

Andrew Business Management System

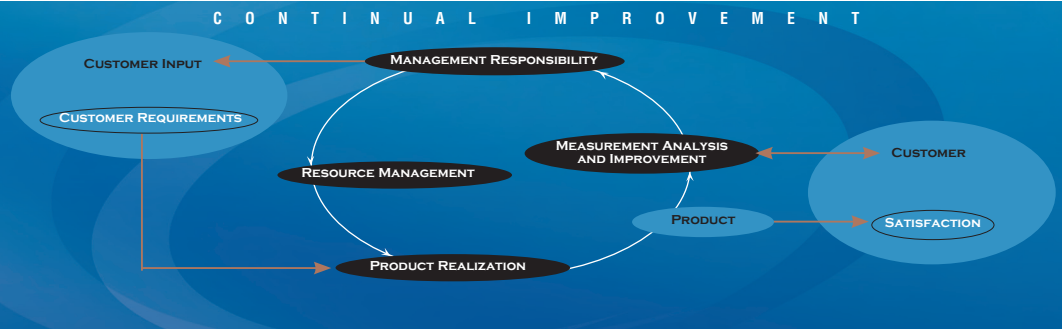
Quality Policy Statement

Andrew Corporation is committed to offering its customers quality products and services.

We pledge to conduct our business in an ethical manner to sustain and enhance our supplier and customer relationships.

We will establish an environment that is conducive to performance excellence.

We will continuously strive to improve our products, services, and processes.



Responsible level of management				This document describes the Andrew Corporation Business Management System, which applies to all facilities and business units of Andrew Corporation.			
Corporate	Segment	Business Unit	Local Entity	Business Management System Responsibilities	ISO9000, TL9000, QS9000/TS16949	Standard Requirements	Global Core Procedures
●	●	●	●	Focus the Andrew Business Management System (ABMS) on ensuring that all products and services conform to customer, regulatory and legal requirements.	4.0 Quality Management System	4.1 General requirements 4.2 Documentation requirements Scope of registrations	01AC01 Andrew Quality Vision 41AC01 Quality Management Structure ISO 9000 Scope of Registrations
●	●	●	Found the Andrew Business Management System on ISO 9001:2000 requirements and additional customer and industry requirements such as TL 9000, ISO 14000 and ISO 18000.				
●	●	●	Manage the AQMS on four levels, Corporate, business group, business unit and local entity where responsibilities are defined.				
●	●	●	Quality strategy ensures global consistency in products and services.				
●	●	●	Establish appropriate documentation and records; control and maintain to meet customer, industry, regulatory and organizational requirements.				
●	●	●	●	Management provides visible active commitment to develop, implement and improve the effectiveness of the ABMS.	5.0 Management Responsibility	5.1 Management Commitment 5.2 Customer focus 5.3 Quality Policy 5.4 Planning 5.5 Responsibility, authority and communication 5.6 Management review	51AC01 Andrew Quality Management Responsibility
●	●	●	Ensure business and quality goals are consistent with customer requirements.				
●	●	●	Management establishes quality goals and objectives for business and key persons within the organization. Business units establish and carry out short term and long-term quality plans to meet the quality goals and objectives.				
●	●	●	Management ensures that channels of internal and external communication are developed, implemented, and reviewed for effectiveness.				
●	●	●	Management reviews are performed on the corporate, business group and local levels to ensure the suitability, adequacy and effectiveness of the quality management system, the performance to goals, and improvement plans.				
●	●	●	●	Management ensures the availability of resources and information necessary to maintain the Business System and enhance customer satisfaction.	6.0 Resource Management	6.1 Provisions of resources 6.2 Human resources 6.3 Infrastructure 6.4 Work environment	61AC01 Resource Management
●	●	●	Define job skill requirements by function or activity and kept records of achievement.				
●	●	●	Focus training and development efforts on employee development and organizational planning and review for effectiveness.				
●	●	●	Include objectives review, behavioral performance, and developmental requirements in annual performance reviews.				
●	●	●	Recognize and reward people for their performance.				
●	●	●	Include facility, equipment and system responsibilities that mirror customer need in capacity planning.				
●	●	●	Manage employee well being through health, safety, and environment management programs.				
●	●	●	Measure employee satisfaction through turnover rates employee surveys, or other feedback techniques.				
●	●	●	Provide employee support services to enhance employee well being.				

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●	●			Establish product and technology roadmaps as part of strategic planning to continuously enhance the overall value of products in the eyes of the customer.	7.0 Product Realization	7.1 Planning of product realization 7.2 Customer related processes 7.3 Design and development 7.4 Purchasing 7.5 Production and service provisions 7.6 Control of monitoring and measuring devices	71AC01 Product Realization
●	●	●	●	Develop business processes to identify key drivers of key customers and include in strategic product and service planning.			
●	●	●		Use benchmarking to compare products, services, and processes against competitors or best in class. Use this information in continuous improvement efforts to gain competitive advantage.			
		●	●	Establish procedures to define Recall, Repair, and Rework activities.			
		●	●	Product development and design is a cross functional multiphase process with management review tollgates to assure the timely meeting of customer and business requirements.			
●	●	●	●	Establish supplier alignment program to manage suppliers as an extension to our internal processes, elements to include the approval process, performance measurement and continuous improvement of the supply chain base.			
●	●	●	●	Establish process controls and control plans to continually reduce variation.			
		●	●	Frontline teams record and own process data at the workplace.			
		●	●	Calibration systems ensure accuracy of measuring and testing equipment.			
●	●	●	●	Collect data directly from customers concerning their satisfaction with products and services provided. Initiate customer improvement efforts based on customer feedback.	8.0 Measurement, Analysis, and Improvement	8.1 General 8.2 Monitoring and measurement 8.3 Control of nonconforming product 8.4 Analysis of data 8.5 Improvement	81AC01 Measurement, Analysis and Improvement
●	●	●	●	Establish a global customer feedback system to track and monitor appropriate preventive actions.			
		●	●	Customer satisfaction process compares our performance and our competitors' performance against expectations.			
		●	●	Identified and segregate Non-conforming material to control and prevent its unintentional use or delivery.			
●	●	●		Review long-term quality and financial results of business quality system through: customer satisfaction, financial and market position, key operations performance, human resources, and supplier performance.			
●	●	●	●	Collect key measures of quality performance; review to identify areas for continuous improvement and preventive actions.			
●	●	●	●	Conduct periodic self-assessment to identify performance levels on key business practices.			
●	●	●	●	Quality improvement is a continuous process central to all operations.			

- Direct responsibility for system
- Operates within system



One Company. A World of Solutions.

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CO-101974-EN (01/07)
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