

## QUALITY POLICY

TwinStar will consistently provide products and services that meet or exceed the requirements and expectations of our Customers. We will actively pursue ever-improving quality through processes that enable each employee to do their job correctly the first time, every time. TwinStar is dedicated to continuously improving quality through Process Control, Employee Empowerment and Management Commitment.

### Quality Objectives:

- **Maintain an AS9100 & ISO 9001 compliant QMS**
- **Show an increase in Customer satisfaction**
  - $\geq 3$  (and  $\geq 4$  average) Customer Satisfaction Survey results
  - $\leq 3$  days Quote turnaround time
- **Improve delivery time and reduce lead time to all Customers**
  - $\leq 5\%$  Late Delivery
- **Reduce the defect rate and improve product quality measured by final inspection**
  - $\leq 3\%$  Customer RMAs
  - $\leq 3\%$  CARs
  - $\leq 5\%$  Late Supplier Delivery
  - $\leq 3\%$  Internal Product defects/NMRs
  - $\leq 1\%$  Supplier SCARs/NMRs
  - $\leq 1\%$  Contract Review Errors
  - $\leq 1\%$  Purchasing Errors

Operations Manager: *Peter B. Thomas*

The Operations Manager of TwinStar has formulated the quality policy. The policy is explained and discussed at the general orientation training given to all new employees and has been reviewed with all current employees. All employees are expected to know what the quality policy means to them as it affects their job or position within the company. The policy is posted in prominent locations throughout the facility.