

SECTION 2: QUALITY POLICY, OBJECTIVES, AND PROCESS

2.1 DELEX QUALITY POLICY

The principal factor in the continued successful performance of Delex Systems, Inc. is the recognition that customer satisfaction is our prime directive. Our goal is for our clients to see and seek our participation as an integral element to their success. The incorporation of formal quality standards into all of our products and services will provide a continuous process for Delex to achieve its objective.

Delex is a learning organization. We continually challenge and measure ourselves. We seamlessly use these measured results to learn, improve, and grow both individually and as a company. Our employees must remain mindful of their contributions to our customers and our Nation's defense, and take individual responsibility for the quality of their work.

Our policy is to attain, and whenever possible, exceed the standards expected by our customers. This can only be achieved by developing, establishing, and maintaining a Quality Management System that encompasses all employees, products, and services.

The Delex Systems, Inc. Quality Management System, as described in this Manual, has been approved for implementation by all levels of management. The Quality Management System will ensure that all products and services provided will meet or exceed the requirements specified by our customers, our own controlling documents, and statutory and regulatory requirements. Delex is committed to complying with requirements and continually improve the effectiveness of the quality system.

The Management Representative, who reports directly to the President, is hereby assigned the responsibility and authority to organize, maintain, and administer the Quality Management System and to ensure its effective implementation.

Further, Delex personnel are given the responsibility and authority to identify problems and recommend solutions to those problems. It is the responsibility of each employee to bring to the attention of the cognizant vice president any nonconforming, deficient, or unsatisfactory product or service immediately upon discovery.

Under the President, all Vice Presidents, Directors, and the Management Representative comprise the Quality Management Steering Committee and function as defined herein.

Each division, under its cognizant Vice President, is required to implement the Quality Management System within its area of responsibility, and for ensuring the policy is communicated and discussed throughout the organization. The President will resolve any conflicts which cannot be resolved by the Vice Presidents or the Management Representative. Resolution of such conflicts will always be in accordance with the requirements of the ISO 9001:2008 International Standard and the Delex Quality Management System.