

QUALITY POLICY

TwinStar will consistently provide products and services that meet or exceed all applicable customer and regulatory requirements and expectations. We will actively pursue ever-improving quality through processes that enable each employee to do their job correctly the first time, every time. TwinStar is dedicated to continuously improving the Quality Management System and product quality through Process Control, Employee Empowerment and Management Commitment.

KPI's / Quality Objectives:

- **Maintain an AS9100 & ISO 9001 compliant QMS**
- **Show an increase in Customer satisfaction**
 - ≥ 3 (≥ 4 average) Customer Satisfaction Survey results
 - ≤ 3 days Quote turnaround time
- **Improve delivery and reduce lead time to all Customers**
 - $\leq 5\%$ Late Delivery
- **Reduce the defect rate and improve product quality; measured by Final Inspection (TwinStar Defects):**
 - $\leq 5\%$ RMA's
 - $\leq 3\%$ CAR's / SCAR's
 - $\leq 3\%$ NMR's (Internal Product defects)
 - $\leq 3\%$ Contract Review Errors
 - $\leq 3\%$ Purchasing Errors
- **Reduce the defect rate and improve product quality; measured by Incoming Inspection (Supplier Defects):**
 - $\leq 5\%$ Late Supplier Delivery
 - $\leq 5\%$ Supplier SCAR's / NMR's

Senior Vice President: Mark Gruttadauria

The Operations Manager of TwinStar has formulated the quality policy. The policy is explained and discussed at the general orientation training given to all new employees and has been reviewed with all current employees. All employees are expected to know what the quality policy means to them as it affects their job or position within the company. The policy is posted in prominent locations throughout the facility.