

AIRBORNE SYSTEMS NORTH AMERICA QUALITY POLICY

Customer Satisfaction through World-Class Quality

Airborne Systems North America is committed to providing its customers the highest quality parachute and other related advanced products and services through achieving total customer satisfaction by:

- ❖ Listening to our customers and reacting upon what we hear.
- ❖ Demonstrating active leadership and commitment to quality through communication of senior management's vision, strategies, and objectives to all levels of the organization.
- ❖ Designing, manufacturing and delivering products, services, and support that will exceed our customer's expectations and assure total customer satisfaction.
- ❖ Creating a work environment that promotes teamwork and innovation.
- ❖ Pursuing continuous improvement of the effectiveness and efficiency of our Quality Management System, our processes, products, and services to enhance results for our customers, employees, and other stakeholders.
- ❖ Procuring and providing adequate resources to achieve all company objectives.
- ❖ Encouraging employees to develop their full potential through training and other educational opportunities that will benefit both the employee and the company.
- ❖ Enhanced dialogue and cultivating a partnering relationship with our suppliers.

Signature:  _____
Randy Copenhaver
Manager, QA and Production engineering

Date: 4/13/17