



### QF-5.2-01 Quality Policy

Rev: 0 Revision Date: 11/30/2017

It is the mission of PATCO to provide products and services that surpass customer and industry expectation, resulting in valuable relationships beneficial to all parties, while offering a safe and healthy operation for our staff, visitors and local environment.

Continual improvement of our Quality Management System (QMS) is a priority of PATCO top management and its employees. Each department contributes measurably to the overall quality of our products and customer experience and are committed to adhering to the requirements set forth by PATCO's QMS and ISO 9001:2015 American National Standard.

### QF-6.2-01 Quality Objectives

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In effort to maintain continuous improvement of PATCO's QMS, measurable quality objectives have been established in the following areas:

Quality Objectives	Required Resources	How Evaluated	Target Date	Personnel Responsible
Maintain approved supplier status with all current customers	Customer Scorecards Customer Feedback Audit Reports Management Review (MR)	Customer Audits PATCO's Annual Performance QF-9.1.2-02 Customer Feedback Analysis QF-9.3-01 MR Meeting Minutes	End of Year	All PATCO personnel
Acquire business from 2-3 new customers or more	Sales calls Emails Presentations Site visits	QuickBooks	End of Year	BDM
Maintain an effective Safety program to prevent accidents and injuries to our employees, visitors and the environment	PATCO Safety Manual Monthly Safety Meetings Preventive Maintenance	QF-7.2-02 Training Sign-In Incident Reports Safety Training Matrix	Daily	QAM/QCC
Receive average of 4.0 or higher (Out of 5) from returned Customer Satisfaction Surveys	Management Review (MR) Employee Training Customer Feedback	QF-9.1.2-02 Customer Feedback Analysis QF-9.3-01 MR Meeting Minutes	End of Year	All PATCO personnel
Reduce NCR occurrence in below departments by listed percentages:  Fabrication - 5% Machining - 5% Subcontractors - 10%	Management Review (MR) Employee Training / Awareness QF-8.7-01 NCR Form	QF-8.6-01 Receiving Inspection Log QF-8.7-02 NCR Log QF-9.3-01 MR Meeting Minutes QF-10.0-02 CAR Log	End of Year	All PATCO personnel