

# Quality Management System (QMS) manual

ISO 9001:2015

Smarter  
network  
in sight.

**EXFO**

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## Table of contents

<b>1</b>	<b>INTRODUCTION .....</b>	<b>3</b>
<b>2</b>	<b>OUR MISSION .....</b>	<b>3</b>
<b>3</b>	<b>OUR MANAGEMENT COMMITMENT .....</b>	<b>3</b>
<b>4</b>	<b>OUR SCOPE.....</b>	<b>3</b>
<b>5</b>	<b>OUR QUALITY POLICY.....</b>	<b>3</b>
<b>6</b>	<b>OUR CERTIFIED FACILITIES.....</b>	<b>3</b>
<b>7</b>	<b>OUR OBJECTIVES .....</b>	<b>4</b>
<b>8</b>	<b>OUR QMS STRUCTURE, ROLES AND RESPONSIBILITIES.....</b>	<b>4</b>
	STRUCTURE .....	4
	DOCUMENTED INFORMATION .....	5
	PEOPLE .....	6
	<i>QMS Executive Director .....</i>	<i>6</i>
	<i>Legal adviser .....</i>	<i>6</i>
	<i>Business Process Owner .....</i>	<i>6</i>
	<i>Business Process Manager .....</i>	<i>6</i>
	<i>Business Process Leader .....</i>	<i>6</i>
	<i>Customer Experience Director .....</i>	<i>6</i>
	<i>Lead Auditor .....</i>	<i>6</i>
	<i>Internal Auditor .....</i>	<i>6</i>
	<i>Product Certification Specialist .....</i>	<i>6</i>
	<i>Employee .....</i>	<i>6</i>
<b>9</b>	<b>OUR CORPORATE CULTURE OF CONTINUAL IMPROVEMENT .....</b>	<b>6</b>

## 1 INTRODUCTION

This *Quality Manual* has been written for all relevant interested parties (e.g., customers, staff, suppliers, authorities). It provides an overview of our organization's quality management system.

## 2 OUR MISSION

Founded in 1985, EXFO develops smarter test, monitoring and analytics solutions for the global communications industry. We are trusted advisers to fixed and mobile network operators, hyperscalers and leaders in the manufacturing, development and research sector. Our customers count on us to deliver superior visibility and insights into network performance, service reliability and user experience. Building on over 35 years of innovation, EXFO's unique blend of equipment, software and services enables faster and more confident transformations related to 5G, cloud-native and fiber-optic networks.

For more information, visit [EXFO.com](https://www.exfo.com) and follow us on the [EXFO Blog](#).

## 3 OUR MANAGEMENT COMMITMENT

EXFO's commitment is that its quality management system meets all ISO 9001:2015 requirements and remains appropriate to the purpose, context and strategic direction of the organization.



Philippe Morin, Chief Executive Officer

## 4 OUR SCOPE

Design, manufacture, sell and service test and measurement instruments, adaptative service assurance systems for telecommunications networks.

## 5 OUR QUALITY POLICY

EXFO's commitment is to supply its customers with products and services that comply with their specific needs and requirements.

EXFO's employees are dedicated to ensuring consistent quality and continual improvement of all products, services and processes.

To ensure proper communication and act as a reminder, EXFO's quality policy is available on its intranet site.

## 6 OUR CERTIFIED FACILITIES

EXFO's worldwide customers can be assured of a thorough QMS implementation in the following sites.

EXFO Inc.  
400 Godin Avenue  
Quebec City, QC G1M 2K2  
CANADA

Corporate Headquarters, Product Development Center,  
Customer Service Center, Service Center and  
Manufacturing Facilities

EXFO Inc.  
2500 Alfred-Nobel  
Montreal, QC H4S 0A9  
CANADA

Product Development Center

<p>EXFO Telecom Equipment (Shenzhen) Ltd. F1 to F3 No. 71–3 Xintian Avenue, Xintian Community, Fuhai Subdistrict, Bao'an District, Shenzhen, Guangdong, P.R.China 518103</p> <p>Manufacturing Facilities and Service Center</p>	<p>EXFO Europe Ltd Winchester House School Lane, Chandlers Ford SO53 4DG, UNITED KINGDOM</p> <p>Customer Service Center and Service Center</p>
<p>EXFO Electro Optical Engineering India Private Limited Office No 604, Tower S-4, Cybercity, Magarpatta Hadapsar, Pune 411013 INDIA</p> <p>Product Development Center and Technical Support center</p>	<p>EXFO Solutions 2 Rue Jacqueline Auriol Saint-Jacques-de-la-Lande, 35136 FRANCE</p> <p>Product Development Center and Technical Support center</p>
<p>EXFO Telecom Spain Ronda Narciso Monturiol 6 Bur. 113B Paterna, V 46980 SPAIN</p> <p>Product Development Center and Technical Support center</p>	

## 7 OUR OBJECTIVES

The QMS main objectives are set at management review meetings. The EXFO QMS management review process ensures its continuing suitability, adequacy, effectiveness, and alignment with the strategic direction of the organization.

## 8 OUR QMS STRUCTURE, ROLES, AND RESPONSIBILITIES

### Structure

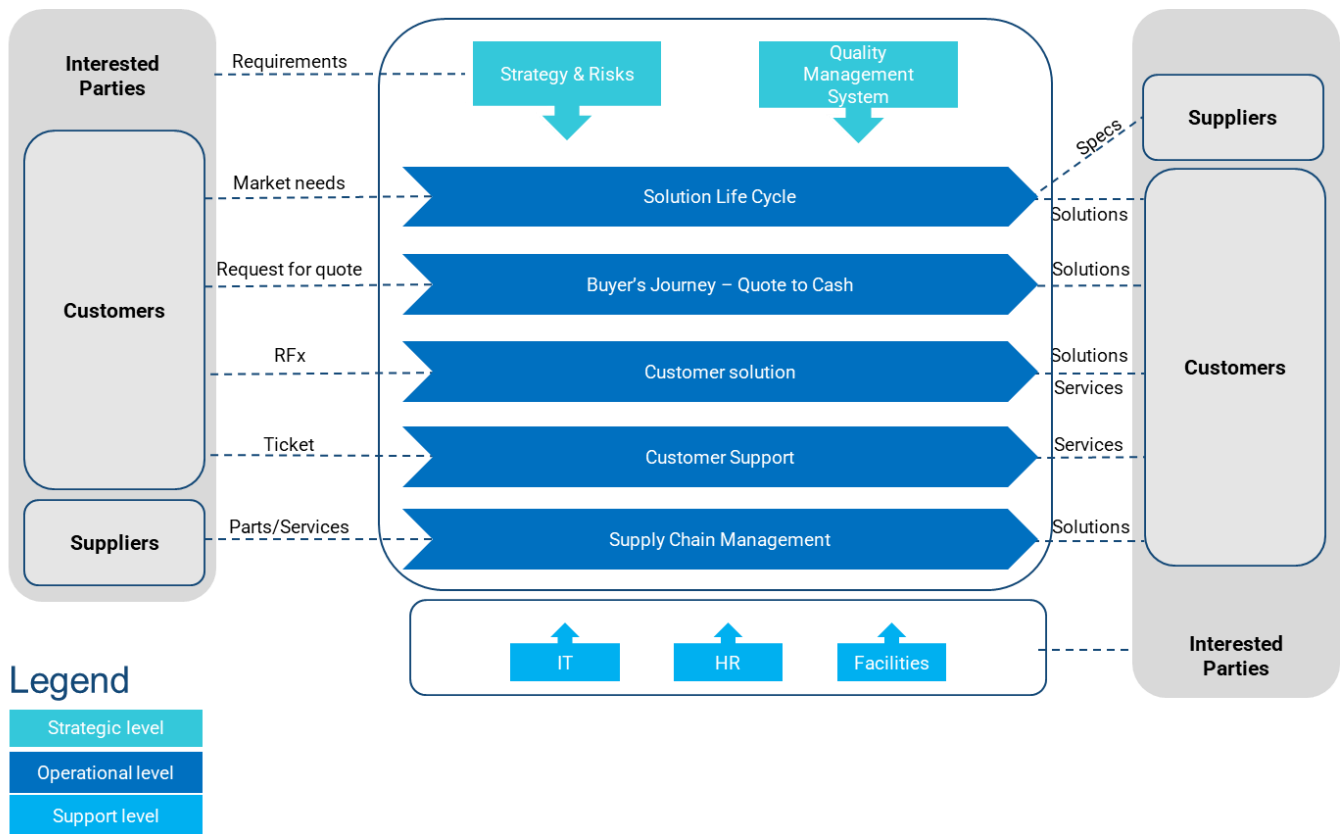
Our activities are based on value streams, the majority of which are made up of business processes.

Quality objectives are set for each value stream or business process. Corresponding key performance indicators or KPIs are displayed and defined on our IMS platform. KPIs monitoring, analysis, evaluation, and the effectiveness of corresponding actions are reviewed at planned intervals.

These mappings

- structure sequences of activities (tasks),
- assign resources, and
- provide work instructions and tools to optimize work organization.

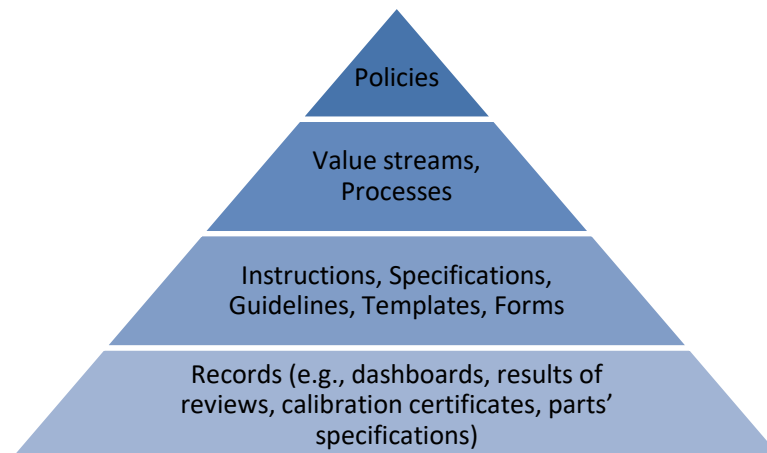
Various data and measurements, along with other records resulting from our activities, may be used to demonstrate our compliance with internal and external requirements. All IMS documented information is available to all EXFO personnel through the intranet.



## Documented Information

Our documented information can be summarized as follows:

- *Policies* state intentions and directions formally expressed by our top management;
- *Value streams and processes* describe the breakdown and sequence of tasks;
- *Instructions, specifications, guidelines, templates, and forms* provide support to perform tasks;
- *Records* are used to demonstrate compliance with requirements and the effective functioning of the quality management system.



## People

Within the scope of the QMS, managers and employees may be assigned various roles and responsibilities.

### *QMS Executive Director*

The *Director – Manufacturing Engineering*, has been appointed as the QMS executive director. As such, he is responsible for:

- Ensuring the QMS definition and implementation are in compliance with the ISO 9001:2015 standard;
- Ensuring the efficiency of the QMS internal audit programme;
- Monitoring external audit requests;
- Ensuring the efficiency of the QMS documented information structure;
- Informing employees of the existence and requirements of the QMS;
- Promoting and developing a culture of continual improvement in order to enhance customer satisfaction.

### *Legal Adviser*

Defines anti-bribery, counterfeit, conflict minerals and intellectual property corporate policies.

### *Business Process Owner*

The business process owner (BPO) sees to the process performance. The BPO defines objectives, implements KPIs and allocates resources that are compatible with EXFO's operational and strategic objectives.

### *Business Process Manager*

The business process manager (BPM) defines activities to reach process objectives in accordance with the resources made available by the business process owner. BPMs also ensure the implementation, maintenance, and improvement of business processes while overseeing employee awareness training on the business process.

### *Business Process Leader*

When a process involves multiple BPMs, a business process leader (BPL) can be nominated to assist the BPO in their role. The BPL oversees the process's continual improvement activities. He does so by working together with the BPMs on, for instance, coordination and standardization of procedures. He is the BPO's representative who sees to the process performance. The BPL provides information about the business process improvement activities on a regular basis to the BPO.

### *Customer Experience Director*

Monitors customer satisfaction.

### *Lead Auditor*

Generates the internal audit schedule, prepares audit plans, assigns and supervises internal auditors, assuring their training when required.

### *Internal Auditor*

Assigned by the lead auditor, the internal auditor conducts the audit of selected business processes. Their findings can lead to the identification of opportunities for improvement or the recording of good practices.

### *Product Certification Specialist*

Performs a watch on the statutory and regulatory requirements with which our products must comply.

### *Employee*

Performs tasks within a business process, tasks which have an impact on the quality of EXFO's products and services. The expertise of our personnel allows them to identify quality-related problems in their process and participate in improvement initiatives.

## 9 OUR CORPORATE CULTURE OF CONTINUAL IMPROVEMENT

Internal and external audit findings, customer surveys, customer complaints, regular KPI monitoring and continual improvement objectives setting, benchmarking activities, legal watch, and whistleblower monitoring enable us to improve our practices and business processes. Many improvements, big and small, are implemented each year, increasing the satisfaction of our customers as well as the commitment of our personnel.