

## 911EDA, Inc. Quality Policy

911EDA, Inc. will consistently provide products and services that meet or exceed the requirements and expectations of our customers. We will actively pursue quality improvements through programs that enable each employee to do their job right the first time and every time.

The Quality Policy of 911EDA, Inc. supports our Mission Statement:

- Promote a “Quality in All We Do” philosophy with a total company effort and commitment to continuous improvement.

### Quality Policy

- Our most important criterion of quality is the *satisfaction of our customers*. We must aim at maintaining their full confidence in 911EDA, Inc. as a supplier. The demands and stipulations of the customer must be met by our commitments and products conforming to agreed terms. *Each delivery should create a recommendation for further business.*
- Customers’ *needs and requirements* must be met (through a market driven approach to business).
- Quality must be designed in and built-in (to be *prevention* driven instead of correction driven)
- Processes must be “capable” ( $Cp > 2$  both for manufacturing and business processes).
- Managers must be measured on *quality results*.
- *Training* on quality is a basic motivation and improvement tool.
- Product and process quality are the direct *responsibility* of all design personnel.

911EDA, Inc. is committed to **quality, on-time delivery, and cost effectiveness**, and will:

- Support the company’s policy to *continuously improve* our products, services, and operations so that we constantly *offer customers superior value*.

- Meet all defined requirements, including those defined by our customers, statutory and regulatory requirements, industry associations, etc.
- Communicate our quality policy to all employees within our organization and takes appropriate steps to ensure it is understood by everyone.
- Review the quality policy every three months for continuing suitability.

The management of 911EDA, Inc. shall ensure that the quality policy:

- Is appropriate to the purpose of the organization.
- Includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system.
- Includes a commitment to continual improvement of the effectiveness of the QMS.
- Provides a framework for establishing and reviewing quality objectives.
- Is communicated and understood within the organization.
- Is reviewed every three months for continuing suitability.