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SUMMARY OF PROPOSAL FOR QUALITY MANAGEMENT SYSTEM PER THE REQUIREMENTS OF THE ISO 9001:2000 STANDARD

1. THE MATAROT QUALITY MANAGEMENT SOFTWARE WILL ENCOMPASS THE FOLLOWING ELEMENTS:

1.1 TASK MANAGEMENT

The task management engine, a central element of the Matarot software, is built in such a manner that tasks from processes are automatically assigned to the functions designated responsible for those tasks. Each task is linked to the relevant information screen for performance of the task (if such a screen exists). The system permits follow-up on execution of tasks, and can also provide indication as to whether the function responsible for performance of the task observed execution of the task.

1.2 INFORMATION CARD INDEX MANAGEMENT

The system contains several card indices that contain all the information linked to the respective card index. For example: In the CUSTOMERS card index all the information related in any manner whatsoever to a certain customer will be bundled in the card index for that customer (complaints, scheduled meetings, linked tasks, etc.).

The existing card indices: Customers, Contact Persons, Suppliers, Employees, Assets.

1.3 ANNUAL QUALITY ACTIVITY PROGRAM

The system can be used to plan the quality activity for the year, according to the various quality tasks. The activity planning will be entered into the central task system, and will remind the quality manager of the tasks throughout the period planned.

1.4 INTERNAL QUALITY AUDITS (includes building of audit questionnaire)

Planning the internal audit program, per the requirements of the standard. System allows for retention of a pool of questions and of subjects to be checked, according to the unit under audit. The system is linked to the central task management system.

1.5 CUSTOMER COMPLAINT MANAGEMENT

The system enables every authorized user to open a customer complaint, according to definable information fields and subject to the requirements of the standard.

A responsibility and handling routing system will manage handling of the complaint, starting with the initial response to the client, through management of linked tasks, to automatic opening of a corrective action in the event that such action is required based on the complaint findings.

The complaints on file can be segmented and reviewed based on their nature, their organizational attribution, and how they were handled.

1.6 SYSTEM FOR CONSIDERATION, CREATION, PROOFREADING AND APPROVAL OF PROCEDURES

The Procedure system allows for management of a process in which every controlled document is created and approved in a controlled process and is documented in such a way that all the applicable documents have passed through a proofreading and approval process and complete follow-up as to changes in versions and content has been executed.

The process of document creation or change is a process that is also linked to the task engine, and makes it possible for every function in the system to be assigned a task at the relevant time in the process. The task will be linked to its source in such a manner that the person to whom the task is assigned will be able, by pressing a button, to access the source of the task and the relevant document for consideration.

The search engine will allow parties authorized to view procedures, to search for and study documents.

1.7 MANAGEMENT OF MANAGEMENT REVIEW AND OTHER MEETINGS

The Meeting Management system allows for the planning of meetings, participants and subjects.

The manner in which the system is built makes it possible to manage the meeting on the computer screen, document subjects and discussions, and assign tasks from the agenda items to functions within the system.

The system allows for printing of meeting minutes, which would also include linked tasks with all their details. At the same time, all the pending tasks of the meeting participants, and the details of these tasks, can also be viewed on the management screen.

The system plans, manages and analyzes satisfaction surveys.

1.8 SUPPLIER FOLLOW-UP – CERTIFICATION, FAULTS, CONTACT

The system allows for management of supplier cards for purposes of documenting the connection, follow-up on supplier certification, and documentation of supplier faults, in accordance with the requirements of the standard. The system enables automatic follow-up, according to basic definitions, on supplier certification tasks and documentation of supplier faults.

1.9 ASSET FOLLOW-UP – TEST AND MAINTENANCE EQUIPMENT (including calibrations)

The Asset Monitoring system handles two main types of assets: equipment requiring treatment and/or maintenance, and equipment that requires calibration as well. The system allows for definition of the equipment and the maintenance and calibration needs, follow-up on maintenance and calibration schedules, documentation of execution, and management of the tasks linked through the task engine. Alerts to the person responsible will be issued as needed.

1.10 MANAGEMENT OF IMPROVING, CORRECTIVE AND PREVENTIVE ACTIONS

The corrective action constitutes the quality standard's main 'engine' for improving the organization, at all levels. The corrective action is managed in accordance with execution permissions and handling permissions accorded by the system manager, and is linked to the task engine.

A corrective action is documented in the system together with all the tasks related to its handling and also with the quality costs (if any) deriving from the fault. It is also possible to segment and review the activities according to their nature, their organizational attribution, their source, the status of their handling, etc.

1.11 HUMAN RESOURCES MANAGEMENT PER THE REQUIREMENTS OF THE STANDARD

The system allows for human resources management in the following areas: job definition, prerequisites for hiring (certifications and credentials), minimum training qualifications required, and recurrent training.

The alert coordination system will issue alerts on missing trainings and/or documentation.

The system allows for coordination and management of employee trainings according to requirements of the position and subject to the standard.

1.12 MULTIPARTICIPANT APPOINTMENT CALENDAR LINKED TO CUSTOMER, CONTACTS AND EMPLOYEE FILES

The appointment calendar is based on management of events related to quality processes. It allows for work with multiple participants and contains an option for use of "private" tasks. All appointment calendar events will be documented automatically in the linked customer/contact/supplier/employee file.

2. SOFTWARE CHANGES

Changes in the software will be made only by **Matarot** or under the direction of its computerization staff.

3. HARDWARE AND INFRASTRUCTURE SOFTWARE

All the necessary hardware will be purchased by the client. Hardware, infrastructure software, and network will be maintained by the client. Minimum requirements for installation of Matarot software:

File Server requirements

500 MB Shared directory with full right access
Holds the Data files and programs.

User workstation

Pentium III processor + 128 MB memory (recommended: 256)
100 MB free space on disk

Software

Windows SE 98 operating system (at least) (recommended: Windows 2000)

Matarot software

Client server software
Client use Ms Access 2000 runtime
Server Installation – By script from Matarot CD
Client Installation – By script from the server