



# Quality Manuel

# Overview

Based on  
QMS Hybrid SA / March 2016

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## Introduction:

In order to ensure strict monitoring of the provided services, Hybrid SA has established a Quality Management System **QMS**. This system, based on an international standard, is described in different parts of Quality Manual **QM** and its correlated procedures. In order to verify its authenticity and compliance, it has been audited by an outside agency and found to comply with ISO 9001:2015 and ISO 13485:2012.

This document is an overview of **Hybrid SA** Quality Manual.

## 1. Presentation

<b>Name:</b>	Hybrid SA
<b>Location:</b>	2025 Chez-le-Bart
<b>Phone:</b>	032 835 33 88
<b>Fax:</b>	032 835 24 02
<b>Email:</b>	<a href="mailto:mailbox@hybrid.ch">mailbox@hybrid.ch</a>
<b>Internet:</b>	<a href="http://www.hybrid.ch">www.hybrid.ch</a>
<b>Foundation:</b>	1989
<b>Number of employees:</b>	56

### Applications Areas are:

Consulting, Engineering and Industrialization in the Microelectronic field, with the aim to mass produce the products marketed by its customers.

Founded in 1989, Hybrid SA has specialized in the manufacturing of miniature high-density circuits where saving space becomes the primary objective. Hybrid SA has more than 20 years of experience in mastering COB, Flip-chip and SMD technologies.

Always attentive to its customers, Hybrid SA's technical team is able to advise and offer the most innovative solutions. This running towards excellence and towards miniaturization is the drive of a steady and sustainable progress for the company.

The humanly sized production unit mobilizes around one goal: **impeccable quality!**

### Focuses areas of Hybrid SA are:

- Consulting and Engineering in circuit Development.
- Hybrid Thick Film Circuits (Screen Printing).
- SMD Assembly.
- Die Bonding.
- Wire Bonding.
- Flip Chip.
- Glob Top.
- Electrical Test.
- Manual Procedures.
- Bumping.

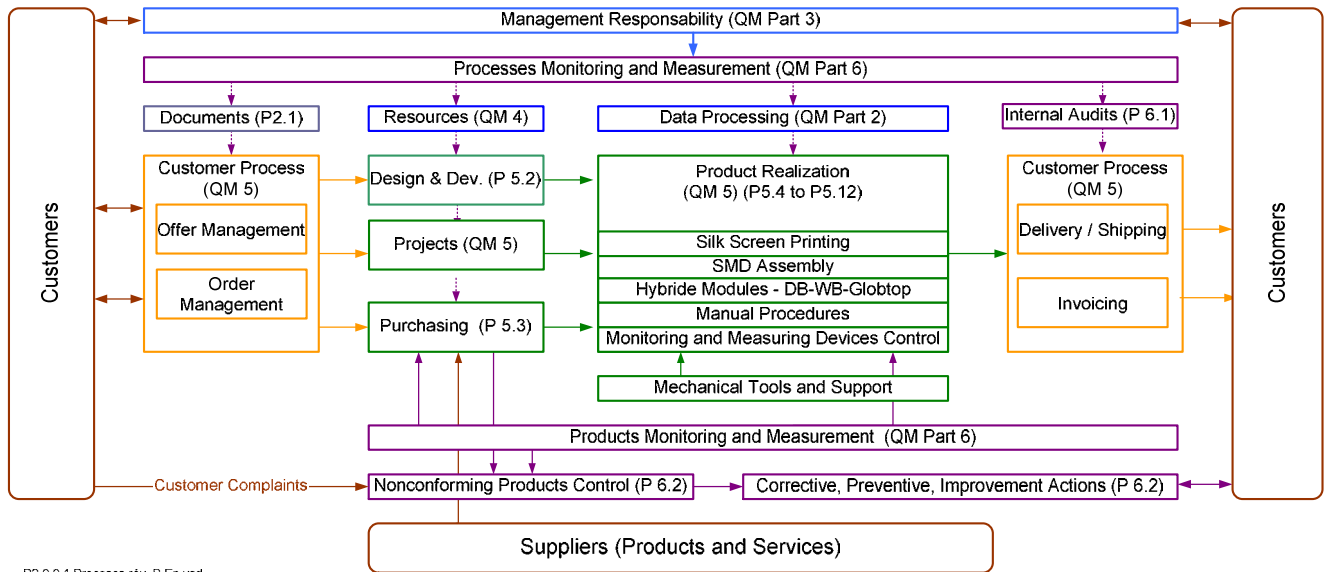
All these services are provided through an adequate manufacturing environment.

## 2. Quality Management System

### 2.1. General Requirements

Hybrid SA activities are conducted through different processes.

Through this graph, main processes are represented schematically together with their sequences and interactions:



The operating efficiency of these processes is monitored using indicators which were set up by Hybrid SA.

### 2.2. Documentation Requirements

The Quality Management System includes:

- **QM** Quality Manual
- **QP** Quality Procedure
- **WI** Work Instructions
- **QD** Quality Data
- **QR** Quality Records



## 3. Management Responsibility

### 3.1. Management Commitment

The top management maintains Quality Management System (QMS) in order to increase Hybrid SA's performances in a spirit of constant improvement.

The top management meets regularly to talk over operational aspects, resources, quality, finance, etc., in order to plan and provide necessary resources for proper functioning of the system.

Resulting decisions, as well as the quality policy and objectives, are communicated regularly to all employees in order to fully meet customer requirements, while respecting the statutory and regulatory requirements that apply to the company.

### 3.2. Customer Focus

The customer is the center of our concerns.

Hybrid SA technological knowledge and skills to reproduce complex operations on high quality products are applied to customer's demands so that their products can fit into a market which is more and more oriented towards advanced and new technologies.

Hybrid SA ensures that customer's demands and specific requirements are met so to enhance customer's satisfaction.

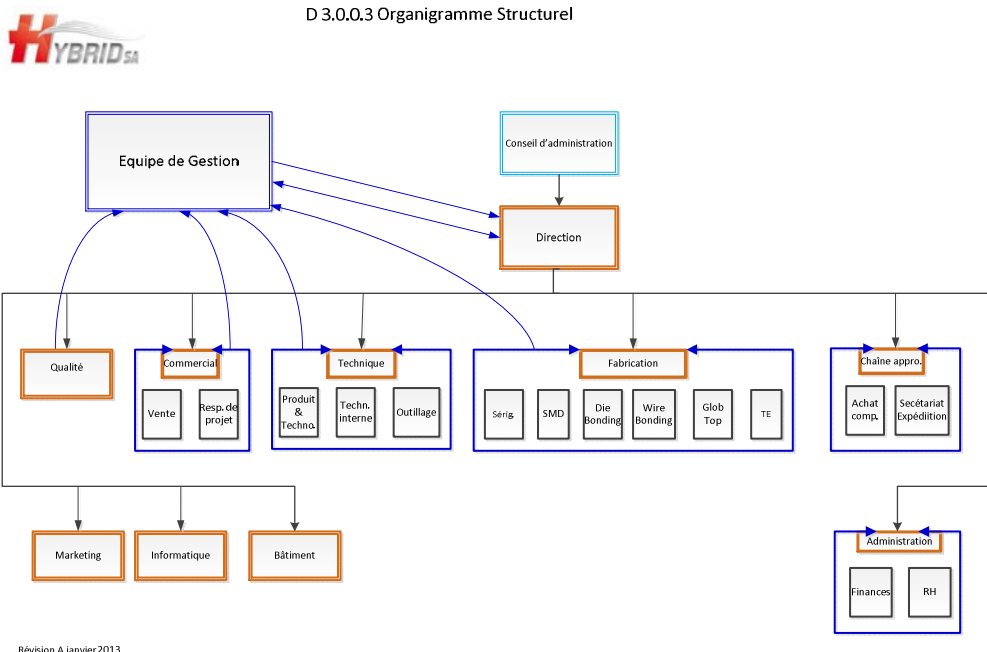
### 3.3. Quality Policy, Organization Chart

Hybrid SA specializes in manufacturing of high-tech electronic products, requiring specific know-how.

We want to keep being known through our present partners' satisfaction, as well as to develop trusting relationships with current and future partners.

Our strength lays in our ability to understand our customer's needs and expectations, and offer them optimal solutions based on our experience.

We are looking for suppliers mastering the technologies and products we need, and we are striving to communicate them precisely our requirements, in order to progress together toward setting up the best solutions to offer to our customers.



### 4. Resources

#### 4.1. Human Resources

Employees are selected and hired based on their initial and vocational training, as well as on their ability to fit into the company and to progress in harmony with the “corporate culture” and their colleagues on all levels.

Hybrid SA seeks to maintain and develop their employees’ motivation in order to create an enthusiastic working environment. The company asks them to apply daily their work knowledge in a systematic and disciplined way.

On their side, executive managers shall complete employees’ training by transmission of know-how and appropriate job training to increase their experience, and therefore their effectiveness, efficiency and ultimately their personal job satisfaction.

#### 4.2. Infrastructure and Work Environment

The top management plans and provides the needed infrastructure based on a long-term vision of the company’s future. Each piece of equipment is carefully selected to allow the implementation of Hybrid SA’s specific processes and to ensure their stability.

The Heads of Department define the layout of workstations (ergonomics, lighting, ventilation, ESD protection, etc.) so that each employee might perform his assigned work effectively and efficiently, meaning without error nor wasting energy.

## 5. Product Realization

### 5.1. Planning of Product Realization

Hybrid SA does not commercialize finished products under its brand and its own responsibility.

The company works closely with the customer in technical and commercial areas in order to respect the process of maturation of the product.

#### The needed resources are:

- The product specifications and special requirements
- The skills of Hybrid SA in consulting and engineering
- The production means for prototypes and pre series
- The ability of Hybrid SA to deploy new production means
- The quality management system of Hybrid SA

#### Process of maturation of the product:

- Evaluation of customer's needs respectively of the product's needs
- Feasibility study
- Evaluation of costing
- Manufacture of prototypes
- Validation by the customer
- Pre series
- Validation by the customer
- Implementation of the stabilized product
- Measurement of the results
- Continuous improvement of process performances

For each product, Hybrid SA ensures to meet customer requirements for traceability, control and supply of components. Hybrid SA wishes to emphasize an excellent communication with customer, so that its services shall represent a measurable added value for their customer's product.

Commercial terms are subject to the document **D5.0.0.12 Sales and Delivery Terms.**

### 6. Measurement, Analysis and Improvement

Hybrid SA plans and implements the monitoring, measurement, analysis and improvement processes needed in order to:

- Demonstrate product's conformity;
- Ensure conformity of present quality management system with standards and management requirements;
- Continually improve the effectiveness and efficiency of quality management system.

This includes determination of applicable methods and analysis of results and their evolution.

Chez-le Bart, March 2016

Hybrid SA  
Yvonne Jacot  
Quality Manager

Hybrid SA  
Jean-Charles Porret  
CEO