

*Dual certification ensures a high quality product.*



## QUALITY CONTROL



### ISO 9001:2000 REGISTERED

- Formalizes a regimen for controlling our processes of documenting work instructions, training our people, monitoring performance, and setting goals for improvement
- Bi-annual surveillance audits performed by independent third party

**The yield and quality of our cartridges meets or exceeds that of the OEM.**



### STMC CERTIFICATION

- Scientifically conducted Standardized Testing that judges quality and product improvements in an unbiased scientific manner
- A method to prove our cartridges perform the way we say, and that the yield and quality meet or exceed that of the Original Equipment Manufacturer (OEM).



  
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# PROCESS OVERVIEW

## PRODUCT DEVELOPMENT

- *Benchmarking OEM Cartridge*
  - State-of-art-the-art development lab
  - We run several OEM cartridges to life; measuring performance including yield, density, gray scale, toner consumption and other characteristics.
- *Evaluate aftermarket components with the requirement of achieving results equivalent to the OEM.*
  - Multiple components from multiple sources are tested for the best market wide solution.
  - Primary and back components are qualified.
  - In house ability to evaluate and qualify new technologies (chips, firmware, color toner, etc.)
- *Process decisions are made and instructions are generated.*
  - Tools and work flow to incorporate the cartridge into the production environment. Industry work instructions are sometimes insufficient.
  - Modifications for Universal cartridges are developed.



## PRODUCTION

- *All cartridges are thoroughly disassembled, cleaned, and rebuilt with quality components specified in the development process.*
- *Exhaustive Testing*
  - Incoming raw materials are tested.
  - Post Testing of every cartridge
  - Sampling from Production Line to Print Lab (yield, print quality etc.)
  - Quality Control Line Inspections
- *Training*
  - ISO Training requires that qualified employees are working on the lines. Employees must be qualified for specific cartridges and tasks.
- *Quality data and return data are reviewed regularly and corrective actions are implemented as we continually strive to reduce defect rates.*

