

## 5.2 POLICY

### 5.2.1 Establishing the quality policy

The following quality policy has been established, implemented and maintained:

#### **Quality Policy**

*It is the policy of ULTRASPEC FINISHING INC.. to provide products that conform to customers' requirements & deliver them on time at a competitive price. Our name must represent quality to our vendors, our customers, & ourselves. The quality of coatings (painting, phosphating, anodizing, iridite, passivation, zinc and electroless nickel plating) and testing non-destructive control (liquid penetrant inspection) is the result of the planned and integrated efforts of all members of an organization. Two sources of quality are workmanship & uniformity; the type of workmanship that will reflect credit on the worker and the organization as a whole, and the uniformity of a product that will provide continuing customer satisfaction.*

*At ULTRASPEC, management is committed to maintaining and continuously improving the quality of our services by effectively controlling all activities to ensure that all quality system requirements, including AS9100D and ISO 9001:2015, are being fulfilled.*

### 5.2.2 Communicating the quality policy

The quality policy is:

- Communicated, understood and applied
- Available online to all interested parties

## 5.3 ORGANIZATIONAL ROLES, RESPONSIBILITIES AND AUTHORITIES

The Organizational Chart (Appendix 1) and the descriptions illustrate functions, their interrelations, responsibilities and authorities relevant to the quality management system. More specific quality management system responsibilities and authorities can be found in job descriptions for hourly personnel, procedures and flow charts associated with services provided. Appropriate distribution of these documents and associated training assures clear communication of this information. The responsibilities for management are as follows:

- a. The President is responsible for:
  - i. All financial and legal (Statutory and regulatory) matters that concern the company.
  - ii. Directing company policies.
  - iii. Approving all capital expenditures.
  - iv. Marketing and customer relations.
- b. The General manager reports directly to the President and is responsible for:
  - i. All activities taking place in the manufacturing area, including Quality Assurance.
  - ii. Technical authority for all production activities