Middle East, and Africa

Belgium +32 (0)3 454 0304
France +33 1 39 30 66 31
Germany +49 6157 4029 651
Hungary +36 1 363 9690
Ireland +44 1494 456815
Italy +39 02 36597000
Middle East +44 1494 456823
Netherlands +32 (0)3 454 0304
Nordic Region +44 1494 456815
Poland +48 22 233 1043
Spain +34 935 947 562
Switzerland +33 1 39 30 66 31
Turkey +44 1494 456823
United Kingdom +44 1494 456815



Worldwide Headquarters
3 Manufacturing Facilities
200+ Sales and Service Engineers

European Headquarters
3 Manufacturing Facilities
150+ Sales and Service Engineers

2 Manufacturing Facilities
120+ Sales and Service Engineers

www.instron.com

INSTRON
The difference is measurable®

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825 University Avenue, Norwood, MA 02062-2643 USA
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