Level 3 Inspection

MAKE BETTER PARTS.

QUALITY POLICY

Level 3 Inspection will actively pursue continuous improving quality through programs that enable each employee to do their job right the first time and every time. The success of our business is based on partnerships with our customers and suppliers.

It is the policy of Level 3 Inspections to achieve and maintain the highest standard of quality in all aspects of service provided.

The purpose of Level 3 Inspection's quality management system is to:

- ➔ Consistently provide quality inspection service that conforms to customer, regulatory and statutory requirements
- ➔ Ensure that all personnel are competent and qualified for the tasks they perform and that all personnel apply the policies and procedures documented in our Quality Management System
- ➔ Professionally and effectively perform inspection services to produce accurate and precise results
- ➔ Consistently comply with ISO17025, AS9100 & ISO9001 to ensure quality inspection services and to continually improve the effectiveness of the Quality Management System

Quality Objectives:

1. Implement and maintain an ISO17025, AS9100 & ISO9001 compliant QMS
2. Maintain a customer satisfaction rating of 4.2 or greater
3. Reduce late deliveries to less than 10%
4. Reduce rework (Customer driven CARs) to less than 2%
5. Reduce rechecks (internal rework) to less than 5%
6. Reduce contract review errors to less than 2%
7. Maintain overall performance of 95% or greater
    - o (Total Jobs-(Late+Rework)/2))
8. Make test method changes to improve performance where applicable
9. Ensure that all personnel are trained to a level of familiarity with the quality management system appropriate to the individual's degree of responsibility
10. Improve and validate laboratory methodologies by participation in method validation collaborative tests
11. Establish and report on quality improvements

Effective date:

July, 27th 2018

COO:

