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Mobile Power Solutions
ISO/IEC 17025 QUALITY MANUAL

QUALITY POLICY

Mobile Power Solutions is committed to continual improvement of processes and services to achieve ongoing customer satisfaction. It is therefore our policy to:

- **Consistently provide quality testing services** that conform to customer and regulatory requirements.
- **Ensure that all personnel are competent and qualified** for the tasks they perform, and that all personnel familiarize themselves with quality system documentation in order to implement the policies and procedures in their work.
- **Professionally and effectively perform testing services** to produce accurate and precise results.
- **Consistently comply with ISO 17025** to ensure quality testing services, and to continually improve the effectiveness of the Quality Management System.

It is Mobile Power Solutions goal to encourage active participation of all employees in quality planning and continual improvement efforts to meet all quality, service and cost objectives.
INTRODUCTION

Mobile Power Solutions was established in 2003 as a performance and regulatory testing laboratory for batteries, cells and chargers. The company recognizes its responsibility as a provider of quality testing services. To this end, Mobile Power Solutions has developed and documented a quality management system to ensure customer satisfaction by complying with regulatory requirements and improving management of the company. The quality management system has been designed to comply with international standards ISO/IEC 17025:2005 (E) and ISO 9001:2000.

This manual has been prepared to define the quality system, establish responsibilities of the personnel affected by the system, and to provide general procedures and policy statements for all activities comprising the quality system. In addition, this manual is utilized for the purpose of informing our customers of the quality system and what specific process controls are effectively implemented to assure service quality.

SCOPE AND EXEMPTIONS

The Mobile Power Solutions quality management system applies to the testing of cells, batteries and chargers by utilizing regulatory test methods and specific customer testing requirements.

ISO 17025 is an international standard containing general requirements for the competence of testing and calibration laboratories. Mobile Power Solutions is in business only a testing laboratory and does not perform calibration services; therefore, the following exemptions apply:

Section 4.3.3.3 Document changes – Mobile Power Solutions' document control system does not allow for amendment of documents by hand.

Section 5.4.6.1 Estimation of uncertainty of measurement – applies only to a calibration laboratory or testing laboratory performing its own calibrations. Mobile Power Solutions does not perform any calibration services; therefore, the following exemptions apply:

Section 5.6.2.1 Calibration – applies only to a calibration laboratory or testing laboratory performing its own calibrations. Mobile Power Solutions does not perform any equipment calibration.

Section 5.7 Sampling - is performed to the applicable regulatory test method or specific customer requirements. Mobile Power Solutions does not create sampling plans or procedures.

Section 5.10.4 Calibration certificates - applies only to a calibration laboratory or testing laboratory performing its own calibrations. Mobile Power Solutions does not perform any equipment calibration.
1 Quality System Management

Company Organization and Management Responsibility

- Mobile Power Solutions (MPS) is a registered Corporation in the State of Oregon and holds legal responsibility for its operation.

- MPS is a privately held company, not part of any other company or organization.

- MPS is organized to operate in accordance with the requirements of ISO/IEC 17025, whether carrying out work in its permanent facilities or at off-site locations. It is the responsibility of all employees to work in accordance with the quality policies while satisfying the needs of our clients.

- MPS is not part of an organization performing activities other than testing; therefore, there is no potential conflict of interest amongst its personnel.

- All MPS employees are responsible to conduct themselves in a manner that does not diminish the confidence in our competence, impartiality, judgment or operational integrity as viewed by both MPS employees and our customers. This responsibility includes activities both in and outside of normal operations at MPS.

Assignment of Responsibility:

- In the absence of the Quality Manager and/or the Senior Test Engineer, the VP of Operations or CEO will assume these duties.

- In the absence of the Senior Test Engineer, the Laboratory Supervisor will assume the duties of the Senior Test Engineer.

- In the absence of the Laboratory Supervisor, the Senior Test Engineer will perform laboratory supervision.
The organizational responsibilities of Mobile Power Solutions personnel are illustrated below:

**President and CEO**
- Customer service
- Purchasing
- Test planning
- Technical training management
- Interfacing with the CTO on test reports and certifications
- Quality system document and record control
- Ensuring the effectiveness and integrity of the ISO 17025 compliant quality management system
- Ensuring a high level of customer satisfaction is consistently achieved
- Appointing qualified management personnel to key positions
- Marketing and sales including contract negotiation

**Chief Technology Officer**
- Oversight of laboratory testing methods and equipment selection to meet ISO 17025 requirements
- Ensuring that testing complies with relevant standards
- Development and validation of new or modified test methods
- Evaluation of test results and data

**Vice President of Operations**
- Developing, implementing, maintaining and improving the ISO 17025 compliant quality management system
- Promoting quality awareness throughout the organization
- Managing the corrective and preventive action system
- Managing the equipment calibration and maintenance programs
- Managing the internal audit program and conducting management reviews

**Quality Manager**
- Ensuring laboratory compliance with ISO 17025 requirements
- Providing input to and complying with the testing schedule
- Monitoring test performance
- Supervising and training test technicians
- Providing engineering support on assigned consultation projects

**Laboratory Supervisor**
- Ensuring laboratory compliance with ISO 17025 requirements
- Assisting the laboratory manager to meet the testing schedule
- Supporting operations with regard to maintenance, allocation, and procurement of test equipment and lab supplies
- Preparing facilities, fixtures and documentation for customer testing
- Preparation and oversight of any off-site testing necessary
- Leading test failure analysis and reporting activities
- Providing engineering support on assigned consultation projects

**Senior Test Engineer**
Gifts or favors from suppliers, customers or internal activities that may benefit from “in-spec” test results are prohibited to avoid any perception of conflict of interest per Client Confidentiality QA-002.

Proprietary rights and confidential information for both MPS and its customers are adequately secured per Client Confidentiality QA-002.

Job descriptions are maintained for all personnel detailing responsibility, authority, and education and training requirements per Job Description and Training QA-003.

The Quality Manager ensures that the integrity of the quality system is maintained when changes to the system are planned and implemented.

2 Quality System Documentation

- **ISO 17025**: Requirements for competence of testing and calibration labs
- **Quality Manual**: Policies and statements of intent for meeting applicable Standard requirements
- **QS and Testing Procedures**: Who, what, when, where and how QMS processes and tests are performed
- **Quality Forms**: Determine what data is collected for a process
- **Quality Records**: Provide evidence of compliance

- **The Quality Manual** is the governing document that defines the quality system policies and statements of intent of Mobile Power Solutions and is based on ISO 17025:2005 requirements.

- **The Quality Procedures and Test Instructions** describe who, what, when, where and how quality management system and testing processes are performed.

- **Quality Forms** related to quality procedures and test instructions are used for data collection.

- **Quality Records** are retained as objective evidence of compliance to the requirements of ISO 17025 and MPS procedures and test instructions per Record Control QA-012.
Document Control

- The Quality Manual and all documented procedures are readily available at the point of use and controlled per Document Creation and Control QA-001.

- The document control procedure ensures documents are approved for adequacy, uniquely identified (including revision status), periodically reviewed and updated, legible and protected from damage.

- Approvers perform document reviews and approvals based on pertinent information available to them by virtue of their position in the company.

- Documents of external origin are identified and controlled.

- Obsolete or down rev documents are not available for use in testing and are segregated from current revisions if they are retained for any purpose.

Document Changes

- Document changes are controlled per Document Creation and Control QA-001. A description of the change is recorded in the revision history.

- Document changes are reviewed by the same functions that performed the original review and approval unless specifically designated otherwise.

Quality Record Control

- Record Control QA-012 defines the means needed to identify, collect, index, access, file, store, maintain and dispose of quality and technical records.

- Records are legible, stored in a suitable environment to prevent damage or deterioration and are readily retrievable. Records may be in hard copy or electronic format. Electronic data is protected, backed up, stored and access controlled per Computer Network and Security Maintenance QA-013.

- All records are held securely and in confidence.

- MPS retains records of original observations, derived data and sufficient information to establish an audit trail.

- Observations, data and calculations are recorded at the time they are made and are identifiable to the specific task.
3 Contract Review and Purchasing

Contract review is a primary function and an integral part of the quality system at Mobile Power Solutions. All contracts/orders are reviewed and accepted only if the requirements are clearly understood, and the company has the capability and capacity to fulfill customer expectations. Reference Contract Review QA-005.

Communication is maintained with the client from the time a request for quote is processed through commencement of work. This includes informing the client of any deviation from the contract and obtaining approval prior to beginning testing.

If a contract needs to be amended after work has commenced, the same contract review process is repeated. Any amendments are communicated to affected personnel and the customer.

Subcontracting Testing Services

It is not the policy of MPS to routinely subcontract testing. However, should it become necessary to subcontract work due to unforeseen circumstances, the following will apply:

- The contract review process applies to any work that is subcontracted out.
- The subcontractor will be an approved supplier per Supplier Approval and Review Process QA-007.
- MPS informs clients in writing of the arrangement to subcontract, and if appropriate, obtains customer approval to subcontract.
- MPS is responsible for the subcontractor’s work, except when the customer or a regulatory authority specifies the subcontractor.

MPS occasionally utilizes off-site testing facilities. In these instances, tests are performed by MPS personnel. If the off-site testing facility’s equipment is used, the test setup and calibration are verified for compliance to ISO 17025.

Calibration of MPS test and measuring equipment is subcontracted to an ISO 17025 accredited calibration laboratory.

Purchasing Services and Supplies

The MPS purchasing department maintains approved suppliers for the purchase of supplies and services that have a direct affect on the quality product and testing performed. Reference Purchasing Services and Supplies QA-006 and Supplier Approval Process QA-007.

Purchased services, supplies and consumable materials directly affecting testing quality are not used until an incoming inspection is performed to ensure compliance with specified requirements per Purchasing Services and Supplies QA-006.
4 Customer Service

- MPS does everything possible to assure that customers receive the best possible service while maintaining the utmost in confidentiality when required. Customer service may include but is not limited to the following:
  
  - Affording customers access to the laboratory to witness testing when requested.
  - Preparing, packaging and dispatching test items and reports as required by our customers for verification purposes.
  - Advising, guiding and communicating with our customer on technical matters, providing opinions and interpretations for testing performed or to be performed.
  - Communicating to our customers any major deviations in testing being performed.
  - Communicating to customers any delays that may result in the customer not receiving their testing in a timely manner.
  - Notifying customers of any event that casts doubt onto the validity of results supplied to them.
  - Performing periodic customer surveys.

- Customer Complaints

Complaints, both verbal and written, are documented in accordance with Customer Complaint QA-008, which addresses the methods for documenting, investigating and resolving complaints to the customer’s satisfaction.

5 Quality System Monitoring and Measurement

- Control of Nonconforming Testing

  - In the event that a nonconformance is identified with regard to any aspect of testing, or the results of the work do not conform to the agreed upon requirements of the customer, the nonconformance is contained and corrective action is initiated per Control of Non-Conforming Testing QA-009.

  - In the unlikely event that the test results are found to be erroneous after the test report has been communicated to the customer, MPS will determine the impact on the test results and take the necessary action to provide accurate results.

- Continual Improvement

MPS is committed to continually improving the quality management system for process improvement. Continual improvement is accomplished through management team’s actions by:

  - Reviewing and updating the Quality Policy.
  - Reviewing internal and external audit results for improvement opportunities.
  - Analyzing quality data and customer survey results and using this data to set new quality objectives or modify existing ones.
Ensuring corrective and preventive actions are implemented and effective.

Performing periodic management reviews to evaluate the system per Management Review QA-021.

Corrective Action

Corrective and Preventive Action QA-010 describes the methods for taking action when nonconformities have been identified.

Root cause analysis is performed and action taken to eliminate the cause and prevent recurrence.

Corrective action is selected to eliminate the root cause of the nonconformity and for effectiveness to prevent recurrence.

Corrective actions are monitored and evaluated for effectiveness.

Where the identification of nonconformance raises doubt on MPS' compliance with its own policies, procedures, or with ISO 17025, additional internal audits are performed to determine if gaps exist. If gaps are identified, corrective action is taken to bring the system back into compliance.

Preventive Action

Preventive action is a pro-active process to identify process and quality system improvement opportunities. Once an improvement opportunity has been identified, an action plan is developed for implementation per Corrective and Preventive Action QA-010.

Preventive action implementation is monitored to verify that the needed improvements have been realized and are effective.

Internal Audits

Periodic audits of MPS operations are performed in accordance with Internal Quality Auditing QA-014.

If audit findings cast doubt on the effectiveness of the operations of the correctness or validity of the MPS test results, MPS takes timely corrective action, and notifies customers in writing if investigations show that the test results may have been affected.

Management Review

Management Review meetings for all MPS functions are periodically held to assess the effectiveness and continuing stability of the Quality System to satisfy the requirements of ISO/IEC 17025 and MPS Quality Policy and Objectives. Detailed rules for scheduling,
Mobile Power Solutions
ISO/IEC 17025 QUALITY MANUAL

conducting and the recording of management reviews are specified in Management Review QA-021.

- Minutes of the meeting of Management Review are recorded and include a plan for implementing actions defined during the review.

6 Technical Requirements

- Mobile Power Solutions acknowledges that many factors determine the accuracy and precision of the tests performed by a laboratory. These factors include contributions from:
  - human factors
  - accommodation and environmental conditions
  - test methods and method validation
  - equipment
  - measurement traceability
  - sampling
  - handling of test items

- Testing Personnel

  - Mobile Power Solution’s management ensures the competency of all who operate specific equipment, perform tests, evaluate results and sign test reports. Adequate supervision is provided for staff undergoing training. Personnel performing specific tasks are qualified on the basis of appropriate education, training, experience, and/or demonstrated skills, as required. Reference Job Description and Training QA-003.

  - All personnel utilized within the laboratory are employed by or under contract to MPS. Where outside personnel are utilized that are not under contract or employed by MPS, the MPS Test Engineer is responsible to ensure these personnel are supervised, competent, and that they work in accordance with the MPS quality system.

  - MPS maintains current job descriptions per Job Description and Training QA-003 for all managerial, technical, and key support personnel involved in testing. Responsibilities are defined for the following:
    - Planning and performing tests.
    - Evaluation of test results.
    - Reporting opinions and interpretations.
    - Method modification and development and validation of new methods.

  - The procedure also defines:
    - Qualifications and training programs.
    - Expertise and experience required.
    - Managerial duties.
Accommodation and environmental conditions

Environmental controls for the test laboratory are appropriate for the test(s) being performed. A temperature-controlled environment is maintained as required by those tests being performed. Environmental conditions that can affect test results are listed in the technical procedures and documented. Human factors relating to light, ventilation and space are considered with respect to performing required tasks safely and effectively. For each area that requires a controlled environment, MPS documents the conditions that might affect the test.

Environmental factors that may adversely affect test measurements are controlled to the degree necessary so as not to invalidate test results or increase the measuring uncertainty. Tests are stopped when the environmental conditions jeopardize the results of the tests.

A calibrated temperature-monitoring device is available and operating whenever testing necessitating temperature is being performed. The Laboratory room temperature is recorded and maintained on file.

Effective separation of test environments is maintained in work areas for safety and quality purposes.

Access to the laboratory is limited to authorized personnel and approved visitors. Visitors are supervised at all times.

It is the policy of MPS to maintain all areas in a clean and orderly manner.

Test methods and method validation

All instructions, standards, manuals and reference data relevant to the work of the laboratory are part of the document control system.

Current test methods are controlled and stored in a specific location on the MPS intranet.

Testing instructions are provided by the customer or written by MPS and approved by the customer for each test performed. Any deviations from test instructions must be accepted by the customer and recorded.

Where the customer does not specify a testing method, the Test Engineer will select a published national or international standard. Methods that have not been established as a standard are fully documented, statistically validated and agreed to by the involved parties.

When MPS must develop a procedure for performing a test, a test plan is developed. The test plan must identify how the test will progress from start to finish. Whatever testing plan is used, it must be documented. If the customer requests a test method that is not optimal, MPS will inform the client that the method is not optimal (i.e. inappropriate or out of date).
Estimation of Measurement Uncertainty

- The extent to which the factors contribute to the total uncertainty of measurement differs considerably between types of tests. Mobile Power Solutions takes into account these factors in developing test methods and procedures, and in the selection and calibration of the equipment it uses.

- When estimating measurement uncertainty, the requirements and tolerances stated in the applicable test procedure, as well as customer requirements, are reviewed to determine any potential measurement uncertainty. If any critical measurement uncertainty exists it will be included in the analysis of the test results and stated in the test report. Reference Estimating Measurement Uncertainty QA-023.

Control of Data

- Calculations and data transfer are subject to checks by someone other than the person performing the work, prior to reporting the data to the customer.

- MPS utilizes computers and automated equipment for the capture, processing, manipulation, recording, reporting, storage and retrieval of test data.

- MPS maintains supporting evidence that the software is suitably validated as being adequate for use (commercial off the shelf software not subject to this requirement). Procedures are established to ensure integrity and confidentiality of data entry and data collection, data storage, and data transmission. Reference Computer Network and Security Maintenance QA-013.

Test Equipment

- MPS laboratory is furnished with all items of sampling, measurement and test equipment required to correctly perform all testing specified.

- To assure that equipment used for testing complies with specification requirements and are capable of achieving the accuracy required for each test performed, the following procedures, and the systems associated with them, have been instituted to assure compliance with specifications relevant to the tests concerned:
  - Equipment Control and Maintenance QA-016.
  - Calibration Program QA-017.

- Only authorized personnel are permitted to operate laboratory equipment. Relevant manuals provided by the manufacturer of the equipment are controlled and are made readily available for use by personnel. Instructions on the use and maintenance of all equipment are kept up to date and are readily available.
Gages, measuring and test equipment are uniquely identified and labeled to identify the calibration status. Intermediate checks are performed in house per the Calibration Program QA-017.

Calibration records for measurement test and operational equipment and its software are maintained per the respective procedures: Calibration Program QA-017 and Equipment Control and Maintenance QA-016.

Measuring Equipment is handled safely, transported, stored, used and maintained per Equipment Control and Maintenance QA-016 to ensure proper functioning and to prevent contamination and deterioration.

Equipment that has been damaged, overloaded, shown by verification or otherwise found to be producing suspect or defective results is identified as such and removed from service. Defective equipment activities are evaluated for any affect the equipment may have had on previously reported test results. Appropriate action is taken in accordance with Test Reporting QA-018 and Calibration Program QA-017.

If test and/or measurement equipment have adjustment points that when tampered with can affect calibration, then tamperproof seals are placed over all adjustment points. If these seals show signs of tampering, it will invalidate the calibration and the equipment must be calibrated again before it can be used for client's work.

**Measurement Traceability**

All measuring and test equipment having an effect on the accuracy or validity of tests are calibrated and traceable to national or international standards per the Calibration Program QA-017.

**Sampling**

MPS meets the sample size requirements as specified in UN, UL or IEC standards for testing.

Where client requires deviations, additions, or exclusions from the documented sample size, these deviations are recorded in detail with the appropriate sampling data and included in all documents containing test and/or calibration results and are communicated to the appropriate personnel.

**Handling of test items**

The transportation, receipt, handling, storage, retention and/or disposal of all test items are defined in Handling of Test Items QA-019.

Unique and permanent identification of test items is maintained throughout the life of the test.

Any abnormalities of departures from normal or specified conditions as described in the methods are recorded. When there is doubt as to the suitability of an item for test, or when
an item does not conform to the description provided, MPS consults with the client for further instructions before proceeding.

- Where test items need to be stored or maintained under specific environmental conditions, the conditions are monitored, maintained and recorded.

Test Quality Assurance

- MPS participates in proficiency testing to ensure accuracy and precision of its testing activities. Reference Proficiency Testing Plan QA-022.

- In addition to periodic audits, testing quality assurance is an ongoing process. Test quality is monitored and results are included in the Management Review process.

Reporting Test Results

- Material test results are reported accurately, clearly, unambiguously and objectively in accordance with Test Reporting QA-018.

- If testing is subcontracted, the subcontractor will provide hard copy or electronic test reports to MPS. When MPS test reports include testing performed by subcontractors, the subcontractor lab results are clearly identified.

- Test Reports contain the following information (at a minimum):
  - Title (Test Report or Certificate of Compliance with a given standard)
  - Name and address of the testing laboratory and location(s) where testing occurred
  - Unique identification of the test report by number, and on each page an identification in order to ensure that the page is recognized as part of the report, and a clear marking to mark the end of the test report
  - The name and address of the client
  - Identification of the test method used
  - Description of, condition of, and identification #’s of the items tested
  - The date of receipt of the test items where this is critical to the validity, and the date(s) of performance of the test
  - Reference to the sampling plan and procedures used by MPS where relevant
  - The test results and appropriate units of measurement
  - The name(s), function(s) and signature(s) or equivalent identification of person(s) authorizing the test report
  - Where relevant, a statement to the effect that the test results relate only to the items tested
Interpretation of test results

Testing interpretation includes the following:

- Deviations from, additions to, or exclusions from the test methods and information on specific test conditions, such as environmental conditions
- Where relevant, a statement a compliance/non-compliance with requirements and/or specifications
- Where necessary, a statement of the estimated uncertainty of measurement
- Where appropriate and needed, opinions and interpretations
- Additional information which may be required by specific methods, clients or groups of clients

Test results containing the results of sampling include the following, where necessary for the interpretation of test results:

- The date of sampling
- Unambiguous identification of the product sampled
- The location of the sampling, including any diagrams, sketches or photos
- A reference to the sampling plan and procedures used
- Details of any environmental conditions during sampling that may affect the interpretation of the results
- Any standard or other specification for the sampling method or procedure, and deviations, additions to or exclusions from the specification concerned

Opinions and Interpretations

When opinions and interpretations are included, MPS documents the basis upon which the opinions and interpretations have been made. Opinions and interpretations are clearly marked as such.
## Revision History

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<tr>
<td>3</td>
<td>2/6/06</td>
<td>V. Stallcup</td>
<td>Corrected typographical errors in section 2; corrected reference to QA-012 in section 2; added revision history</td>
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<tr>
<td>4</td>
<td>4/18/06</td>
<td>V. Stallcup</td>
<td>Added diagram of QMS documentation structure; added provision for reporting subcontracted test results; updated the measurement uncertainty &amp; proficiency testing statements in section 6.</td>
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<tr>
<td>E</td>
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<td>V. Stallcup</td>
<td>Changed from number rev to letter rev; clarified testing at offsite locations (p. 5); added organization chart (p. 6); clarified Subcontracting Testing Services (p. 9); clarified Test Equipment (p. 14).</td>
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