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: ___________________________  Date: 4/24/19
Randy Copenhaver
Manager, QA and Production Engineering