

# QUALITY MANAGEMENT SYSTEM MANUAL

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Document Owner: Quality Management Department

Approved By: Elena Frost, CEO

### 1. INTRODUCTION

1 This Quality Management System Manual ("QMS Manual") establishes

2 This Manual applies to all Company operations related to the design

## 2. SCOPE AND APPLICATION

1 This QMS Manual covers all quality-related activities at Company fa

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Primary Manufacturing Facility: 4500 Arctic Way, Dover, DE 19901

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R&D Center: 2300 Frost Laboratory Drive, Cambridge, MA 02142

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Testing Facility: 780 Cold Storage Boulevard, Minneapolis, MN 55403

2 The quality system described herein applies to:

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Design and development of autonomous navigation systems

- - 2 -

Manufacturing of cold-resistant robotic platforms

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Integration of BlueCore(TM) technology components

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Customer support and maintenance services

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Supply chain management and vendor qualification

### **3. QUALITY POLICY**

1 The Company commits to:

-

Delivering reliable autonomous mobile robots that consistently perform

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Meeting or exceeding customer requirements and applicable regulatory

-

Continuously improving our quality management system

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Maintaining ISO 9001:2015 certification

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Ensuring product safety and reliability

## **4. ORGANIZATIONAL RESPONSIBILITIES**

1 Quality Management Structure:

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Chief Quality Officer: Direct responsibility for QMS implementation

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Quality Steering Committee: Strategic quality oversight

- - 4 -

Department Quality Leaders: Tactical implementation

-

Quality Assurance Teams: Daily quality monitoring and testing

2 Management shall ensure:

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Adequate resources for quality system maintenance

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Regular quality performance reviews

-

Implementation of corrective actions

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Training and competency development

## 5. QUALITY SYSTEM PROCESSES

1 Core Processes:

-

Product Design Control

-

Manufacturing Process Control

-

Supplier Management

-

Customer Requirements Management

-

Non-conformance Management

-

## Continuous Improvement

### 2 Supporting Processes:

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Document Control

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Records Management

- 

Internal Auditing

- 

Training Management

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Equipment Calibration

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Environmental Control

## **6. PRODUCT REALIZATION**

### **1 Design and Development:**

-

Requirements validation

-

Design review procedures

-

Prototype testing protocols

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Cold-environment performance verification

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Safety certification requirements

### **2 Manufacturing Controls:**



- - 8 -

Production line quality checks

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Environmental monitoring

-

Component traceability

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Assembly verification

-

Final testing procedures

## **7. MEASUREMENT AND MONITORING**

1 Quality Metrics:

-

Product reliability rates

-

Customer satisfaction scores

-

Non-conformance rates

-

Supplier performance metrics

-

Process capability indices

2 Review and Reporting:

-

Monthly quality performance reviews

-

Quarterly management reviews

- - 10 -

Annual system audits

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Continuous improvement tracking

## **8. DOCUMENTATION REQUIREMENTS**

1 Required Records:

-

Design history files

-

Production batch records

-

Testing and validation data

-

Training records

-

Audit reports

-

Corrective action documentation

2 Document Control:

-

Electronic document management system

-

Version control procedures

-

Change control process

-

Record retention requirements

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## 9. REVISION HISTORY

Version | Date | Description | Approved By

---|---|---|---

0 | 2024-01-15 | Complete revision for ISO 9001:2015 alignment | E. Frost

0 | 2023-02-01 | Updated manufacturing controls | E. Frost

0 | 2022-03-15 | Added BlueCore(TM) specifications | E. Frost

## 10. APPROVAL AND AUTHORIZATION

This Quality Management System Manual is hereby approved and authorized for use by:

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Dr. Elena Frost, Ph.D.

Chief Executive Officer

Date: January 15, 2024

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Sarah Nordstrom

Chief Operating Officer

Date: January 15, 2024

—

Marcus Chen

Chief Technology Officer

Date: January 15, 2024

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