



COUNTY OF NORTHERN LIGHTS

POLICY

QUALITY

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Management at County of Northern Lights has defined and documented its Quality Policy. County of Northern Lights will ensure the policy is maintained and available, to everyone in the organization, either in written and electronic formats. This policy includes the organization's commitment to meeting customer requirements and to continual improvement.

QUALITY POLICY STATEMENT

- The Quality Policy of County of Northern Lights provides high and consistent quality in the calibration and servicing of precision tools, inspection, and measuring and test equipment owned by County of Northern Lights and other customers. We are always mindful of the fact that the items we calibrate and repair are used in all of their systems, an environment where safety is paramount.
- Our commitment is to the safety and accurate work of our customer's professionals who use the items we have calibrated, thereby ensuring aviation passengers and other customers' safety and comfort.
- All work is done in conformance to County of Northern Lights QMS, the applicable technical and administrative operating policies and procedures of County of Northern Lights, legal and regulatory requirements, and specific customer requirements.
- Through front-line input and management leadership, we will continue to improve our people and processes to anticipate, meet, and exceed our customers' needs.
- We support continually improving the quality of our customer's maintenance and other technical operations through the services we provide.

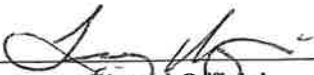
The quality policy and quality objectives are relevant to the department's organizational goals and its customers' expectations and needs. These concepts have been communicated to all employees within the scope of the QMS. Quality concepts have been integrated into County of Northern Lights culture.

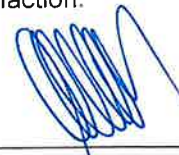
County of Northern Lights management ensures that its Quality Policy is understood. This is accomplished through training, communication, and displays. The policy is implemented by means of documentation and training about the Business Management System to meet the Standard's requirements. The policy is maintained through Business Management Systems audits and corrective and preventive action, and reviewed for continuing suitability through periodic Management Reviews.

QUALITY OBJECTIVES

Management of County of Northern Lights establishes quality objectives at all relevant functions and levels within the organization. The objectives are derived from County of Northern Lights Quality Policy and corporate policies. The quality objectives are documented and are reviewed by management on a regular basis.

The quality objectives are measurable and consistent with the quality policy, including a commitment to continual improvement. Quality objectives include those needed to meet all contracted requirements. Inherent in the entire set of quality objectives is a focus on customer satisfaction.



Chief Elected Official

Chief Administrative Officer