





# Quality Manual

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## 1. MANAGEMENT COMMITMENT

We, the undersigned, have read this manual and are committed to implement the quality policy as well as the Integrated Management System (IMS) as described below, in accordance with the ISO 9001:2008/TL-9000 standard.

Specifically, we are committed to:

- Increasing our customer satisfaction by meeting their requirements and remaining committed to them
- Developing and promoting high standards in satisfying customer, regulatory and legal requirements
- Issuing a quality policy, making it available to employees and reviewing it on a regular basis to reflect our intentions
- Reviewing the IMS efficiency annually
- Defining quality objectives and action plans annually and tracking progress on results in order to build a culture of continuous improvement in the company
- Requesting IMS efficiency feedback on a regular basis and revising it as needed
- Ensuring the availability of the resources required as well as efficient tools for IMS implementation
- Identifying and communicating roles, responsibilities and authorities of everyone involved in the IMS
- Assigning qualified human resources and training them properly to ensure they understand and meet their roles and responsibilities in the IMS implementation



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Germain Lamonde  
President and Chief Executive Officer



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Luc Gagnon  
Vice-President, Manufacturing Operations,  
Customer Service and Quality Assurance  
Representative

## 2. INTEGRATED MANAGEMENT SYSTEM (IMS) SCOPE

Founded in 1985 and listed on the NASDAQ and TSX stock exchanges, EXFO is among the leading providers of next-generation test and service assurance solutions for wireless and wireline network operators and equipment manufacturers in the global telecommunications industry. The company offers innovative solutions for the development, installation, management and maintenance of converged, IP fixed and mobile networks—from the core to the edge. EXFO has a staff of approximately 1700 people in 25 countries, supporting more than 2000 telecom customers worldwide. Additional information is available at [www.EXFO.com](http://www.EXFO.com) or upon request at [info@EXFO.com](mailto:info@EXFO.com).

Aligned with EXFO's mission, the scope of our ISO 9001-2008/TL-9000 certificate is to design, manufacture, sell and service test, measurement and service assurance solutions for telecommunications networks.



# Quality Manual

EXFO's customers worldwide can be assured of a thorough IMS implementation in all of the following sites:

EXFO Inc.  
400 Godin Avenue  
Quebec City, QC G1M 2K2 CANADA  
Tel.: 1 418 683-0211 Fax: 1 418 683-2170  
Corporate Headquarters, Product Development Center,  
Customer Service Center, Repairs Center and Manufacturing Facilities

EXFO Inc.  
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Tel.: 1 418 683-0211 Fax: 1 418 683-2170  
Manufacturing Facilities

EXFO Inc.  
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Montreal, Qc H4S 0A9  
Tel.: 1 514 856-2222 Fax: 1 514 856-2232  
Product Development Center

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EXFO Electro Optical Engineering India Private  
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EXFO Oy

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Fax: +358 (0) 8 564 5203  
Fax: +358 (0) 8 564 5202 (logistics)

### 3. MISSION

EXFO's mission is to be the world leader in telecommunications test, measurement and service assurance through the full commitment of all our employees in the pursuit of excellence to exceed customer expectations with market-driven innovation setting the highest standards.

### 4. QUALITY POLICY

"EXFO is committed to provide its customers with products and services that meet their needs and requirements. Moreover, its employees are working to ensure consistent quality and continuous improvement for all EXFO products, services and processes."

To ensure proper communication and act as a reminder, EXFO's quality policy is available on its intranet site and posted in several work locations, in various EXFO sites.

## 5. OBJECTIVE

Within the scope of the annual strategic planning of the company, the management team defines quality objectives to ensure customer satisfaction, continuous improvement and IMS efficiency. Follow-up and progress reports are provided to all corporate levels to review the policy as needed in order to meet set objectives.

## 6. MANAGEMENT REPRESENTATIVE

Notwithstanding other assigned responsibilities, the management committee has assigned Mr. Luc Gagnon, Vice-President, Manufacturing Operations and Customer Service, as the IMS official representative. As such, he is responsible for:

- Ensuring IMS definition and deployment in accordance with the ISO 9001:2008/TL-9000 standard
- Conducting internal audits to assess the IMS and to assign revisions as needed
- Monitoring external audit requests
- Structuring and deploying efficient and accessible IMS documentation
- Updating IMS documentation
- Informing employees of the existence and requirements of the IMS
- Promoting and developing a culture of continuous improvement, which is based on meeting customer satisfaction

## 7. INTEGRATED MANAGEMENT SYSTEM (IMS)

EXFO's IMS efficiency is based on the integration of:

- A core and accessible documentation system
- Active employee involvement
- Efficient and customized tool deployment to support a strict and proper implementation
- A culture of continuous improvement to ensure individual and collective contribution where customer satisfaction is the top priority

## 7.1. Documentation system

The diagram below outlines the structure and the various component of the documentation system. Corporate guidelines are at the top of the pyramid, which translates into processes mappings at the second level. Those mappings are used to sequence and link tasks, people in charge, instructions and tools to optimize work organization. At the bottom of the pyramid are work instructions, workflow, specifications, standards, forms as well as various data, measurement and result recording tools attesting to requirements' compliance. All this material is documented, filled and numbered.

The following processes are mapped and deployed:

### Compliance & Conformity

- [1210 - Top management review](#)
- [1220 - Internal and External Audits](#)
- [1230 - Continuous Improvement](#)
- [1240 - Process documentation and record control](#)

### Customer Contact

- [1520 - Demo Pool Management](#)
- [2230 - Pre-sales support](#)
- [2240 - Customer Contract Review](#)
- [2250 - Customers orders and RMA](#)
- [2370 - Invoice Customer](#)
- [3110 - Customer Satisfaction](#)
- [3130 - Technical support](#)

### Marketing

- [1510 - Price List](#)
- [2280 - Demand Forecasting](#)

### Operations

- [2210 - Work Instruction for Manufacturing&Service](#)
- [2290 - Operations Planning](#)
- [2320- Purchasing Agreements](#)
- [2330- Purchasing Material&Services \(Qualify/Buy/Receive\)](#)
- [2350 - Manufacture products](#)
- [2360 - Product Integration & Delivery](#)
- [2380- RCOG \(Reduction Cost Of Goods\)](#)
- [2510 - Physical Inventory and Cycle Counts](#)
- [2520- Operations Test&Measurement Equipment \(T&ME\)](#)
- [2530 - Non-conformity control in Operations](#)
- [2560- Preventive Maintenance](#)
- [3160 - Repair & Calibrate products](#)

### Product Life Cycle

- [2120 - Product development](#)
- [2130 - Product & Service Phase-out](#)
- [2140 - Software Deployment](#)
- [2170- Product Support](#)
- [2190 - Engineering Change Management \(ECM\)](#)
- [2220 - Create & Maintain SAP Master Data](#)
- [2260 - Non Standard \(NS\) Orders](#)

### Resources

- [1320 - Employee Equipment & Supporting Services](#)
- [1330 - Talent development by competencies](#)
- [1350- Infrastructure & Layout](#)
- [1360- Occupational Health&Safety](#)

### Strategic

- [1110 - Strategic planning](#)
- [1130 - Risk Management](#)

IMS documentation is available to all EXFO's employees through its intranet site.

## 7.2. Employees' roles and responsibilities

Within the scope of the IMS, managers and employees may be assigned various responsibilities such as:

- **Process owner**

The process owner sees to the performance of the process. As the process leader, he/she defines objectives, implements performance metrics and allocates human, financial and material resources, while taking into account EXFO's operational and strategic objectives.

- **Process manager**

The process manager defines tasks to be carried out, according to resources provided by the process owner, to reach set objectives. He/she also ensures the process implementation, maintenance, development and improvement, and oversees process employee training.

- **Process leader**

When a process involves multiple BPMs, a Business Process Leader (BPL) could be nominated to assist the Business Process Owner (BPO) in his function. The BPL oversees the continuous process improvement's activities across the department (i.e. coordination, coherence). He is the BPO's representative who sees to the performance of the process. The BPL provides information about process improvement activities on a regular basis to the BPO. The BPL is recognized as a mentor with experience who can coach the Business Process Managers (BPMs) to fully occupy their respective roles.

- **Process architect**

The process architect is the System Standards & Compliance Manager. He/she ensures process cohesion and modeling. He/she oversees the publication of approved QMS documentation on EXFO's intranet site.

- **Employee**

The process employee is responsible for accomplishing process tasks. The employee's specific knowledge, activities and responsibility of those tasks allows him to identify any problem linked to a process, especially if it has an impact on the quality of EXFO's product and customer services.

- **Internal auditor**

Assigned by the System Standards & Compliance Manager, the internal auditor notes the deployed processes nonconformities according to existing documentation and standards.

## 7.3. Electronic tools and applications

Several electronic tools and applications have been deployed to facilitate task performance as well as data and results recording, including retention and consultation such as:

- **Customer feedback**

Application that records customer complaints and feedback; it also documents corrective action that were deployed to fix the problem and ensure customer satisfaction

- **Approved supplier list**

Management tool used to follow up on the qualification status of suppliers as well as their performance regarding quality and on-time delivery

- **Corrective action request**

Application that records and follows up on the nonconformities identified by internal and external audit

## 7.4. Corporate culture of continuous improvement

Building a culture of continuous improvement requires time. It must be observed at all levels and in all sectors of a company. Key continuous improvement events require open communication on real issues, establishing performance metrics and objectives, ownership of deployed systems and tools, as well as collective pride in having reached or exceeded goals. A simple description of those events is not representative of improvement. Thus, we encourage you to contact a representative or the System Standards & Compliance Manager to schedule a visit or a formal audit of EXFO's facilities.

## 8. QUALITY MANUAL REVISION

Revision	Modifications
1.0	New standard upgrade ISO 9001:2000, third edition (2000-12-15)
2003-01-10	Members of the management committee and QMS clarification
2003-10-23	Members of the management committee
2005-06-06	Members of the management committee and mission statement
2006-02-02	Addition of the EXFO Montréal site and modification of the EXFO America address
2008-04-15	Important content revision, members of the management committee, clarification of scope
2011-03-09	Addition of the ISI 9001:2008 certifies site of EXFO Chelmsford site and withdraw of sales offices address
2013-07-19	Add TL-9000 certification, update offices address and change Quality Management System (QMS) to Integrated Management System (IMS)
2014-06-26	Add <i>Process Leader</i> in section 7.2, update processes list in section 7.1