



## **Kooltronic Quality Policy (K935)**

Kooltronic, Inc. is committed to achieving customer satisfaction by meeting their requirements. Our goal is to continually improve our processes and procedures to the benefit of both our internal and external customers.

### **PROCEDURAL POLICIES**

#### **1. Authority**

- 1.1 Quality policy is established by the executive management and is approved by the President and Board of Directors. Any changes to the policy must be likewise approved by the President and the Board.

#### **2. Role of the Policy**

- 2.1 The main role of the quality policy is to communicate the company's commitments and aspirations with regard to quality, and to define principal objectives for the quality management system.
- 2.2 The quality policy provides a framework for establishing specific quality objectives and provides direction for the continual improvement effort. The use of quality policy in setting quality objectives is addressed in the Quality Manual (K1285) in Section 5.4, Quality Planning. The use of the policy to facilitate continual improvement is explained in Operational Procedure QOP-85-01, Continual Improvement.

#### **3. Role of the Policy**

- 3.1 Copies of K935, Kooltronic Quality Policy, are posted throughout the Company, and its role is explained and discussed in the general orientation provided to all employees.
- 3.2 The quality policy is also communicated to customers, consumers, and other interested parties. For this purpose, it is displayed in the reception area and posted on the Company's internet site.

#### **4. Review**

- 4.1 The quality policy is periodically reviewed within the framework of management reviews of the quality system. This is to ensure its continual relevance and suitability. The process for reviewing the quality policy is defined in Operational Procedure QOP-56-01, Management Review.