




Innovative Control Systems, Inc.
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A-500-A
Quality Policy

QUALITY POLICY

Innovative Control Systems will consistently provide products and services that meet or exceed the requirements and expectations of our customers. We will actively pursue ever improving quality through programs that enable each employee to do their job right the first time and every time by:

- 1. Consistently meeting or exceeding our customer's expectations for product quality and performance;**
- 2. Timely delivery of products and services to meet our customer's requirements;**
- 3. Continuous improvement of our processes, and systems;**
- 4. Ensuring our personnel are properly trained so they are better able to serve our customers.**

President: 

Quality Objectives

Goals/Target	Measurement Target
Accidents & Injuries	Maximum 5 per year (OSHA recorded)
On Time Delivery	> 95%
Customer Acceptance	> 95%
Supplier Acceptance	> 95%
In-Warranty Failures	< 5%

The President of Innovative Control Systems, Inc. has formulated the quality policy. The policy is explained and discussed at the general orientation training given to all new employees and has been reviewed with all current employees. All employees are expected to know what the quality policy means to them as it affects their job or position within the company. The policy is posted in prominent locations throughout the facility.