

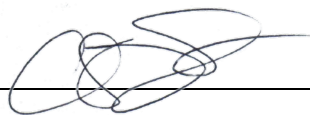
BTRAC Process Manual

Effective Date: 3/27/2024

Version: 3

Approved by:

Name



Operations Manager

Title

Table of Contents

1. Company Overview	3
1.1 Profile	3
1.2 Organizational Chart	3
2. Scope of Work	Error! Bookmark not defined.
3. Terms and Definitions	4
4. Objectives and Goals	4
5. Interested Parties	6
6. Core Processes	6
7. Training.....	6
8. Document Control.....	7
9. Continuous Improvement	7

1. Company Overview

1.1 Profile

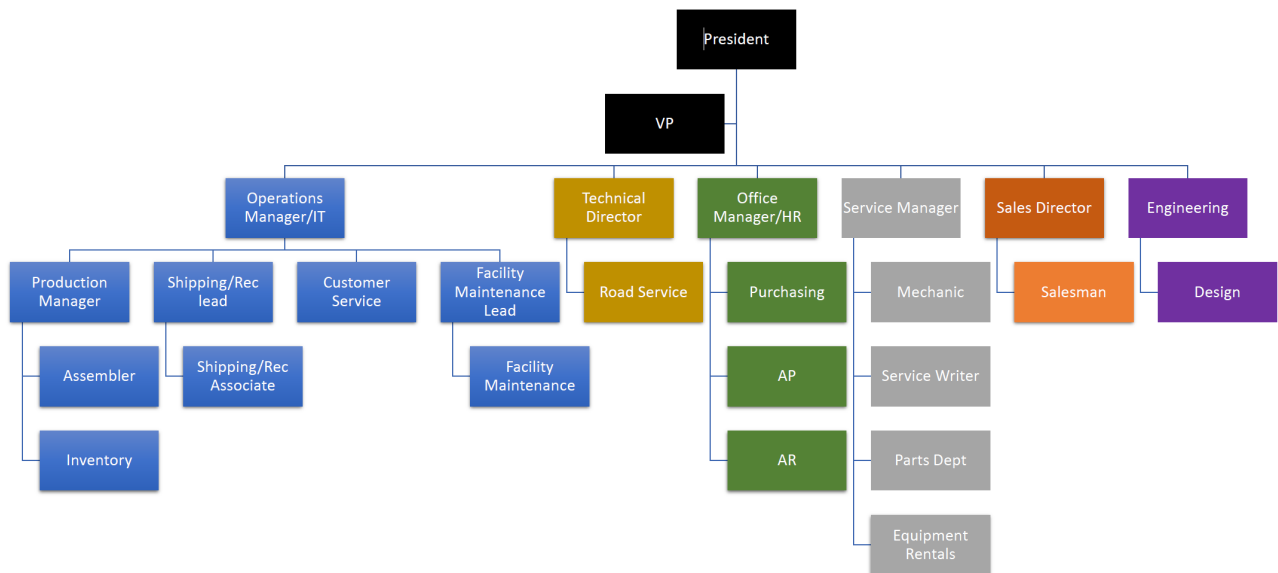
BTRAC was founded in 1976 as a small business dedicated to the repair service of transport refrigeration units within the local market. In the mid 1980's, BTRAC expanded to include the service support of the transport refrigeration market and further growth led to developing and supporting the heavy-duty offroad vehicle market in the 1990's.

We focus on providing a high degree of customer service, parts sales and system solutions targeted to the heavy truck and offroad equipment HVAC market segment. Our mission will always center on being an agile, innovative, customer-centric organization that adds value to the solutions we provide.

Essential to its future growth is the dynamic support and development of its employees. As the organization continues to invest in its employees, our focus will also continue to be on our customers and the growth of our various businesses based on building trust and serving our diverse customers at a high level of engagement.

Management will also engage the overall organization to develop a culture that appeals to individuals required for continued growth focused on exceeding customer expectations as we expand into new markets.

1.2 Organizational Chart



2. Scope of Work Statement

BTRAC is a manufacturer and distributor of HVAC components and systems for OEM's along with service, sales and installation of transport refrigeration systems and parts as well as a fleet of storage trailer rentals.

3. Terms and Definitions

OTD - On-time delivery based on the acknowledgment of the order.

PPM - parts per million

Returns - customer returns product

Profitability - The company's ability to make a profit which is more income than expenses

Cost Containment - Control over expenses to diminish regular operating costs

SOP - Standard Operating Procedure Detailed step-by-step instructions that describe how to carry out a process.

KPI –Key performance indicators

ROI – Return on Investment

SMART - Specific Measurable Attainable Realistic Timely

EBITDA – Earnings before interest tax depreciation amortization

OEM – Original Equipment Manufacturer.

HVAC – Heating, Ventilation, and Air Conditioning.

ERP – Enterprise Resource Planning

4. Objectives and Goals

To establish policy goals and objectives. This will provide the framework which will translate these objectives into realistic functional and attainable targets. This framework will also be established within a SMART approach that ensures all Goals and Objectives.

1. Customer Satisfaction:

We are committed to understanding and exceeding our customers' expectations by delivering solutions that meet their unique requirements. Regularly gather customer feedback to identify opportunities for improvement and enhance overall satisfaction.

2. Product Excellence:

Ensure the design, manufacturing, and installation of our heating and air conditioning systems adhere to industry standards and regulatory requirements. Continuously invest in research and development to enhance the performance, efficiency, and reliability of our products.

3. Service Excellence:

Deliver reliable maintenance and service solutions that extend the lifespan and optimize the performance of heating and air conditioning systems. Uphold rigorous standards in diagnosing, repairing, and maintaining equipment to ensure maximum efficiency and customer satisfaction.

4. Process Efficiency:

Streamline internal processes to minimize errors, reduce waste, and improve overall efficiency in the production and delivery of our custom systems. Conduct regular process audits to identify areas for improvement and implement corrective actions promptly.

5. Employee Engagement:

Foster a culture of excellence, teamwork, and individual responsibility among our employees. Provide ongoing training and development opportunities to ensure our team members are equipped with the skills and knowledge necessary to uphold quality standards.

6. Supplier Relationships:

Collaborate with reliable and reputable suppliers who share our commitment to quality. Establish strong communication channels with suppliers to address issues promptly and enhance the quality of raw materials and components.

7. Risk Management:

- Identify potential risks to quality throughout the product life cycle and implement proactive measures to mitigate these risks.
- Conduct regular risk assessments and update risk mitigation strategies as needed.

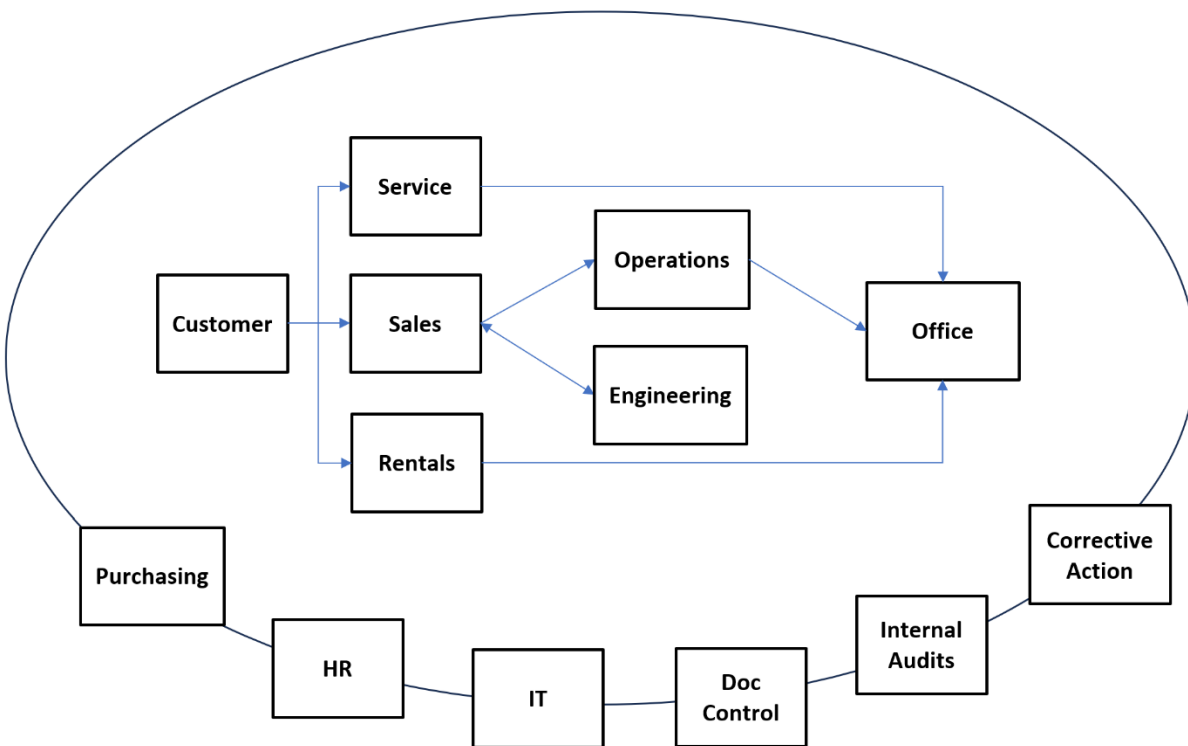
5. Interested Parties

Interested parties involved in our business are customers, vendors, employees, owners, and financial institutions. (see Interested Parties and Requirements document)

6. Core Processes

Processes outlined at the top level that use resources to transform inputs into outputs. Establishing effective and efficient processes that are consistently followed and improved upon. SOP's and Work Instructions for each core process are maintained in a controlled vault and reviewed regularly.

Core processes are identified as follows.



7. Training

Employees continue education based on experience and job description to ensure continuous improvement. Provide ongoing training and development opportunities to ensure our team members are equipped with the skills and knowledge necessary to uphold quality standards.

8. Document Control

Documents are controlled, and the results of changes are retained and documented. The information retained will include the review of the changes, who authorized the change, and any additional information necessary. Controlled documents will be accessed through a check-in/check-out software system to protect them from improper use, loss of confidentiality, etc.

Regularly review and update documentation to reflect the latest industry standards and best practices.

9. Resources We ensure the effective operation of our Quality Management System by providing the necessary resources, including competent personnel, appropriate infrastructure, a conducive work environment, reliable monitoring and measuring tools, and essential organizational knowledge. This commitment helps us achieve our quality objectives and enhance customer satisfaction.

10. Continuous Improvement

Facilities, working conditions, and education to retain employees, increase productivity, and provide a safe environment for our employees. Foster a culture of Continuous improvement through regular management meetings, reviews, internal audits and employee feedback. Implement corrective and preventive actions to address non-conformities and continually enhance our processes.

Internal audits are conducted at least once annually on each core process.

Third-party auditors can be used if certified and have no conflict of interest with BTRAC.

Change #	Short description of change	Effectivity Date
1	Updated for release	3/27/2024
2	Added section on resources	2/24/2025
3	Updated verbiage, removed "innovative" from scope and added too core process diagram	3/4/2025