

SGC-MAN

Quality Manual

CHANGES			
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AUTHORIZATIONS			
Function	Name	Position	Date
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Approved	Jose M Caballero	General Manager	7/11/16

Uptaded on: 9/11/16

1. QUALITY POLICY

1.1 ALBEDO Commitment

ALBEDO is COMMITTED to the never ending quest for PERFECT QUALITY:

- NO Field Failures,
- NO Customer Returns,
- NO Reliability Failures,
- NO Yield Loss.

But General SATISFACTION.

1.2 Purpose

This manual defines the ALBEDO TELECOM responsibilities for the company quality system. This manual is the foundation of the quality system, which is based on ISO 9001 striving for continual improvement.

Quality policy is to achieve sustained, profitable growth by providing services which consistently satisfy the needs and expectations of ALBEDO customers. Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. This policy is provided and explained to each employee by the Managing Director or Quality Manager.

1.3 Approvals

The General Manager has approved this manual within the document control database. Changes to this manual must also be approved by the GM.

1.4 Scope

This Manual covers the all the procedures involved with the design, sales and support of ALBEDO products but do not cover the manufacturing that is being externalized.

1 Table of Contents

- 2 Quality Management System 4**
 - 2.1 General requirements 4
 - 2.2 Documentation Requirements 4
 - 2.2.1 General 4
 - 2.2.2 Quality System 4
 - 2.2.3 Control of Quality Records 5
- 3 Company Profile 5**
- 4 Management Responsibility 5**
 - 4.1 Management Commitment 5
 - 4.2 Customer Focus 6
 - 4.3 Quality Policy 6
 - 4.4 Business Plan 7
 - 4.4.1 Company Objectives 7
 - 4.4.2 Quality Management System Planning 7
 - 4.5 Verification, Authority, and Communication 7
 - 4.5.1 Responsibility 7
 - 4.5.2 Management Representative 7
 - 4.5.3 Internal Communication 7
 - 4.6 Management Review 8
 - 4.6.1 General 8
 - 4.6.2 Review Input 8
 - 4.6.3 Review Output 8
- 5 Resource Management 8**
 - 5.1 Provision of Resources 8
 - 5.2 Human Resources 9
 - 5.2.1 Provision of Resources 9
 - 5.2.2 Competency and Training 9
 - 5.2.3 Employee empowerment 9
 - 5.3 Infrastructure 9
 - 5.4 Work Environment 9
 - 5.4.1 Socialization 9
- 6 Product Design Control 10**
 - 6.1 Product Road Maps 10
 - 6.2 Processes related with Customer 10
 - 6.2.1 Determination of Requirements 10
 - 6.2.2 Defined design review process 10
 - 6.2.3 Customer Communication 11
 - 6.3 Design and Development 11
 - 6.3.1 Design and Development Planning 11
 - 6.3.2 Design and Development Input 11
 - 6.3.3 Product design input 11
 - 6.3.4 Manufacturing process design input 12
 - 6.3.5 Design and Development Output 12
 - 6.3.6 Design and Development Review 12
 - 6.3.7 Product Output 12
 - 6.3.8 Manufacturing process design output 13
 - 6.3.9 Verification Test 13
 - 6.3.10 Design and Development Validation 13
 - 6.3.11 Control of Design Changes 13
- 7 Purchasing 14**
 - 7.1 Purchasing Process 14
 - 7.2 Purchasing Information 14
 - 7.3 Verification of Purchased Products 15
- 8 Manufacturing 15**
 - 8.1 Production Control 15
 - 8.2 Validation of Production Process 16
 - 8.3 Traceability 16
 - 8.3.1 Inspection and test 16
 - 8.4 Product handling 16
 - 8.4.1 Stock & Inventory 17
 - 8.4.2 Handling, Packaging and Labeling 17
 - 8.5 Control of Test instruments 17
- 9 Analysis and Improvement 18**
 - 9.1 Applicable Requirement 18
 - 9.2 Monitoring Customer Satisfaction 18
 - 9.2.1 Servicing and maintenance 18
 - 9.2.2 Internal Auditing 18
 - 9.2.3 Components and Product Inspection 19
 - 9.3 Non-Conformity product control 19
 - 9.4 Analysis of Data 19
 - 9.5 Amelioration 20
 - 9.5.1 Statement 20
 - 9.5.2 Corrective Action 20
 - 9.5.3 Preventive Actions 20

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2. QUALITY MANAGEMENT SYSTEM

2.1 General requirements

To define how ALBEDO's quality system shall be documented, implemented, and checked, to ensure it is understandable. All processes have been identified and documented within our quality system. The sequence and interaction of our operations are described in the Quality Manual.

The criteria and methods of operation have all been documented within the quality system with references to information as required. All processes are to be measured, monitored, analyzed and continually improved upon.

2.2 Documentation Requirements¹

General

The following documentation shall be controlled on the quality server as well as defined in the quality manual utilizing revisions and implementation dates; all procedures to define processes throughout the organization in accordance with ISO9001 standards, quality and design records, the quality manual, and quality policy of the document.

Must be readily identified and retrievable; this includes obsolete versions which shall be clearly identified as obsolete and kept on file for reference.

Quality System

The Quality Assurance System applies to all activities of the Company, and has been developed in accordance with ISO9001. The Quality Assurance System is fully documented and structured in 3 levels:

1. *Quality Manual*. This document you are reading that details the corporate quality policy and structure of the Company and references to the appropriate Operating Procedures.
2. *Operating Procedures*. These documents describe the actual process, and controls applied, to all activities concerned with the attainment of a quality assured contracting service.
3. *Procedures Control*. This document includes last changes and events applied in each procedure

1. Reference procedure: SGC-LST



Figure 1 Quality in ALBEDO Telecom

Control of Quality Records

All quality records, generated as a result of maintaining this quality system, shall be kept as evidence of the effectiveness and compliance of the QMS. All applicable records will be identified, as well as have their retention time specified, and stored in a suitable environment.

3. COMPANY PROFILE

ALBEDO Telecom is a private company specialized on manufacturing test, measurement and monitoring solutions for the telecom industry. We facilitate mobile and telecom operators the installation, troubleshooting and maintenance of those infrastructures that are supporting voice, video, internet and data services.

ALBEDO core expertise range from LTE, 3G, SyncE, GbE, E1, TDM, Jitter/Wander, QoS, SLA technologies that we have implemented on WAN emulators, filtering/aggregation Taps, hand-held Testers, and centralized managed Systems. ALBEDO telecom is represented by a distribution network covering more than 30 countries in all five continents.

4. MANAGEMENT RESPONSIBILITY

4.1 Management Commitment²

The management at ALBEDO communicates the importance of this quality system, by meeting customer, regulatory and legal requirements. The ways in which this is achieved are as follows:

2. Reference Procedure: SGC-POL

- Reviews of our quality policy and objectives
- Ensuring adequate equipment, training and other resources are provided

4.2 Customer Focus³

Directors have to ensure that customer requirements are determined and are met with the aim of enhancing customer satisfaction.

4.3 Quality Policy⁴

The quality policy is to be communicated to all ALBEDO employees. The Quality Policy are taught to the staff during the training, being updates mandatory for all personnel. The policy will be posted within the facility in various places, as a reminder to all employees what we must strive for.

4.4 Business Plan

Company Objectives⁵

Objectives for the company have been established to ensure that our business while quality policy is met. These objectives are realistic and continually monitored as part of review process. The Quality Manager shall publish measurable goals and objectives annually while goals have also been set as part of the product and quality specifications for each solution that we build.

Quality Management System Planning

Each Department (BU), Manufacturing and Customer Support have the responsibility to meet our quality objectives and the general requirements of the ISO9001 standard. Changes occur every business day, which can affect our quality system and products. It is management's responsibility to plan for these changes. Some types of change can include, but are not limited to:

- Functional Specifications
- New Equipment in Manufacturing
- Changes in Procedure and Regulations

3. Reference Procedure: PRC-10
4. Reference Procedure: SGC-POL
5. Reference Procedure: SGC-OBJ

4.5 Verification, Authority, and Communication⁶

Responsibility

All ALBEDO staff have their responsibilities defined within the procedures that we have set forth and has been assigned with the authority to carry out those responsibilities. Each procedure within our quality system clearly shows how each function of our operation interfaces with each other.

Management Representative

The Managers and Directors are designated as the management representatives for their respective sites and areas of responsibility and are responsible for ensuring that the processes needed for the quality management system are established, implemented, and maintained in accordance with this manual.

Internal Communication

Communication between personnel takes place on a regular basis in the form of informal meetings, management reviews and the company internet site. The management representative will also be responsible for checking the understanding of the Quality Management System and that it is communicated.

4.6 Management Review⁷

General

To measure the continued suitability and effectiveness of our quality system, it will be reviewed by management on a twice yearly schedule against a prior set agenda. Minutes from this meeting will be kept (see Paragraph)and any actions resulting from this will be carried out in accordance.

Review Input

The input to management review includes but not limited to information on:

- results of audits
- customer feedback⁸
- process performance and product conformity
- status of preventive and corrective actions
- follow-up actions from previous management reviews
- changes that could affect the quality management system
- recommendations for improvement

6. Reference Procedure: SGC-RRHH

7. Reference Procedure: SGC-003

8. Reference Procedure: PRC-010

Review Output

The output includes any decisions and actions related to:

- improvement of the effectiveness of the quality management system and its processes
- improvement of the product related to customer requirements
- resource needs

5. RESOURCE MANAGEMENT

5.1 Provision of Resources

Resources will be provided by ALBEDO to ensure that all processes are implemented and that any customer concerns are dealt with in a timely manner.

5.2 Human Resources⁹

Provision of Resources

All personnel will be trained, educated, or have experience, to ensure that they can fulfill their job responsibilities.

Competency and Training

We develop our most important resource; people, through training and reviews of their progress, and effectiveness of the training. Training will be carried out against identified requirements. Training will also be provided for the use, understanding and awareness of the quality system and the standards used at ALBEDO.

Employee empowerment

ALBEDO maintains a process to motivate employees to:

- achieve quality objectives
- make continual improvements
- create an environment to promote innovation
- This process includes the promotion of quality and technological innovation.

9. Reference Procedure: SGC-RRHH

5.3 Infrastructure

ALBEDO's facilities are maintained and in perfect use. There is adequate workspace and equipment¹⁰ to perform all processes within the quality system. This includes annual control of the inspection and calibration areas and the production areas¹¹.

5.4 Work Environment

The work environment will be climate controlled with air-conditioned, keeping humidity and temperature to a tolerable level between 21C to 25C. Each person is provided with a workspace, associated equipment, and furniture to be able to perform their tasks. The work environment will have good lighting and maintained clean at all times.

Socialization

ALBEDO promote socialization and a well accepted coffee break at 11:00 for casual talks and team games, such as *football-in*, during 30 minutes. Is the moment when and where all employees have the opportunity to talk with most of the managers and directors.

6. PRODUCT DESIGN CONTROL

6.1 Product Road Maps¹²

Each Department, Manufacturing and Support Organization with responsibility for defining product requirements documents new and changed product and process introduction requirements. Necessary to plan, control, approve, monitor and set standards so as to prevent problems which may arise during order processing, design, production, inspection and shipping. These processes will be scheduled, planned and carried out under controlled conditions.

Consideration is given to activities from product design, development, incoming materials, manufacturing, shipping and warehousing, as appropriate, in meeting the specified requirements. The integration of material, processes and services which support the product will be identified during every single Purchase Order.

10. Reference Procedure: PRC-009

11. Reference Register: LST-INS

12. Reference Procedure: PRC-006

6.2 Processes related with Customer¹³

Determination of Requirements

ALBEDO will determine the requirements needed to fulfill the customers order. These requirements will include:

- Delivery times
- Specifications/Documentation
- Regulatory and legal requirements are identified, such as traceable clauses
- Inspection method selection
- Sequence of operations

Defined design review process

Before planning and committing factory resources or the acceptance of an order from a customer, the appropriate Planning and Manufacturing organization reviews such orders to ensure that:

- The manufacturing order requirements are adequately defined, documented and agreed to internally before acceptance
- Product and customer requirements are met
- Differences between the manufacturing order requirements and the factory's capacity plan are resolved
- Manufacturing organization has the capacity to meet the manufacturing order requirements and risk analysis

These reviews are always performed and records of these reviews are maintained. Changes to the original customer order are reviewed in the same manner as the original review.

Customer Communication¹⁴

Communication between ALBEDO and its customers is to ensure that any updates, amendments, additions, are handled effectively. This will include also any customer complaints, feedback and product requirements. Contractual amendments are also subject to contract review.

6.3 Design and Development

Design and Development Planning¹⁵

Each Department has developed a phase gate new product development and introduction process that describes:

- the different phase gate stages

13. Reference Procedure: PRC-005

14. Reference Procedure: PRC-012 and PRC-10

15. Reference Procedure: PRC-006

- the activities associated with each stage
- the roles, responsibilities and authorities

The manager provides adequate resources for this activity. The plans are updated as product design evolves. A multidisciplinary approach is used during the product design and development activity including:

- the identification, finalization and monitoring of special characteristics
- the development of associated actions
- the development of control plans

Design and Development Input

Each Department identifies, documents, and reviews product design input requirements for adequacy. Applicable statutory and regulatory requirements are included. Incomplete, ambiguous, or conflicting requirements are resolved with those responsible for imposing these requirements. Results of contract review activities are taken into consideration by the responsible design activity. Device and process simulation model robustness are validated periodically by the function responsible for maintaining the model.

Product design input

ALBEDO identifies documents and reviews product design input requirements including:

- customer requirements
- information gained from previous designs
- competitor analysis
- supplier feedback
- new industry standards

Manufacturing process design input

ALBEDO identifies, documents and reviews manufacturing process design input requirements including:

- productivity targets, process capability and cost
- customer requirements
- experience from previous developments

Design and Development Output

The design outputs are documented in a form that enables the verification against the design and development inputs. Design outputs include:

- Meeting the design input requirements including customer specific requirements
- Provide appropriate information required for manufacturing of the product

- Reference or contain product acceptance criteria
- Conform to documented industry, safety and regulatory requirements where appropriate: (a) Identify the characteristics of the product that are essential to the safe and proper use and handling of the product. (b) Identify appropriate manufacturing testing requirements. (c) Provide a method for recording manufacturing test results.

Design and Development Review

Each Department documents product design output and expresses the output in terms that can be verified and validated against design input requirements. Design output documents are reviewed by the appropriate cross-functional team before release. Each Department produces data demonstrating that each product has been characterized to the corners of the process or per customer requirements/applications.

Product Output

ALBEDO documents and reviews product design outputs including:

- pre-launch control plans
- reliability results
- product special characteristics and specifications
- product error proofing
- drawings

Manufacturing process design output

Manufacturing process design output includes:

- specifications and drawings
- process flowcharts and layout
- process control plans
- work instructions
- process acceptance criteria
- quality and reliability data
- results of error proofing activities
- rapid detection and feedback methods of process non-conformities

Verification Test

Verification is confirmed through the provision of objective evidence of the following: Comparison of designed product to the product input requirements as defined by Evaluation of product against similar designs or against competitors products as appropriate:

(a) Testing to ensure compliance with product input requirements as defined in PRC-006. These tests consider electrical and environmental stresses at least as severe as the design objectives.

(b) Full review of documentation with respect to product input requirements and to any verification test results prior to issue.

Design and Development Validation

Validation is confirmed through the provision of objective evidence of the following:

- The requirements for a specific intended use or application, where known, have been fulfilled
- Validation is completed, where practicable, prior to the delivery or implementation of the product
- Maintain records of the results of validation or other necessary actions
- Engineering prototypes are subject to the validation
- Validation of manufacturing process

Control of Design Changes¹⁶

All design changes are identified, documented, reviewed and approved by authorized personnel before implementation

- Records of changes during the development process are maintained
- Engineering are responsible for monitoring and ensuring that the changes do not adversely affect product quality, performance, or reliability
- Review of the changes include evaluation of the effect of the changes on the components and product already delivered
- Customers are notified of design changes affecting the form, fit, or function of a product. In addition and where contracted or mandated by contract, customer approval of design changes is obtained

7. PURCHASING

7.1 Purchasing Process¹⁷

To ensure that ALBEDO receives supplied products and services to our specified and implied needs, a list of approved suppliers will be maintained and will also show the scope of each supplier/subcontractors approval. Our purchases will also take into account physical condition of material/service cost, availability and traceability. The purchasing system and the selection of sup-

16. Reference Procedure: PRC-006

17. Reference Procedure: PRC-007

pliers will be reviewed to ensure its continued suitability and follow up action taken on vendor problems. Any subcontractors used and the quality of the work that they provide will be the responsibility of ALBEDO. All suppliers and subcontractors will be evaluated to ensure:

- They use customer approved sources for any special processes
- Those that fail to meet out requirements are disapproved as required by the Quality Manager

These reviews will be used to determine the controls required in place for each supplier/subcontractor.

7.2 Purchasing Information

All purchase documentation used will clearly describe the material/service ordered, including where applicable:

- Quantities, condition, traceability, part numbers, type or other precise identification
- Inspection requirements which will be reported on a certificate of conformity where required. Also any standards/codes which may be referenced
- Any quality system standard to be applied to the product
- Any design, test, examination, inspection or customer acceptance requirement and its related instructions
- The right of access by ALBEDO and our customers and regulatory authorities to all facilities involved in the order and also access to all applicable records
- Any requirements for test specimens
- Any requirements to notify ALBEDO of any anomalies, changes in definition or approval for the process being used
- Any requirements which require to be followed down to sub tier suppliers will be identified on the Purchase Order
- All purchase documents will be reviewed for adequacy prior to issue

7.3 Verification of Purchased Products¹⁸

All products received at ALBEDO will be verified in accordance with inspection procedures and may also include:

- Records to support the quality of the product from the supplier
- Inspection or auditing the supplier
- Asking the supplier/subcontractor to complete inspection and certification.

18. Reference Procedure: PRC-007



Figure 2 ALBEDO Ether.Genius

8. MANUFACTURING

8.1 Production Control¹⁹

The production at ALBEDO are controlled to ensure:

- Technical data is available to verify the parts being manufactured
- Procedures have been documented for all processes
- Measuring instruments are used as required to verify product
- Monitoring of manufacturing processes
- Key points identified by the design are monitored
- Jobs are completed using attached documentation.

The change of the documentation shall also be reviewed by the Quality Manager to ensure no adverse impact.

8.2 Validation of Production Process²⁰

ALBEDO will validate any processes for production, this includes processes where deficiencies become apparent only after the product has been in use, it includes:

- Criteria for review and approval
- Approval of equipment and qualification of personnel
- Requirement for records and documentation

19. Reference Procedure: PRC-008

20. Reference Procedure: PRC-013

8.3 Traceability

Industrial Dept directly responsible for manufacturing:

- Identify product by suitable means from receipt and during all stages of production and delivery
- Including traceability information (e.g. raw material, tool, shift, process)
- establishes and maintains documented procedures for unique identification of individual product or batches and maintains identification records

Inspection and test²¹

Department of manufacturing maintains the identification and test status of product and material throughout the production as defined by procedures.

Test of product is identified by suitable means indicating the conformance or non conformance with regard to inspection and tests performed and are recorded as quality records for traceability purposes. Only product that have passed the required inspections are released for further processing.

8.4 Product handling

Responsible for product handling establish and maintain documented procedures for handling, storage, packaging, preservation, and delivery of product or material.

Stock & Inventory²²

Appropriate storage methods and designated areas or stock rooms are used to prevent damage or deterioration of product or material, pending use or delivery. The condition of product in stock is assessed at a predefined frequency. To optimize stock rotation, ALBEDO applies first-in-first-out inventory management system.

Appropriate methods for authorizing receipt to, and dispatch from such areas are specified. The condition of product or material in stock is assessed at appropriate intervals to detect deterioration.

Handling, Packaging and Labeling²³

Methods of handling product or material prevent damage or deterioration, Proper Electrostatic Discharge (ESD) control are established and maintained.

Packing and labeling processes are controlled to the extent necessary to ensure conformance to ALBEDO requirements²⁴. This requirement applies to transfers between ALBEDO and its subcontractors.

21. Reference Procedure: INS-001

22. Reference Procedure: PRC-007

23. Reference Procedure: PRC-008

24. Reference Procedure: PRC-005

Transportation packaging meets ESD requirements, makes appropriate use of dry pack / desiccant and prevents product physical damage.

8.5 Control of Test instruments²⁵

The measuring and test equipment which could affect the quality of the finished products will be calibrated by an external subcontractor. ALBEDO will also ensure that instruments are:

- Calibrated or verified at specified intervals against measurement standards
- Traceable to national measurement standards
- Identification in order to determine the calibration status
- Protected from damage during handling and storage
- Records of equipment, identification number, location, checking frequency and method, tolerances and what to do when equipment is out of specs
- Our equipment will be in a known state of calibration
- Records of calibration will be maintained

A list of all equipment shall be maintained within the computer system. Any calibration result that indicates that product may be non conforming will require that the Quality Control investigate the inspection/test and determine if it needs to be repeated. Gauges are recorded in the computer and will be recalled by the Quality Manager within a month of the due date.

9. ANALYSIS AND IMPROVEMENT

9.1 Applicable Requirement²⁶

Each Department will plan and implement the measurement, monitoring, analysis and improvement activities used to assure conformance to product and customer requirements and continual improvement of the quality management system. Measurement, monitoring, analysis and improvement activities are supported by the best available methodologies for data recording and statistical analysis and fact based decision-making and communication technique:

- Identification of authorized persons
- Training and qualification requirements

Inspection documentation shall be maintained as evidence of product and process conformance, these records shall show:

- Acceptance and rejection criteria or reference to them

25. Reference Procedure: PRC-009

26. Reference Procedure: PRC-004

- The sequence of operations

9.2 Monitoring Customer Satisfaction²⁷

The Customer Survey will be used regularly to monitor customer feedback for positive and negative information. This information will be reviewed as part of the Management Review and corrective action system to implement continuous improvement.

Service and maintenance

Service and maintenance contracts are offered to all customers, and these activities are controlled in the same manner as Process Control.

Internal Auditing

Audits will be carried out against procedures in order to verify the effectiveness of our quality system ALBEDO has documented procedures to ensure:

- The schedule has also been set based on importance of areas to be audited
- Follow up action and the results of these audits
- Records will be maintained of the audits

Audits will assess ALBEDO compliance to procedures and the ISO 9001

Components and Product Inspection²⁸

All materials received, in production, inspected/tested, stored, packaged and shipped from ALBEDO will be inspected to procedures and a record of the results will be kept. Products will not be processed in the system until all inspections have been completed unless the customer approves otherwise.

If certificates of conformance/analysis are supplied for raw materials and are to be used by ALBEDO as acceptance of the parts, materials or service then these certificates are to be inspected to the specifications required by the purchase order and kept.

9.3 Non-Conformity product control²⁹

The identification of non-conformance's and prevent them from being sent to the customer, ALBEDO has implemented a system procedure to:

- Detect nonconforming products and components
- Review the problem to determine what to do with the goods
- When this has been decided the persons concerned will be notified

27. Reference Procedure: PRC-10 and INF-SAT

28. Reference Procedure: INS-001

29. Reference Procedure: SGC-NCR

Goods which are non-conforming will be reviewed, categorized and documented and action taken. If a customer needs to return items then a number will be issued to track the operations to follow.

- The cause of the non conformance is investigated and documented
- An action will be taken and documented to prevent its repetition
- Follow-up on the effectiveness of the action taken will be complete as part of the next internal audit

9.4 Analysis of Data³⁰

ALBEDO shall determine, collect and analyzes appropriate data to demonstrate suitability and effectiveness of the quality management system, and to evaluate where continual improvement of the quality management system can be made. This process will be within management's responsibility. Such data may include, but not limited to:

- Customer satisfaction
- Conformance to product requirements
- Characteristics, trends and opportunities
- Suppliers

9.5 Amelioration³¹

Statement

ALBEDO will continually improve the effectiveness of the quality management system through the quality policy, quality objectives, audit results, analysis of data, corrective and preventative action, and management review.

Corrective Action³²

The Quality Manager and the involved Dpts. will take the appropriate actions to eliminate the cause of non conformities in order to prevent re-occurrence. Corrective actions are appropriate to the effects of the nonconformity encountered. The process requirements will include:

- Reviewing non conformities
- Determining the cause of non conformities
- Actions to ensure that non conformance do not recur
- Determining and implementing action needed
- Records of the results of action taken

30. Reference Procedure: SGC-KPI

31. Reference Procedure: PRC14

32. Reference Procedure: SGC-ACC

Preventive Actions

ALBEDO will identify areas of potential improvement and actions to be taken to prevent non conformance. This will be done as part of our internal audit and management review process.



ALBEDO Telecom

ALBEDO Telecom delivers solutions that enable Telecom infrastructures of all sizes to troubleshoot, monitor, and migrate mission critical networks.

From the desktop to the data centre, from Access Network, Ethernet, Sync-E, PTP, Optical backbones, LTE, VoIP or IPTV applications.

On local segments and across distributed networks, ALBEDO enable Telecom Organizations, Telecom Installers, Network Operators, Internet Service Providers and Contents Suppliers to quickly check the health of your network, verify SLA, or find and fix problems.

Benefits

Results. The ALBEDO Telecom to help Telecom industry to make the most of the investment on network infrastructure.

Expertise. ALBEDO trainers, auditors, engineers and consultants provide industry-leading knowledge to address the unique needs of customers.

Integration. ALBEDO integrates disparate telecom resources and applications, realizing new business efficiencies.

Agility. ALBEDO increases the ability of customers to respond quickly to new market opportunities and requirements.

Coverage. ALBEDO offers solutions that facilitates the migration and the roll-out to new telecom architectures.



in Test we Trust

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- + LEARN from business models and case studies
- + UNDERSTAND the potential of interoperability with legacy services
- + EXPERIENCE specialised synchronization network solutions
- + ASSESS different solutions for installation and maintenance