



Quality Policy

SOP 5.2
Revision: 0.0
Issue Date: 01/10/2022
Revision Date: NEW

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Policy:

Horstman, Inc. is committed to attaining its Quality policy where:

“Everything we do is based on continual improvement to exceed customer confidence by focusing on people, process, product and performance”.

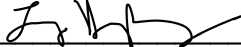
Supportive Factors to attain our policy:

To attain our policy we focus our aim and efforts on the following:

- Meet or exceed the expectations of our customer.
- Provide products and services in accordance with the scope of the organization.
- Be in full compliance to the requirements of ISO 9001:2015 and future quality standards, as well as, adhering to all customer contractual requirements with a focus on continually improving the effectiveness of its management system.
- Leadership providing clear direction and purpose to the activities of the company.
- Fostering an environment of involvement and participation by all of its employees to assist Horstman, Inc. in achieving its quality, performance, and cost effectiveness through continual improvement.
- Recognizing our employees' contributions and integrity is central to our success through the selection process, ongoing training and our Apprenticeship training program.
- Providing the appropriate authority and responsibilities to our supervisors and managers to achieve our quality and business success.
- Our processes, company policies, and integrity of all of our employees provides and promotes our commitment to continually improve our products and services.
- We measure ourselves internally to improve our Quality, On time Delivery, and Costs through continual improvement.

Decisions are based on analysis of data for all management decisions for each level of responsibility. Our interrelated operations and processes rely on this approach in order to attain the company's intended results to maximize effectiveness and efficiency.

It is to the benefit of Horstman Inc., our Customers, and External Providers by promoting this process approach and encouraging positive interactions at all levels.

Signed:  _____

Larry Humphrey – President

Date: 11 Jan 2022 _____



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Revision History	Date	Change Description	Changes made by
First Issue – 0.0	1/10/22	New	B.Burchnell