

QUALITY POLICY

Total Precision's Quality Policy represents the core of its commitment to delivering precision-manufactured products and services that not only meet but exceed customer expectations. Our approach is built on strict adherence to industry-leading standards such as ISO9001 and AS9100 (where applicable), and provides a robust framework to ensure quality, safety, and continuous improvement across all facets of our operation. This policy is a shared responsibility among all employees, driving our mission toward operational excellence and customer delight.

Key Principles

Customer Satisfaction: At Total Precision, customer satisfaction is paramount. We are committed to fully understanding the needs and expectations of our clients to ensure that we consistently meet or exceed them.

Our proactive approach includes frequent customer feedback loops to ensure we stay aligned with evolving customer needs. This feedback directly informs product and service improvements, ensuring that we remain responsive and agile.

We strive to build long-term partnerships with customers by delivering reliable, high-quality solutions and fostering trust, accountability, and transparency in every interaction.

Compliance: We are deeply committed to maintaining full compliance with AS9100 (the aerospace quality management standard) and ISO9001 (the general quality management standard), ensuring the highest levels of regulatory and industry conformance.

Our robust Quality Management System (QMS) not only complies with these stringent standards but is also subject to continual improvement, ensuring our processes remain at the cutting edge of industry requirements.

Traceability, product safety, and documentation accuracy are critical elements of our operations. We guarantee that every stage of the production process is carefully documented, ensuring traceability and compliance with all regulatory and customer-specific standards.

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Continuous Improvement: At the heart of our quality-driven culture is a commitment to continuous improvement. We believe that excellence is not a one-time achievement but a perpetual goal. The company has developed a set of quality objectives that is reviewed and accepted within a management review framework, and aims to continually monitor and drive improvements within our organisation.

Every team member is encouraged to identify opportunities for process enhancements, whether it involves innovating new production techniques, increasing efficiency, reducing waste, or enhancing product performance.

We actively support the development of our employees through training and professional development programs. This helps cultivate a workforce that is highly skilled, motivated, and aligned with our quality objectives.

Application Across All Operations: This Quality Policy is not just a set of guidelines—it is ingrained into the fabric of Total Precision's daily operations. Driven by our quality objectives, every department, from sales and supply chain to production and customer service, is committed to upholding the highest standards of quality and to satisfying all applicable requirements. We ensure that all employees are regularly trained and made aware of their role in maintaining the quality management system. Additionally, periodic reviews of this policy ensure it stays current with industry developments and reflects the latest best practices.

The quality commitment at Total Precision extends beyond compliance - it defines how we approach every project, product, and customer interaction. Our adherence to quality standards reflects our dedication to excellence, while our focus on continuous improvement drives us to be industry leaders.

Every employee, from leadership to the production floor, plays a crucial role in achieving these goals.

Through this policy, we ensure that **quality remains the foundation** of everything we do.

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