

Introduction

Welcome to Stratosphere Quality and the New Hire Orientation Training! The purpose of this training is to introduce you to the company, as well as explain the importance of your role within the organization.



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Company Overview

Company Overview

Stratosphere Quality provides sorting, inspection, rework, containment, yard hold management, engineering and training services. We apply our quality control expertise to products within industries as diverse as automotive, life science and medical equipment, defense, applications, watercraft and recreational vehicles.

Our commitment to serving our customers in a standardized, professional way is represented by our two ISO quality certifications.



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Quality Policy

Stratosphere Quality helps our customers to improve their product quality, enabling them to produce first-rate products. We use clearly defined processes, pursue continuous improvement, and follow all customer and regulatory requirements to deliver outstanding results.

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Projects & Core Services

The projects you will be assigned to can be separated into the following segments:

Sorting: Separating parts according to the instructions provided.

Inspection: Carefully examining one part at a time as outlined in the work instructions to determine if the part in question meets the customer's manufacturing standard. The parts that do not meet this standard are said to be Non-Conforming and are separated away from the good parts.

Rework: to remove, reduce or repair the non-conforming condition on a part to make the part usable.

Containment: high level inspection performed for a known defective condition. The purpose of containment is to assure the parts pipeline is free of any more of the defects which have been discovered by the customer of the supplier.

Dress Code/Safety

Stratosphere Quality's dress code is designed to promote a safe and professional work environment. Practice common sense regarding neatness, good taste, comfort and personal hygiene appropriate for your work area.

Clothing can never constitute a safety hazard.

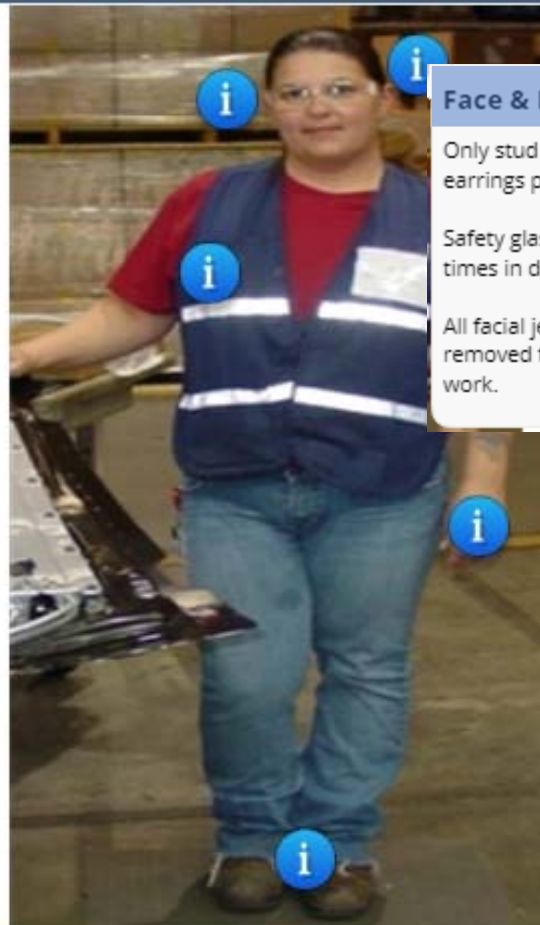
Title 7 of the 1964 Civil Rights Act, forbids employers from discriminating on the basis of race, color, religion, gender or national origin.

If the project location has a stricter dress code than SQ's policy, then you must adhere to the location's dress code.

New Hire Orientation



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Face & Ears:

Only stud style earrings can be worn. Maximum of two earrings per ear.

Safety glasses must be worn for eye protection at all times in designated areas.

All facial jewelry (eyebrow/nose/lip piercing) must be removed from the facial area prior to reporting for work.

BEST PRACTICES

New Hire Orientation



Company Overview

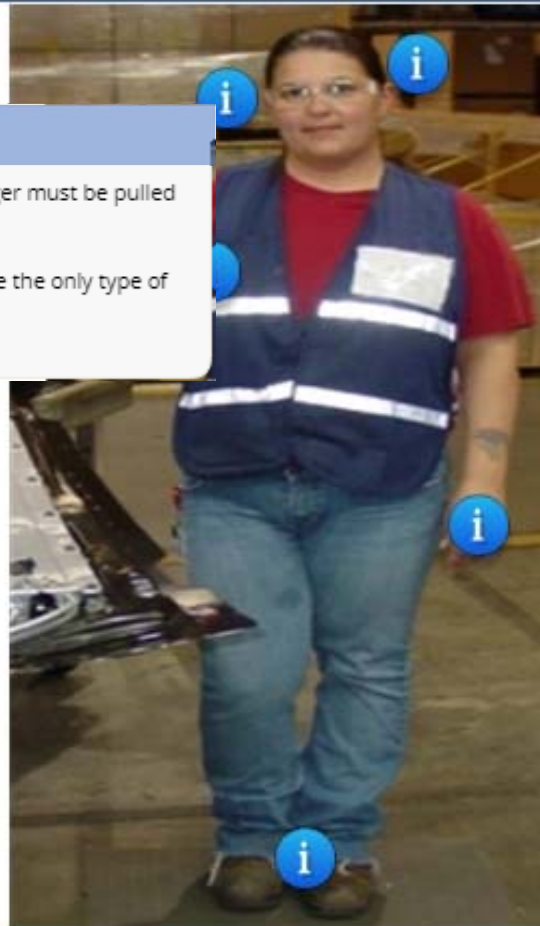
Projects & Core Services

Dress Code

Head:

Shoulder length hair or longer must be pulled back and secured.

Hats bearing the SQ logo are the only type of hat permitted to be worn.



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Products & Core Services

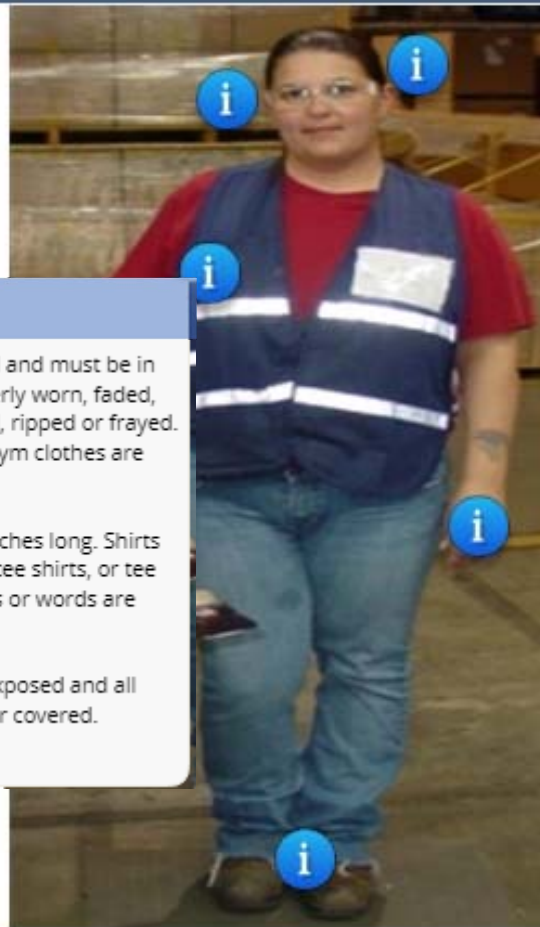
Safety

Clothing

Fitted jeans or pants are required and must be in good condition. They can't be overly worn, faded, stained, discolored, torn, patched, ripped or frayed. Workout gear, athletic gear and gym clothes are not acceptable.

Shirt sleeves must be at least 4 inches long. Shirts should be neatly tucked in. Plain tee shirts, or tee shirts with non-offensive graphics or words are acceptable.

Belts must have minimal metal exposed and all metal areas must be taped and/or covered.



Staff Policies

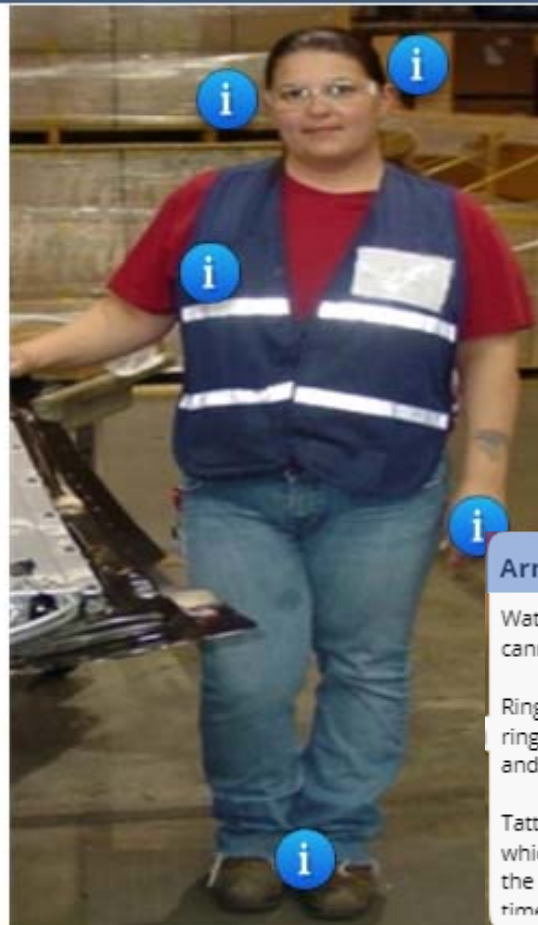
Safety

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Arms/Hands/Tattoos

Watches must be taped and/or covered and cannot dangle from the arm.

Rings must be limited to not more than two rings per hand while on duty and must be taped and/or covered.

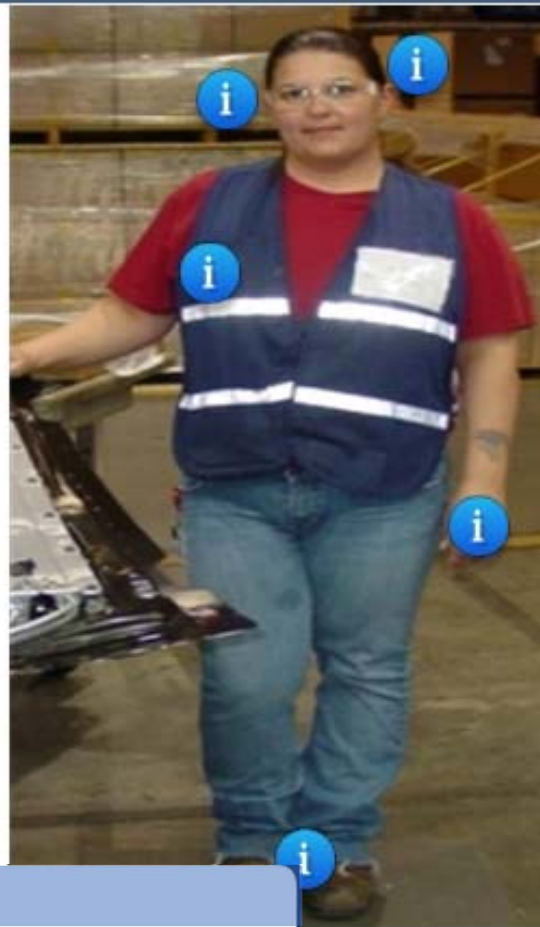
Tattoos with inappropriate printing or images which could offend someone under Title 7 of the 1964 Civil Rights Act must be covered at all times

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Shoes

Approved safety-toe footwear meeting ANSI guidelines and excluding any exterior metal on the footwear must be worn at all times, regardless of customer regulations.

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Staff Policies

All employees reporting to work for Stratosphere Quality must be at least 18 years of age.

As a safety precaution, candidates must be able to read, speak and understand English.

Due to confidentiality issue at many locations, no cameras are allowed. This **INCLUDES** Camera Phones!

If your phone doesn't have a camera, there are restrictions on when you can use it. Use your phone during break times in designated areas only. Never use your cell phone in the work area during work times. You may also not keep your phone on your belt attached by a holster as it could scratch a customer's part or other painted surface.

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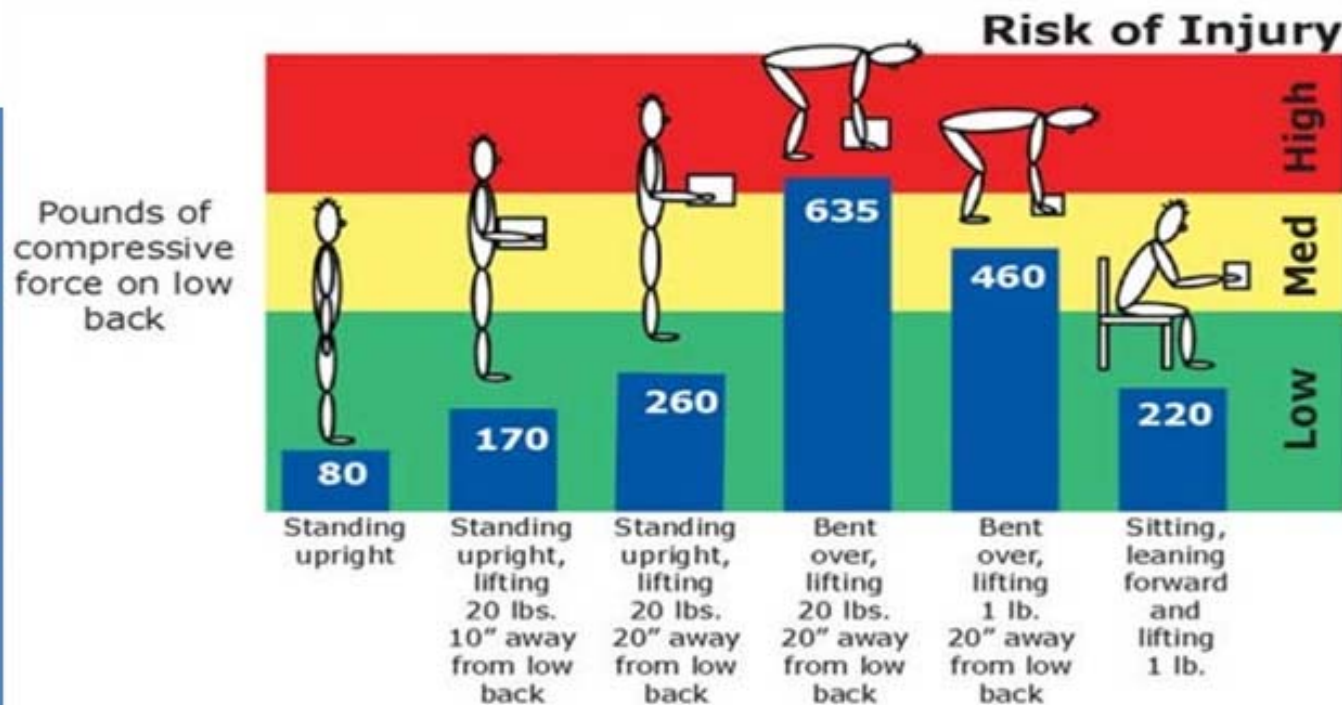
Safety

Stratosphere Quality is committed to providing a healthy and safe working environment. You have responsibilities to yourself and your coworkers to assist SQ in keeping a safe workplace.

All injuries must be reported - no matter how minor! Failure to report an injury can not only make a minor incident more severe, but may also jeopardize your right to collect worker's compensation benefits, health benefits, and could result in disciplinary action up to and including termination.

A common work related injury is caused by improper lifting techniques. Click the icon below for more information on lifting considerations.

Best Practices



Remember to lift with a straight back, bend your knees, and let the large muscles of your legs and buttocks do the lifting. Bring the load close to you before lifting to reduce strain. Perform team lifts of heavy objects. If you're ever in doubt about your ability to perform a lift safely, discuss it with your supervisor or manager first.

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Best Practices & Ethics

- 1) There is only one right way to perform each step in a project. This is covered in the Work Instruction or Operation Standard.
- 2) The Touch Point Inspection Method helps reduce the chances of missing a step in the inspection process.
- 3) SQ prides themselves on the personal professionalism from every one of its team members. This means that you should always be aware of your behavior, language and come to work TO work.
- 4) Confidentiality at all times is critical. You signed a confidentiality agreement when you were hired. This prevents you from talking about SQ work methods, or what you see, hear and learn on the job with the location's employees, another supplier or a competitor of SQ.

If at any point, you have any questions on this training, or in the future, please don't hesitate to contact your team leader, supervisor or manager with questions.

New Hire Orientation



- **STANDARDIZED WORK** creates a consistent and repeatable process; same with all inspectors across all shifts.
- **OBJECTIVE CRITERIA** are clear and understood. Use controlled **BOUNDARY SAMPLES** when available.
- **JOB SETUP** with inspection flowing in a single direction from left to right with **NONCONFORMING MATERIAL** out of the main flow.
- **VISUAL MANAGEMENT** each process step is clearly labeled with color coded pallet tags, tape and any other visual marker.
- **PART SEPARATION** does not allow contamination of certified material. Avoid same container sorting.
- **3 STEP TRAINING** method assures that the trainee understands the training.
- **CONFIRMATION STEP** verifies the inspection or rework was done correctly using a gage or mating part.
- **BACKFILL** controls the process of replacing non conforming parts with certified parts from a specific container - reduces risk of short counts in certified containers.
- **WITNESS MARKS** create accountability when the part is separated from its original container.
- **PART ID VERIFICATION** ensures we are inspecting the correct material. This is the first step in every inspection.
- **TOUCH POINT INSPECTION** creates focus on an area to condition to be inspected when not using a gage.
- **TOOLS/GAGES** should always be used if possible to eliminate subjectivity. Check calibration date to ensure it is current.
- **AUDITS** (Final[in process] & PPR) confirm no deviations from setup and work instructions have occurred.
- **RISK ASSESSMENT** is used in new or unfamiliar settings to minimize the risks of injury, sort failures and other adverse outcomes.
- **COMMUNICATION** between all factors and performed frequently promotes satisfactory outcomes and reduces complaints.