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## **Quality Procedures**

CYTEC Corp. is a small company that manufactures computer controlled switching systems. Our catalog currently presents nearly 60 pages of modular switching products that can be assembled and configured to provide an almost infinite variety of systems. In addition, almost one half of our delivered systems are customized in some way not shown in the catalog

Cytec maintains a proprietary quality control system specific to our type of product. CYTEC has also been evaluated by ISO 9000 professionals, who determined that implementation would nearly double our overhead costs. They also agreed that these procedures would not improve product quality.

Every shipped system is subjected to a rigorous in house Quality Control procedure. This allows us to offer a full five year warranty on all CYTEC products, which is extended to 10 years if a list of recommended spares is purchased. The only exceptions to this warranty are microwave relays which are subject to the specific manufactures warranty, which is typically one year or 1 million operations. We could not offer this warranty with poor quality products. We also stand by our relay manufactures' guarantee that all reed relays will operate for at least 100 million operations when used within the published specifications for the relay type.

Below is an overview of our quality control procedures.

All products are burned in after assembly for a minimum of 72 hours to eliminate marginal components. For mechanical relay based switching systems, we also perform a quality check of closed relays contacts, cycle the relays for 1,000 to 100,000 operations (approx. 1% of life expectancy) and check the contacts a second time. We replace all relays that show any noticeable deterioration. Using this method we can successfully eliminate the one percent of marginal relays that might fail over time, before the system ships. Every system Cytec manufactures is tested in this manner. We do not rely on statistical sampling or percentage testing. Test data sheets are filled in for every system and all subassemblies are serialized and tracked for future reference. Because we are still a small company, upper level management is aware of any problem in manufacturing and react quickly to resolve the issue.

Since the majority of systems Cytec sells are intended to perform a very specific function, they are individually tested to the specifications needed. 100% testing of all shipped products eliminates the need for many aspects of typical quality systems which rely heavily on incoming inspections or sampling to prevent problems in the finished product. While we make use of inspection processes and quality checks during the assembly of the systems, we do not rely on this as an assurance of shipped quality. Our test department has final say on all quality issues and tests every system before shipment.

Cytec's manufacturing and test areas are open to inspection at any time and we will gladly give any interested parties a tour of our facilities.

CYTEC prides itself on customer service both before and after any system is delivered. One of the most important criteria for getting long operational life from any switching system is purchasing what is needed in the first place. CYTEC's experienced Sales Engineers do not want to sell any system that will experience problems down the road, and we will work with you to deliver a reliable product at the lowest possible cost. A toll free telephone number is supplied so we can answer any hardware or software questions you may have after purchasing the unit, and we employ some of the most experienced engineers in the field who will gladly pitch in when needed.

We also pride ourselves on supplying superior quality product. Based on information gathered from many users, the typical mean time between failure of our equipment is over seven years. Our company has shown continuous growth since its founding and has never discontinued a product line or failed to support older equipment. Cytec currently has customers who continue to update systems 15 years old since they see no logical reason to replace them.

We currently supply systems to many Fortune 500 companies such as Lockheed-Martin, Boeing/McDonald Douglas, TRW, Honeywell, Lucent Technologies and Agilent, as well as Government agencies such as the DOD and NASA. References can be provided on request.

Sincerely,

A handwritten signature in black ink, appearing to read "Nicholas N Turner", written over a horizontal line.

Nicholas N Turner  
President