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| Prepared by: | ISO/TS 16949 Team |
| Authorized by: | |
| Effective Date: | 1/20/2017 |
| Revision #: | REV 1 |

ISO/TS-16949 Business Operations Manual

5.3 Quality Policy

SECTION 5.3 - QUALITY POLICY

AAI is committed to providing our customers with high quality products which maximize performance, reliability and value.

AAI is dedicated to continually improve our products, processes and Team Members, which will allow us to achieve industry best practices and customer satisfaction.

Objectives:

- To continually develop ***innovative solutions*** to ***improve processes*** and ***products***.
- To insure the health, welfare, and safety of all team members through ***awareness training***.
- To ***enhance customer relationships*** by focusing on customer requirements.
- To ***increase revenues*** with each customer by maintaining ***competitive advantage***.

1. Authority

1.1 The quality policy is established by Executive Management and signed by the CEO. Any changes to the policy must be likewise approved by Executive Management and signed by the CEO.

2. Role of the Policy

2.1 The main role of the quality policy is to communicate the company's commitments and aspirations with regard to quality, and to define principal objectives for the quality management system.

2.2 The quality policy provides a framework for establishing specific quality objectives, and provides direction for the continual improvement effort. The use of quality policy in setting quality objectives is addressed in this manual in Section 5.4, Quality Planning. The use of the policy to facilitate continual improvement is explained in SOP-GA-111, Continual Improvement.

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3. Communication

- 3.1 The quality policy is posted throughout the company, and its role is explained and discussed at the general orientation training provided to all team members and at other designated team member meetings.
- 3.2 The quality policy is also communicated to customers, suppliers, and other interested parties. For this purpose, it is displayed in all the reception areas.

4. Review

- 4.1 The quality policy is periodically reviewed within the framework of the Executive Management Reviews of the quality system. This is to ensure its continual relevance and suitability. The process for reviewing the quality policy is defined in SOP-GA-104, Management Review.

ASSOCIATED DOCUMENTS

- SOP-GA-104 Management Review
- SOP-GA-111 Continual Improvement

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