

Quality Control

Novonics considers quality to be a composite of product and performance characteristics that satisfy customers' requirements. Novonics practices a forward-looking approach to quality assurance as we utilize "lessons learned" to continuously improve our processes. The Novonics Quality Assurance Plan (QAP) is focused on the following activities:

- Monitor, measure, analyze, control and improve processes
- Establish a mechanism for field product performance feedback
- Implement an effective root-cause analysis and corrective action system
- Ensure product standardization
- Measure/verify product conformity
- Incorporate "lessons learned"

To coordinate continuous product/process improvement, Novonics uses the Plan-Do-Check-Act (PDCA) process cycle. Figure 1 below illustrates the PDCA process cycle and techniques associated with its phases.

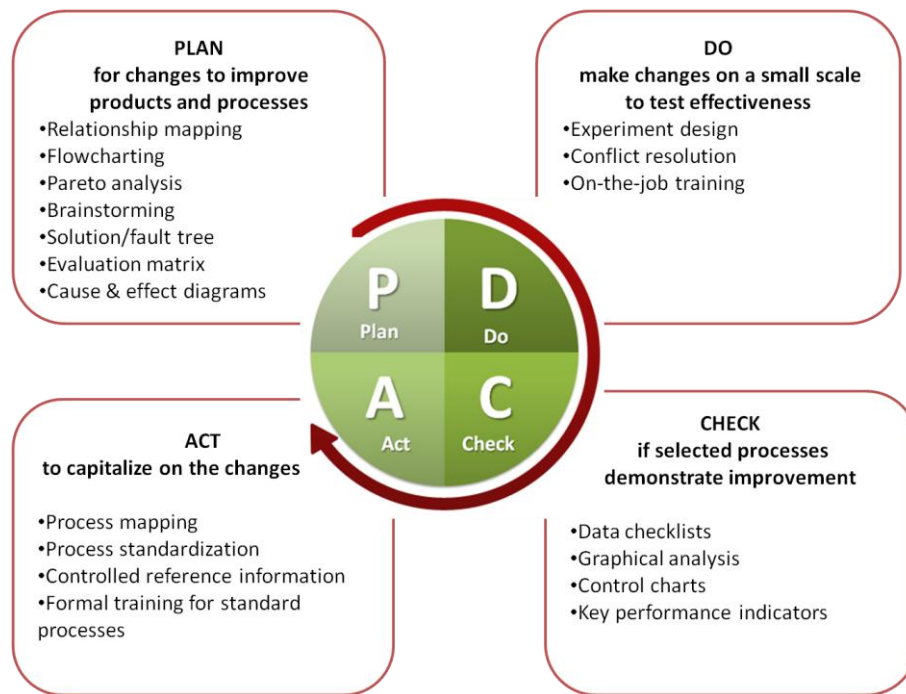


Figure 1 - Plan-Do-Check-Act (PDCA) Process