

# Our complete design and manufacturing solution offers you more

- Complete in-house product design including:
  - system-level conceptual design
  - software development and verification
  - circuit design and 3D mechanical design
  - full prototyping, testing and validation
  - agency approvals and product compliance
  - extensive internal/external testing
  - world-class resources for product development.

State-of-the-art automated equipment is the backbone of our manufacturing facility. Automated surface-mount and through-hole technologies, conformal coating, encapsulation and in-circuit testing, sophisticated MRP software, value-added assembly, customized packaging and flexible delivery options make us the preferred supplier to industry leaders in many sectors.

**Total Acquisition Management™** (T.A.M.) and onshore/offshore options simplify your purchase process, manage volume-related variables and streamline logistics.

- Contact Etratech today to discover how our advanced electronic controls can enhance your product line.



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**ISO 9001:2000**

## Our Quality Policy: Total Customer Satisfaction!

ISO 9001:2000 and Six Sigma practices, combined with relentless dedication to quality at every step of our process, make us a trusted supplier of electronic controls to both domestic and international manufacturers.

We are registered to ISO 9001:2000 by BSI.



QUALITY

# Our commitment to quality extends to every aspect of our business

- We pursue total customer satisfaction through Total Quality Management and continuous improvement – enhancing quality, increasing efficiency and reducing costs. Ongoing employee training ensures our staff works effectively and keeps our procedures up-to-date. We continuously enlist the participation of all employees in quality-assurance activities and improvement suggestions.

Etratech employs a full-time Quality Assurance Manager and support staff to supervise and implement in-line testing and product inspections at multiple points in the receiving, manufacturing, finishing and packaging process. Our Quality Assurance Manager is authorized and fully supported to act to ensure high standards of product quality and conformance to customer specifications.

Etratech's comprehensive Quality Management System is prepared to the International Standards Organization (ISO) program ISO/TS 16949:2002 – the unified quality standard for the automotive supply chain. This system documents every step of our process, from customer interaction and the RFQ process, to design and product development, review and approvals, scheduling of manufacturing resources, materials sourcing, purchasing and receiving, manufacturing (including detailed inspections at every stage of manufacturing), final testing, packaging to customer requirements and shipping.



Regular Management Team reviews of the entire process also cover aspects of our operations which have a direct influence on quality, including supplier status, product standards, on-time delivery, opportunities for continuous improvement and more. Internal audits allow us to closely examine and evaluate the details of our operations which affect quality, reliability, product performance and customer satisfaction.

Our own Quality Management System is itself systematically assessed for effectiveness and for opportunities to implement improvements.

Our unique **Total Acquisition Management™** (T.A.M.) process enhances quality control when offshore production is required through a strict supplier rating system.

Our attention to quality extends to the environment in which we all work at Etratech. We work constantly to ensure that it is environmentally safe and conducive to positive morale. For us, quality is always a team effort!

If a focus on quality is essential in your supplier of electronic controls, choose Etratech – where quality, design and manufacturing come together.