

## **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 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 meet or exceed our customer's expectations of quality, performance, and safety, and assure total customer satisfaction.
- ❖ Creating a safe work environment and one which promotes teamwork and innovation, and is free of threat and harassment.
- ❖ Pursuing continuous improvement of our Quality Management System through establishment of quality objectives.
- ❖ Pursuing continuous improvement of our processes, products, and services to enhance results for our customers, employees, and other interested parties.
- ❖ Ensuring availability of 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.
- ❖ Establishing and maintaining partnering relationships with our suppliers.

Signature: \_\_\_\_\_

Randy Copenhaver  
Manager, QA and Production Engineering

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