



QUALITY MANUAL

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RADIALL AT A GLANCE

LOCATIONS

Headquartered in Paris
Located on 5 continents, in 13 countries
and represented in over 75 areas
around the world

MANUFACTURING PLANTS

10 total plants
3 in North America, 2 in Asia
and 5 in Europe

FOUNDED

1952

2023 REVENUE

380 M€

NUMBER OF
EMPLOYEES

3,000+



Active Optics



Fiber Optics



Industrial Connectors



Automotive Connectors



High Precision Machining

MARKET EXPERTISE



Aerospace

Our team of expert engineers located around the globe enables us to locally support all major aerospace manufacturers.



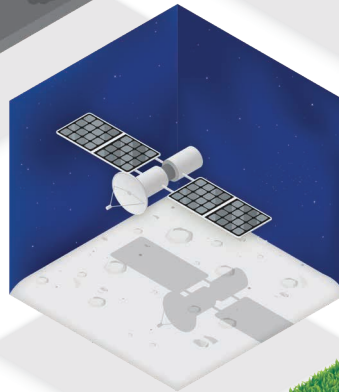
Defense

Radiall has contributed to the defense industry by offering proven product solutions for a wide variety of military and defense applications.



Industrial

Radiall supports the most demanding interconnect applications found in industrial markets, including energy, sensors and private communication.



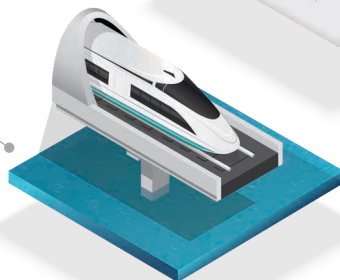
Space

With space heritage dating back to 1974 and involvement in more than 300 satellite programs, our reliable solutions have established a strong reputation.



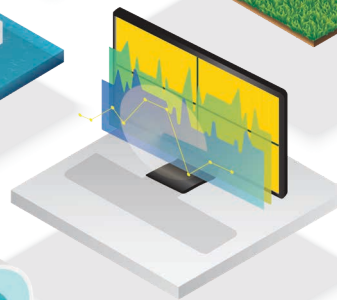
Telecom

Radiall's comprehensive range of interconnect products provide the telecom industry with cutting-edge solutions for harsh outdoor environments.



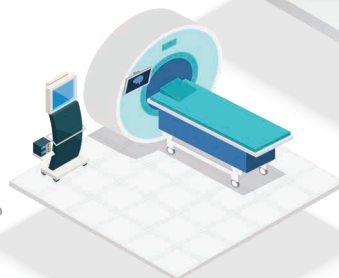
Rail

Our trusted interconnect solutions offer customers reliability, flexibility and durability in the railway industry.



Test & Measurement

Our high performance switches and interconnect products offer exceptional quality and precision.



Medical

We design unique product solutions for the medical industry, specifically adapted for patient monitoring systems and Magnetic Resonance Imaging.



OUR FOUNDATIONS



OUR CHARTER

ETHICS & INTEGRITY

Leading by Example Each and Every Day

Our drive for excellence is reflected in the approach we take to our business. General management and the members of the OSC (Operational Steering Committee) strive to be exemplary in their actions, embody the Group's values and foster a climate of trust and independence that promotes the welfare of their teams.

- The Radiall Group and its employees act in good faith in all commercial and economic actions
- The Radiall Group conducts its operations with honesty and integrity, while upholding the rights and interests of its employees
- The Radiall Group abides by the laws and strives for loyalty, trust, solidarity and respect for the unique cultural aspects of each country in which it conducts business

OUR ETHICAL AND SOCIAL CHARTER

The principles defined in this manual give each Radiall employee and our partners (customers, suppliers, authorities, etc.) an understanding of the attitudes and behavior to adopt when faced with situations that could affect Radiall's reputation and the general wellbeing of its teams. Conducting business with integrity requires each of us to be fully aware that our decisions can affect our stakeholders. Employees are encouraged to notify the Ethics Committee if they:

- Discover a situation that may violate the rules and values set out in this Charter
- Are confronted with a risk of fraud or corruption
- Believe that the Charter has been or is being violated
- Discover that someone is facing retaliation for speaking out in good faith

QUALITY SYSTEM

The Radiall Quality Management System has been certified in order to guarantee its customers the very best service.

- ISO 9001 (11 sites)
- ISO 14001 (2 sites)
- AS/EN/ISO 9100 (9 sites)
- ISO/TS 22163 (2 sites)



OUR VALUES

Guiding Our Actions Every Day



GROW TOGETHER

With Our Teams and the World Around Us



BE GENUINE

To Foster Mutual Trust and Growth



MAKE IT SIMPLE

To Accelerate Innovation



DARE TO BE AUDACIOUS

To Make a Difference

SCOPE OF THE QUALITY MANAGEMENT SYSTEM

The scope of our quality management system applies to all products and services offered by our company and is defined in table 1.

External and internal issues related to the QMS and the actions to address identified risks and opportunities for improvements are taken into account.

All the requirements of AS9100 rev D and/or ISO 9001:2015 standards are applicable in our quality management system according to table 1.

SITE	PRODUCTS	SERVICE	APPLICABLE STANDARD
Radiall Centr'Alp	FIBER OPTIC CONNECTORS COAXIAL CONNECTORS & CABLE ASSEMBLIES MICROWAVE COMPONENTS ANTENNAS PLATING PRECISION MACHINING	DESIGN DEVELOPMENT PRODUCTION MARKETING	AS9100 rev D ISO 9001:2015
Radiall Isle D'Abeau	FIBER OPTIC CONNECTORS & CABLE ASSEMBLIES CABLE ASSEMBLIES OPTO-ELECTRONIC INTERCONNECTS MICROWAVE COMPONENTS	DESIGN DEVELOPMENT PRODUCTION MARKETING	AS9100 rev D ISO 9001:2015
Radiall Chateau Renault	MULTIPIN CONNECTORS CABLE ASSEMBLIES LOW LOSS MICROWAVE CABLES MOLDING PRECISION MACHINING	DESIGN DEVELOPMENT PRODUCTION MARKETING	AS9100 rev D ISO 9001:2015
Radiall Connecticut	FIBER OPTIC CONNECTORS & CABLE ASSEMBLIES OPTO-ELECTRONIC INTERCONNECTS COAXIAL CONNECTORS & CABLE ASSEMBLIES	DESIGN DEVELOPMENT PRODUCTION	AS9100 rev D ISO 9001:2015
Radiall Obregon	MULTIPIN CONNECTORS FIBER OPTIC CONNECTORS & CABLE ASSEMBLIES COAXIAL CONNECTORS & CABLE ASSEMBLIES MICROWAVE COMPONENTS ANTENNAS PLATING MOLDING	DESIGN DEVELOPMENT PRODUCTION	AS9100 rev D ISO 9001:2015
Radiall Paris	N/A	SALES MARKETING	AS9100 rev D ISO 9001:2015
Radiall Tempe	N/A	SALES MARKETING	AS9100 rev D ISO 9001:2015
Radiall India	FIBER OPTIC CONNECTORS & CABLE ASSEMBLIES COAXIAL CONNECTORS & CABLE ASSEMBLIES MICROWAVE COMPONENTS	DESIGN DEVELOPMENT PRODUCTION SALES	ISO 9001:2015
Radiall Shanghai	COAXIAL CONNECTORS & CABLE ASSEMBLIES PLATING PRECISION MACHINING	DESIGN DEVELOPMENT PRODUCTION SALES	AS9100 rev D ISO 9001:2015

RADIALL QUALITY POLICY

RADIALL STRATEGY IS BASED ON THREE KEY OBJECTIVES

Customer satisfaction to exist

Employees fulfillment to build

Business prosperity to last

The Quality Management System should mobilize the entire staff to achieve these objectives, through:

An efficient steering of the processes to serve internal and external customers

A continuous improvement approach sailing toward operational excellence in order to maintain Radiall quality image at the highest level

THE IMPLEMENTATION OF THE 4 RADIALL VALUES

01

Dare to be audacious in order to develop entrepreneurial and innovative culture

02

Make it simple to be more agile and aim to always be the first

03

Be genuine in order to know how to question and adapt ourselves to change

04

Grow together to allow self-fulfillment and contribute to a better world

Compliance with applicable laws and regulations (social, environment, safety...), without being compromised by other priorities

The development of the safety culture of its employees, in their daily tasks, for the markets that require it

L. KAËS

Group's Chief Operating Officer

P. SIVADE

Corporate Quality Director

COUNTERFEIT POLICY

Products offered for sale by Radiall must be authentic. The sale of counterfeit products is strictly prohibited. It is Radiall and Radiall's suppliers' responsibility to source, sell and fulfill only authentic products. Radiall has implemented a documented procedure via our AS9100 quality system and designed its requirements, practices and methods related to parts management, supplier management, procurement and code of conduct of personnel to adhere to the intent of counterfeit electronic parts standard SAE AS5553.

We work with manufacturers, rights holders, vendors and sellers to improve the methods we use to detect and prevent counterfeit products from reaching our customers. As a result, we remove suspicious listings based on our own review of products.

We encourage customers who have product authenticity concerns to notify us. We will promptly investigate and take all appropriate actions to protect them.

Radiall performs random supply chain checks to ensure this policy is being followed. Radiall reports all occurrences of counterfeit parts, as appropriate, to customers, government reporting organizations (e.g., GIDEP, FGCPPP), industry supported reporting programs (e.g., ERAI) and criminal investigative authorities.



L. KAËS

Group's Chief Operating Officer



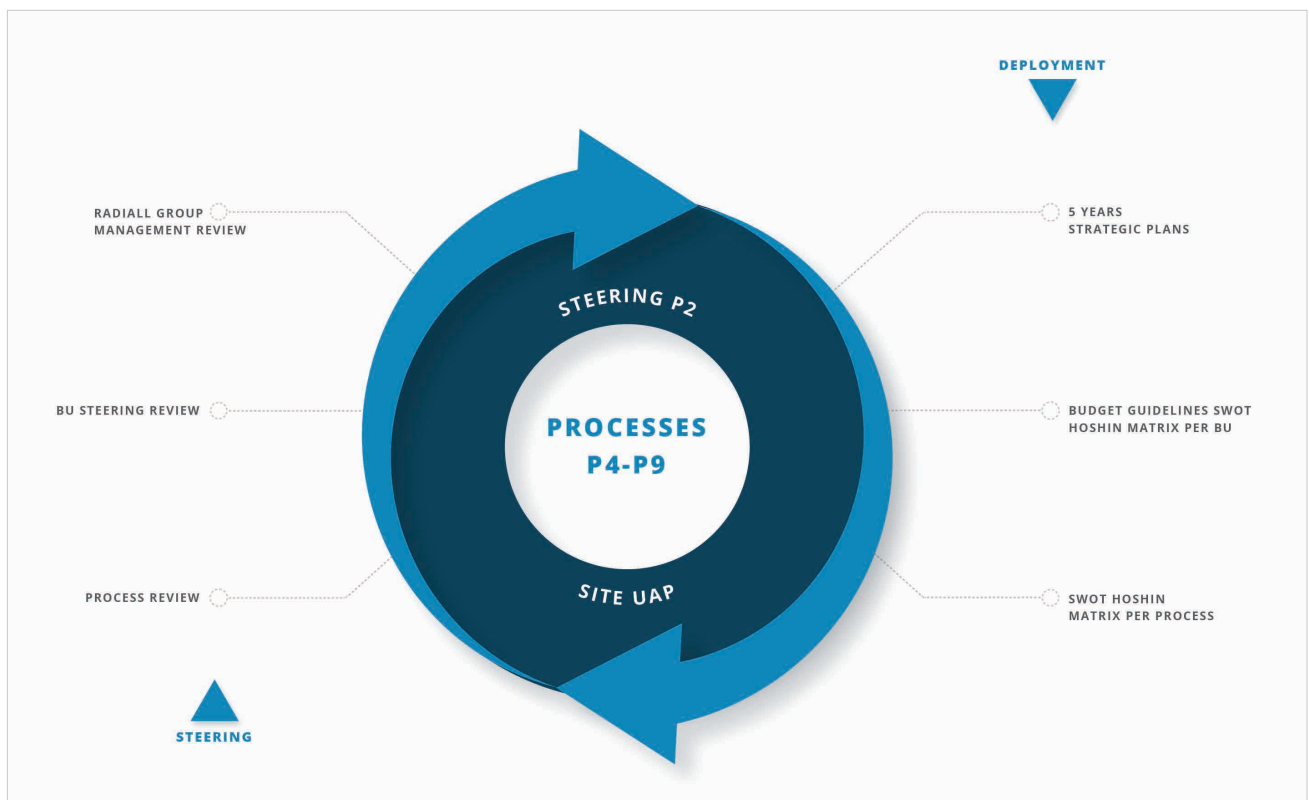
P. SIVADE

Corporate Quality Director

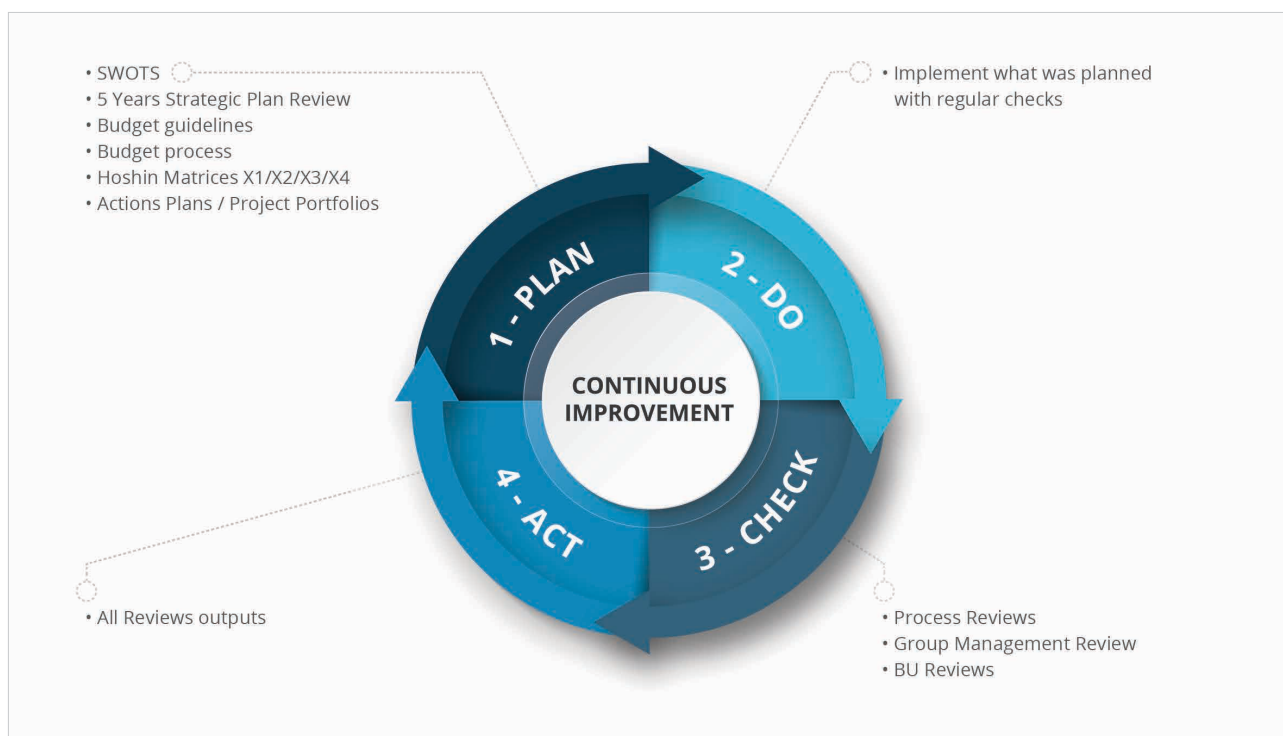
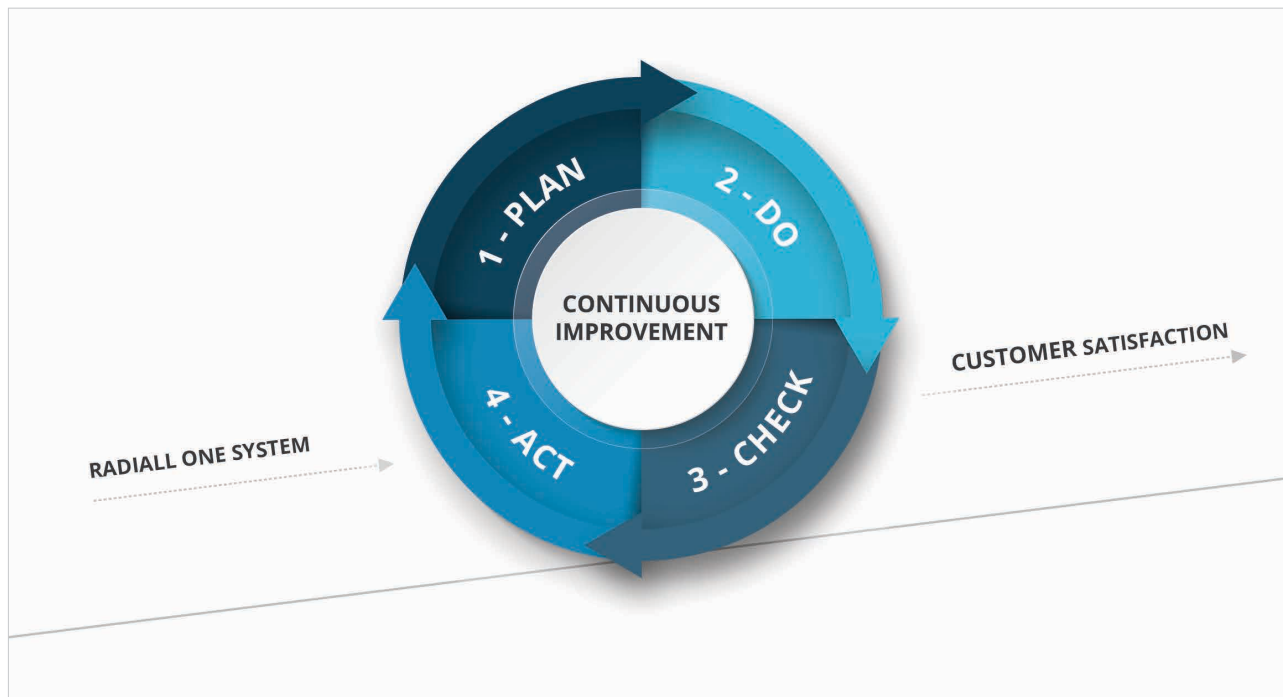


MANAGEMENT SYSTEM

RADIALL STEERING ONE SYSTEM

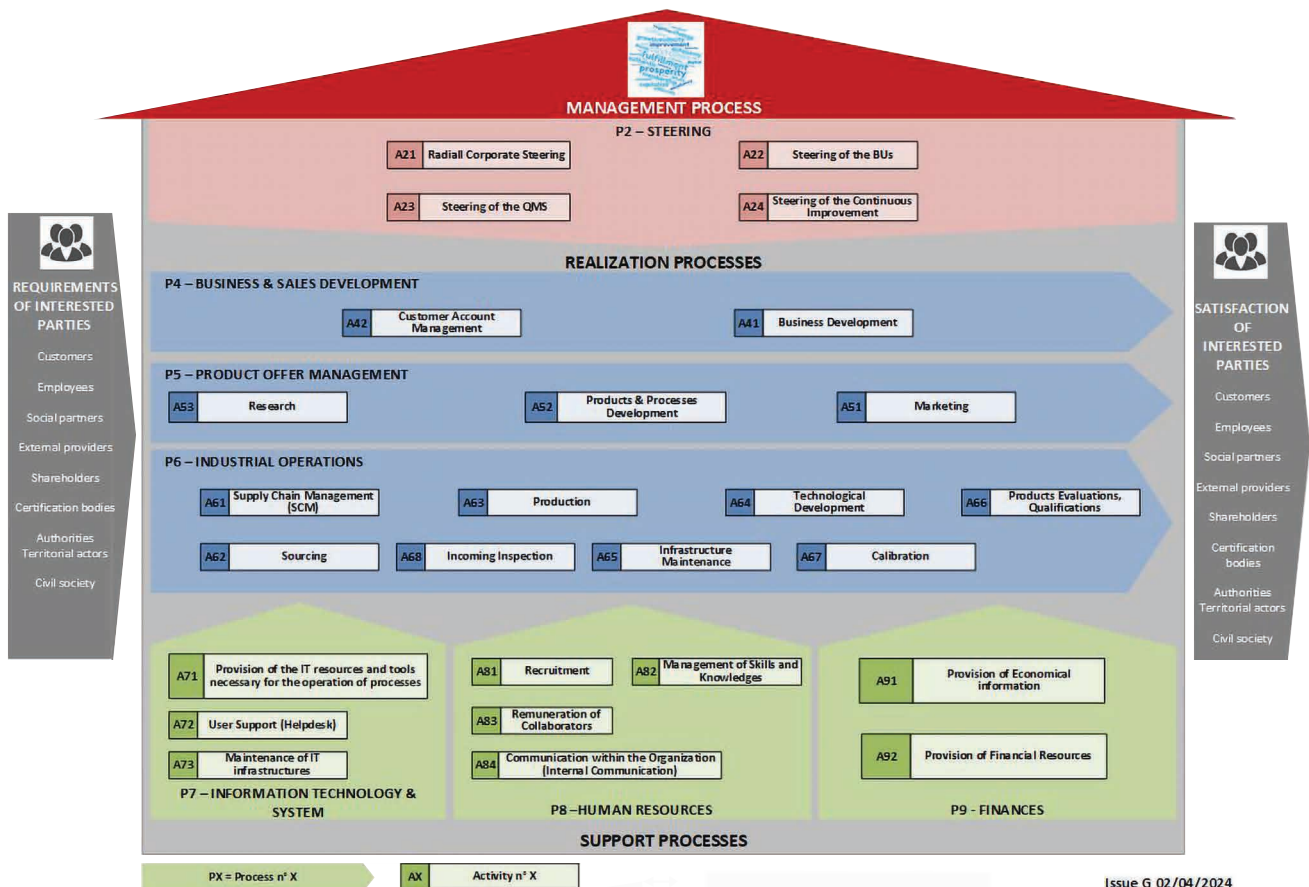


PDCA CYCLE OF THE RADIAL ONE SYSTEM STEERING PROCESS





PROCESS ^[1] MAPPING



Issue G 02/04/2024

Notes

1. A process is a planned series of actions using resources and managed to transform inputs into outputs. FDP (Process Description Forms) describe the processes and their interactions.

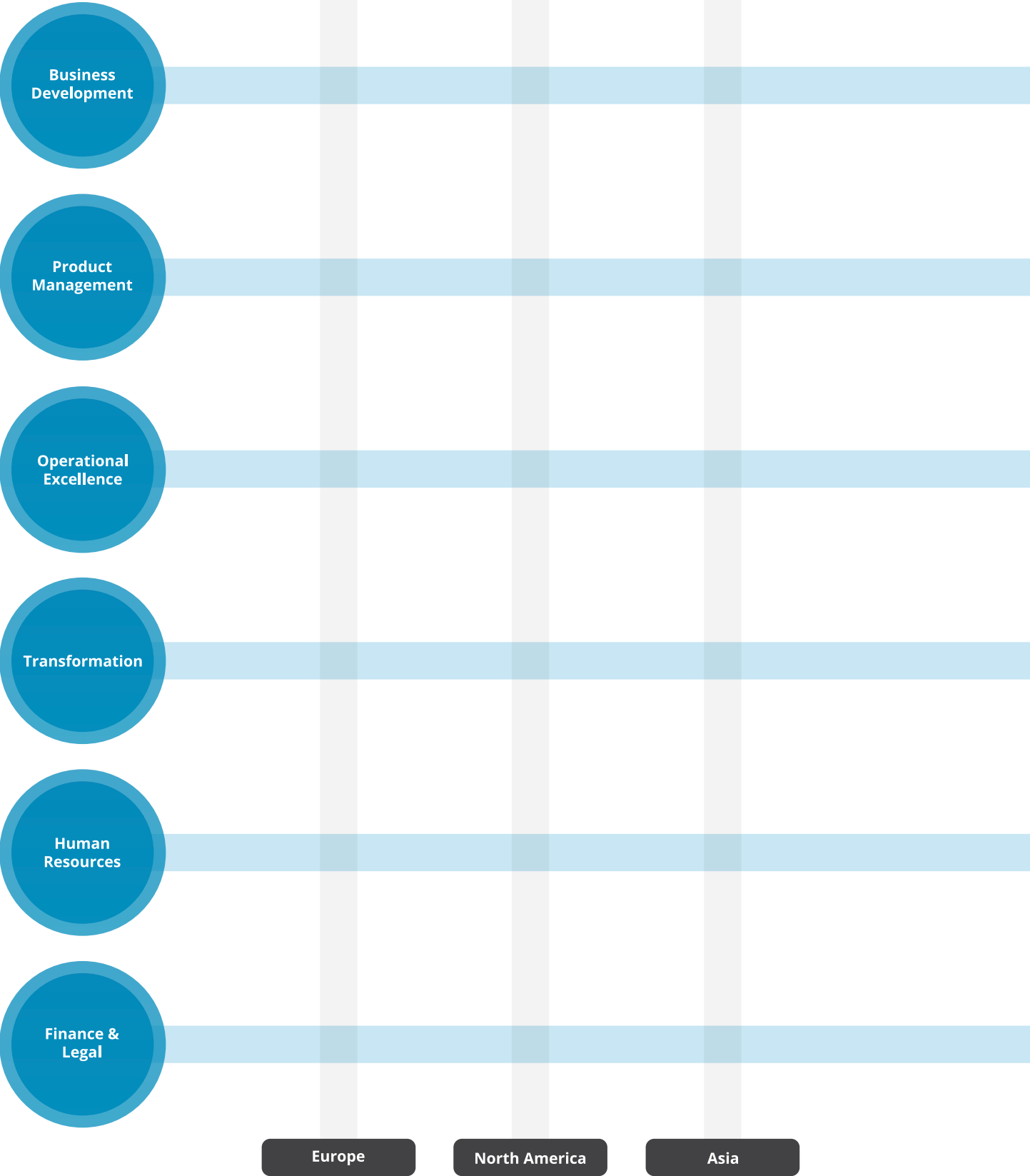
QMS PROCESS MATRIX (NF EN 9100:2018)

CHAPTER	TITLE	SUB CHAPTER	SUB CHAPTER	SUB TITLE	P2	P4	P5	P6	P7	P8	P9
					STEERING	BUSINESS AND SALES DEVELOPMENT	PRODUCT OFFER MANAGEMENT	INDUSTRIAL OPERATIONS	IT & SYSTEM	HUMAN RESOURCES	FINANCE
4	Context of the organization	4.1		Understanding the organization and its context	x						
4	Context of the organization	4.2		Understanding the needs and expectations of interested parties	x	x	x	x	x	x	x
4	Context of the organization	4.3		Determining the scope of the quality management system	x						
4	Context of the organization	4.4		Quality management system and its processes	x	x	x	x	x	x	x
5	Leadership	5.1		Leadership and commitment							
5	Leadership	5.1	5.1.1	General	x						
5	Leadership	5.1	5.1.2	Customer Focus	x	x	x	x	x	x	x
5	Leadership	5.2		Policy							
5	Leadership	5.2	5.2.1	Developing the quality policy	x						
5	Leadership	5.2	5.2.2	Communicating the quality policy	x						
5	Leadership	5.3		Organizational roles, responsibilities and authorities	x	x	x	x	x	x	x
6	Planning	6.1		Actions to address risks and opportunities	x	x	x	x	x	x	x
6	Planning	6.2		Quality objectives and planning to achieve them	x	x	x	x	x	x	x
6	Planning	6.3		Planning of changes	x	x	x	x	x	x	x
7	Support	7.1		Resources							
7	Support	7.1	7.1.1	General	x			x	x	x	x
7	Support	7.1	7.1.2	People	x					x	x
7	Support	7.1	7.1.3	Infrastructure	x			x	x		x
7	Support	7.1	7.1.4	Environment for the operation of processes				x		x	
7	Support	7.1	7.1.5	Monitoring and measuring resources	x	x	x	x	x	x	x
7	Support	7.1	7.1.5.1	General	x			x		x	
7	Support	7.1	7.1.5.2	Measurement traceability					x	x	
7	Support	7.1	7.1.6	Organizational knowledge	x	x	x	x	x	x	x
7	Support	7.2		Competence	x	x	x	x	x	x	x
7	Support	7.3		Awareness	x	x	x	x	x	x	x
7	Support	7.4		Communication	x	x	x	x	x	x	x
7	Support	7.5		Documented information							
7	Support	7.5	7.5.1	General	x						

CHAPTER	TITLE	SUB CHAPTER	SUB CHAPTER	SUB TITLE	P2	P4	P5	P6	P7	P8	P9
					STEERING	BUSINESS AND SALES DEVELOPMENT	PRODUCT OFFER MANAGEMENT	INDUSTRIAL OPERATIONS	IT & SYSTEM	HUMAN RESOURCES	FINANCE
7	Support	7.5	7.5.2	Creating and updating	x	x	x	x	x	x	x
7	Support	7.5	7.5.3	Control of documented information	x	x	x	x	x	x	x
8	Operation	8.1	8.1.1	Operation risk management	x	x	x	x	x	x	x
8	Operation	8.1	8.1.2	Configuration Management	x	x	x	x	x	x	x
8	Operation	8.1	8.1.3	Product Safety		x	x	x	x	x	
8	Operation	8.1	8.1.4	Prevention of counterfeit products	x	x	x	x	x	x	x
8	Operation	8.2		Requirements for products and services							
8	Operation	8.2	8.2.1	Customer communication		x	x				
8	Operation	8.2	8.2.2	Determination of requirements related to products and services		x	x	x			
8	Operation	8.2	8.2.3	Review of requirements related to products and services		x	x	x			
8	Operation	8.2	8.2.4	Changes to requirements for products and services		x	x	x			
8	Operation	8.3		Design and development of products and services							
8	Operation	8.3	8.3.1	General			x				
8	Operation	8.3	8.3.2	Design and development planning			x				
8	Operation	8.3	8.3.3	Design and development inputs			x				
8	Operation	8.3	8.3.4	Design and development controls			x	x			
8	Operation	8.3	8.3.5	Design and development outputs		x	x	x			
8	Operation	8.3	8.3.6	Design and development changes			x	x			
8	Operation	8.4		Control of externally provided processes, products and services							
8	Operation	8.4	8.4.1	General				x			
8	Operation	8.4	8.4.2	Type and extent of control				x			
8	Operation	8.4	8.4.3	Information for external providers				x			
8	Operation	8.5		Production and service provision							
8	Operation	8.5	8.5.1	Control of production and service provision			x	x			
8	Operation	8.5	8.5.1.1	Control of production equipment, tools and software programs			x	x			
8	Operation	8.5	8.5.1.2	Validation and control of special processes			x	x			
8	Operation	8.5	8.5.1.3	Production process verification			x	x			
8	Operation	8.5	8.5.2	Identification and traceability		x	x	x	x	x	x

CHAPTER	TITLE	SUB CHAPTER	SUB CHAPTER	SUB TITLE	P2	P4	P5	P6	P7	P8	P9
					STEERING	BUSINESS AND SALES DEVELOPMENT	PRODUCT OFFER MANAGEMENT	INDUSTRIAL OPERATIONS	IT & SYSTEM	HUMAN RESOURCES	FINANCE
8	Operation	8.5	8.5.3	Property belonging to customers or external providers		x		x			
8	Operation	8.5	8.5.4	Preservation			x	x			
8	Operation	8.5	8.5.5	Post-delivery activities			x	x			
8	Operation	8.5	8.5.6	Control of changes			x	x			
8	Operation	8.6		Release of products and services			x	x			
8	Operation	8.7		Control of nonconforming outputs	x	x	x	x	x	x	x
9	Performance Evaluation	9.1	9.1.1	General	x	x	x	x	x	x	x
9	Performance Evaluation	9.1	9.1.2	Customer satisfaction	x	x	x	x			
9	Performance Evaluation	9.1	9.1.3	Analysis and evaluation	x	x	x	x	x	x	x
9	Performance Evaluation	9.2		Internal audit	x	x	x	x	x	x	x
9	Performance Evaluation	9.3		Management review							
9	Performance Evaluation	9.3	9.3.1	General	x	x	x	x	x	x	x
9	Performance Evaluation	9.3	9.3.2	Management review input	x	x	x	x	x	x	x
9	Performance Evaluation	9.3	9.3.3	Management review output	x	x	x	x	x	x	x
10	Improvement	10.1		General	x	x	x	x	x	x	x
10	Improvement	10.2		Nonconformity and corrective action	x	x	x	x	x	x	x
10	Improvement	10.3		Continual improvement	x	x	x	x	x	x	x

ORGANIZATION



LIST OF REFERENCE DOCUMENTS

The complete list of reference documents of the management system is available in the Radiall Electronic Document Management System.

STANDARDS	SECTIONS	DOCUMENT REFERENCE	TITLE
ISO 9001:2015 NF EN 9100:2018 AS 9100:D JISQ 9100:2016	Documented information (§7,5)	MPQ 0501	Document control
		MPQ 0507	Control of standards
	Control of documented information (§7,5,3)	MPQ 1601	Quality records
	Internal audits (§9,2)	MPQ 1701	Internal quality audits
	Control of nonconforming Outputs (§8.7)	MPQ 1301	Control of nonconforming products
	Nonconformity and Corrective action (§10,2)	MPQ 1401	Corrective and preventive actions
ISO 14001:2015	Environmental aspects (§6,1,2)	MPEV 3101	Environmental aspects
	Compliance obligations (§6,1,3)	MPEV 3201	Legal and other requirements
	Competence (§7,2)	MPA 1801	Training procedure
	Communication (§7,4)	MPEV 4301	Communication
	Documented information (§7,5)	MPQ 0501	Documentation control
	Operational planning and control (§8,1)	MPEV 4601	Operational control
	Emergency preparedness and response (§8,2)	MPEV 4701	Prevention of emergency situations and capacity to react
	Monitoring, measurement, analysis and evaluation (§9,1)	MPEV 5101	Monitoring and measurement

APPLICABILITY & CERTIFICATIONS

RADIAL FACILITIES							
Certification	RADIAL Paris (France)	RADIAL CTA (France)	RADIAL IDA (France)	RADIAL CHR (France)	RADIAL RCT (USA)	RADIAL TEMPE (USA)	RADIAL OBERGON (Mexico)
ISO9001:2015	(expires August 30, 2024) BVQI						
	DESIGN, DEVELOPMENT, PRODUCTION, SALES AND MARKETING OF MULTIPIN CONNECTORS, FIBER OPTIC CONNECTORS AND CABLE ASSEMBLIES, OPTO-ELECTRONIC INTERCONNECTS, COAXIAL CONNECTORS AND CABLE ASSEMBLIES, LOW LOSS MICROWAVE CABLES, MICROWAVE COMPONENTS, ANTENNAS, PLATING AND PRECISION MACHINING						
NF EN 9100:2018 AS 9100:D JISQ 9100:2016	(expires August 30, 2024) BVQI						
	DESIGN, DEVELOPMENT, PRODUCTION, SALES AND MARKETING OF MULTIPIN CONNECTORS, FIBER OPTIC CONNECTORS AND CABLE ASSEMBLIES, OPTO-ELECTRONIC INTERCONNECTS, COAXIAL CONNECTORS AND CABLE ASSEMBLIES, LOW LOSS MICROWAVE CABLES, MICROWAVE COMPONENTS, ANTENNAS, PLATING AND PRECISION MACHINING						

RADIAL FACILITIES			
Certification	SHANGHAI RADIAL ELECTRONICS CO, LTD (Shanghai – China)	RADIAL INDIA PRIVATE LTD (Bangalore – India)	TIMBERCON (Tualatin, OR, USA)
ISO 9001:2015	(expires April 8, 2025) BVQI	(expires July 23, 2025) BVQI	(expires January 13, 2026) BVQI
	DESIGN, DEVELOPMENT, MANUFACTURE AND SALE OF HIGH FREQUENCY CONNECTORS, COMBINATED CONNECTORS AND THEIR CABLE ASSEMBLIES, HIGH FREQUENCY COMPONENTS, FIBER OPTIC CONNECTORS AND FIBER OPTIC COMPONENTS	DESIGN, DEVELOPMENT, MANUFACTURING AND SALE OF HIGH RELIABILITY INTERCONNECTION DEVICES, FIBER OPTIC CONNECTORS AND CABLE ASSEMBLIES, COAXIAL CONNECTORS AND CABLE ASSEMBLIES, WIDELY USE IN APPLICATIONS LIKE TELECOMMUNICATION, DATA CENTERS, WIND ENERGY AND DEFENSE	DESIGN, MANUFACTURE AND SERVICE OF FIBER OPTIC CABLES, COPPER CABLES, SUBASSEMBLIES AND INTEGRATED SYSTEMS FOR CONNECTIVITY SOLUTIONS
NF EN 9100:2018 AS 9100:D JISQ 9100:2016	(expires August 30, 2024)	(expires July 23, 2025) BVQI	(expires January 13, 2026) BVQI
	PRODUCTION OF MULTIPIN CONNECTORS	PRODUCTION AND SALE OF INTERCONNECTION DEVICES, SHF CABLE ASSEMBLIES, FIBER OPTIC LUXCIS CABLE ASSEMBLIES AND CABLE HARNESS FOR AEROSPACE AND DEFENSE APPLICATIONS	DESIGN, MANUFACTURE AND SERVICE OF FIBER OPTIC CABLES, COPPER CABLES, SUBASSEMBLIES AND INTEGRATED SYSTEMS FOR CONNECTIVITY SOLUTIONS
ISO 14001:2015	(expires April 12, 2025) BVQI	(expires July 19, 2025) BVQI	-
	DESIGN, DEVELOPMENT, MANUFACTURE AND SALE OF HIGH FREQUENCY CONNECTORS, COMBINATED CONNECTORS AND THEIR CABLE ASSEMBLIES, HIGH FREQUENCY COMPONENTS, FIBER OPTIC CONNECTORS AND FIBER OPTIC COMPONENTS	DESIGN, DEVELOPMENT, MANUFACTURE AND SALE OF INTERCONNECTION DEVICES, FIBER OPTIC CONNECTORS AND CABLE ASSEMBLIES, RF COAXIAL CONNECTORS AND CABLE ASSEMBLIES USED IN TELECOMMUNICATION, DEFENSE, INDUSTRIAL, MEDICAL AND WIND ENERGY APPLICATIONS	-

SIMPLIFICATION is our INNOVATION

We advance the design and engineering process for innovators, groundbreakers and pioneers of technology. We reduce weight, improve durability and streamline installation to provide leading-edge connectors that drive product performance.

AREA OFFICES LOCAL CONTACTS

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AMERICAS

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GLOBAL PRESENCE

Australia · Austria · Belgium · Brazil · Czech Republic · Denmark · Estonia · Greece · Hungary · Indonesia · Israel · Korea · Latvia · Lithuania
Malaysia · Norway · Philippines · Poland · Portugal · South Africa · Singapore · Spain · Switzerland · Taiwan · Thailand · Turkey · Vietnam