



Key Business Processes

Business Management System

Clean Sciences, Inc.

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This manual provides an overview of the Clean Sciences Business Management System. The policies, objectives and processes described herein are supported by additional documentation where appropriate.

The Business Management System applies to all activities related to the cleaning of parts.

The Business Management System includes all requirements of ISO 9001:2015, except:

- ISO 9001:2015, Clause 8.3. Requirements related to Design and Development: Clean Sciences, Inc, is not responsible for any design or development activities.

Document Name	Document ID
Quoting & Order Processing	QS002
Purchasing and Material Handling	QS003
Operations	QS004
Shipping	QS005
Risk Management	QS006
Customer Satisfaction	QS007
Resource & Information Management	QS008
Business System Review & Improvement	QS009

The Key Business Processes are defined in the documents referenced above. Process inputs, outputs and responsibilities are defined in these Process Maps. Related procedures are referenced in the maps and on the Document Master List.

Criteria for ensuring the effective operation and control of these processes are identified by the process owners and form an integral part of the objectives.

Business Management Principles

Customer Focus – Our main consideration is our customers' current and future needs. Clean Sciences' Business Management System is designed to allow us to meet customer requirements, enhance customer satisfaction and anticipate customer needs.

Leadership – The Clean Sciences Management Team provides the direction for the organization and encourages the involvement of all employees and is highly involved in all areas of the Quality Management System.

Involvement of People – Our employees are our essence, and their abilities provide an essential contribution to the achievement of our objectives. Everyone is involved.

Process Approach – Identifying and understanding our business processes allows us to evaluate performance and effectiveness, evaluate potential risks and act on them.

System Approach to Management – Our efficiency and effectiveness is improved by identifying, understanding and managing a system of interrelated processes.

Risk Management – Risk Management is a permanent objective of the Clean Sciences Business Management System and performed for every key process in our company.

Factual Approach to Decision Making – Data from our processes is collected and analyzed to allow us to make effective decisions for the present and future to come.

Mutually Beneficial Supplier Relationships – Both Clean Sciences and our suppliers create value by developing mutually beneficial, interdependent relationships.

Quality Policy

"Our Commitment is to provide our customers with Quality, cost effective services through predictable methods, On Time delivery, verified process controls, and continuous improvement. We strive to establish and sustain strong business relationships with Customers through transparency and high value responses to all of our customer needs."

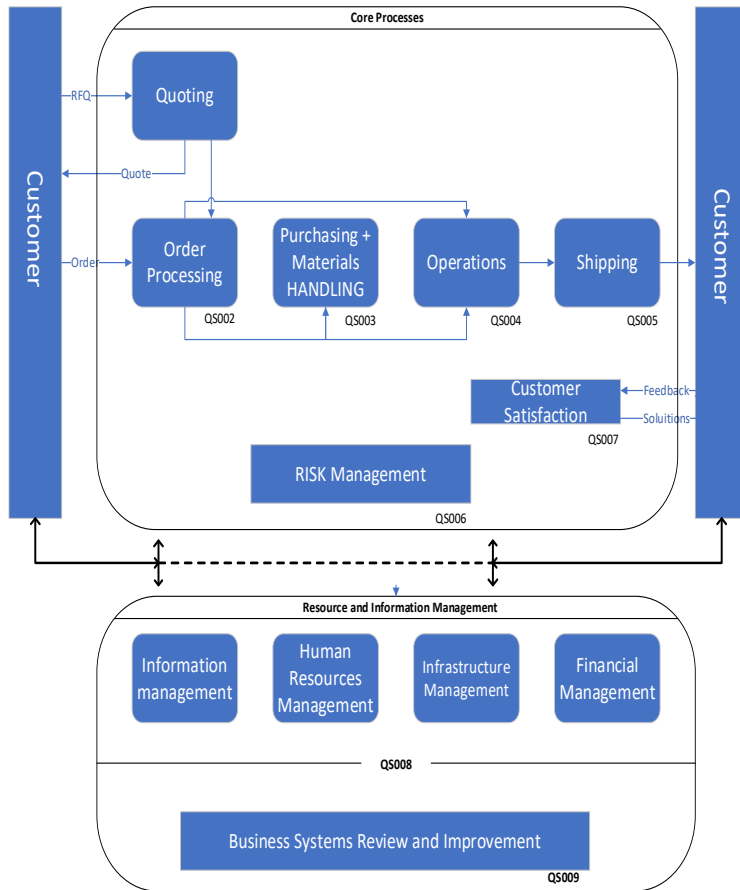
Improvement is measured in the areas of:

- **Process Conformity by:**
 - Adhering to and controlling internal and customer specifications.
 - Tracking and resolutions of RMAs or SCARS.
- **Process Performance by:**
 - Tracking and improving key in-process measurements.
 - Providing ongoing training.
 - Meeting and improving goals on Scorecard.
 - Tracking Corrective Actions and Resolutions.
 - Tracking and Resolution of Risk Management Opportunities.
- **Customer Satisfaction by:**
 - Customer surveys and email ratings.
 - Direct phone access to managers.
 - Customer scorecards and audits.
 - Tracking repeat orders & new order increase from existing customers.
 - Referrals of new customers from existing customers.

Quality Objectives

Measurable objectives are established at relevant levels of the organization to support the quality policy. Specific objectives and risks are reviewed as part of the continuous improvement program.

CLEAN SCIENCES BUSINESS SYSTEMS CORE PROCESSES



Clean Sciences

Based in Fremont, CA, Clean Sciences, Inc. has been Serving Silicon Valley since 1994. Our customer-base now stretches from Coast to Coast as well as Overseas. Clean Sciences specializes in precision cleaning for the Semiconductor, Solar, Aerospace, Automotive, Military, Electronics and Medical technology industries. We focus on hi tech ultra clean, cleaning service excellence with fast turnaround times to ensure our customers not only meet their critical needs but schedules and deadlines. Additionally, we can provide our clients with customized cleaning specifications to meet even the most rigorous certification needs.

Our experienced staff is focused on Customer Service and partnering with you to meet your most stringent cleaning requirements. Our management and staff is committed to meeting all of the customer’s expectations. When a special or urgent customer need is requested, CSI has approved Escalation Paths to ensure the best decision & shifts are available for success.

Expedite and Escalations are given immediate attention to gather data, initiate action and mitigate or find the resolution. We have experienced and trained staff to provide the resources and reports. All customer complaints, issues, or request for services outside our standard turn are prioritized and scheduled within 2 hours of receiving notice. Customer satisfaction is the backbone of our company policy and drives our thriving business.

Standard Lead Time is 24-48 hours for production or repeat orders

Production Quantities that exceed the standard lot size have a turnaround of up to 72 hours

Standard Hours Monday thru Friday 7:30 AM -4:30 PM 1-800-818-8660

After Hours (Emergency Only) 1-510-575-5556 (Voice call or Text)