

### 2009 Management Review Meeting Certification

This certifies that the 2009 Management Review was completed on February 4<sup>th</sup>, 2010. All of the following items on the Agenda were covered. Due to Proprietary information, Protomatic does not share these records and are not be available for public review.

These are some of the specific areas covered:

- NCMR/ Causes
- Training Status (Matrix)
- Vendor On-Time Delivery
- Internal Audit Results
- Scrap Trends Report/month
- NCMRs Items /month
- Quality Manual Review (5.5.2)
- Customer On-Time Delivery (Product) /month
- Analysis/Needs Report (5.6.3)
- Customer Satisfaction (Parts Shipped vs Returned)
- Customer Satisfaction Survey
- Review of Quality Policy (5.3)
- Review of Quality Manual (5.5.2)
- Review of 2009 Goals, Setting of Goals for 2010 (5.4.1)
  - On Time Delivery (5.6.2c)
  - Internal Scrap (5.6.2c)
  - Customer Satisfaction
  - Customer Satisfaction Survey (5.6.2b)
  - Vendor On Time Delivery ((5.6.2c)
  - Establish goals and post/Notify Employees (5.4.1)
- Review ISO/Training Program (6.2.2, 5.5.2a)
- Review Results of Audit (5.6.2a)

- Review Outstanding Preventative/Corrective Actions (5.6.2d)
  - Follow-up actions from previous Management Review (5.6.2e)
  - Identify new corrective actions (5.6.2f)
  - Recommendation for improvement/needs (5.6.2g)
- Review Continual Improvement for 2009

Date: 2/4/2010  
On this date we certified that Annual Management Review was conducted.

President: 

General Manager: 

Quality Manager: 