

## QUALITY POLICY

KSR Foam and Technical Products, LLC. fabricates finished foam kits for the aviation, automotive and high-performance industry while meeting or exceeding the standards required for specific applications. We are committed to growth through quality, value, customer satisfaction with emphasis on the following:

- Education and training of all our employees in their relevant and required areas to increase their efficiency and competency to meet or exceed the requirements and expectations of our customers.
- Compliance with our established Quality Management System standards and permanent review of its efficiency and effectiveness.
- Communication of our quality policy, objectives, and relevant requirements to our employees, customers, suppliers, contractors and interested parties.
- Continual Improvement by reviewing our Quality Policy, objectives, and other requirements of our system through internal audit and management review to ensure its continuing suitability, adequacy, improvement, and effectiveness. This includes mutually beneficial suppliers and other business partner relationships.

### QUALITY OBJECTIVES

**Scrap rate** < 3% on Production pieces, < 5% on Prototype pieces

**Customer satisfaction** > 95%

**On-time delivery** Production pieces > 95%, Prototype pieces 75%

### PROCESS METRICS

First Pass Yield  $\geq$  95%

Supplier Quality  $\geq$  98%

Supplier OTD  $\geq$  95%

Quote sent vs Orders received > 50%

### VALUES

**Ethics** - We always exercise our duties with honesty and integrity.

**Teamwork** - We respect and support each other, without blame, to create a stronger and better performing team.

**Customer Service** - We respond to every customer quickly, thoroughly, professionally and with courtesy.