



# Quality Policy and Objectives

## Quality Policy

PCI has established a Quality Management System in compliance with ISO 9001:2015 and AS9100 Rev. D requirements.

The Quality Policy of PCI (located at 20 Fasken Drive, Toronto, Ontario, M9W 1K5) is based on customer satisfaction, innovation and high performance. Top management utilizes strategic goal deployment combined with risk based thinking to put in motion continuous improvement for the organization and its interested parties. These risks, goals and objectives are consistently revisited and re-evaluated to foster this continuous improvement.

The context and objectives of the organization are tied closely with the interested parties that influence our actions, decisions and outcomes of our products and services. It is our goal to ensure we are supplying the product and services that meet or exceed our customer's requirements and that of all interested parties.

Our priorities align with the acronym for Paterson Composites, Inc:

**P – Performance**

**C – Customer**

**I – Innovation**

## Quality Objectives

We are committed to establishing and complying with all quality objectives while meeting all customer requirements. During our quarterly business management review meetings, we re-evaluate our quality objectives and the effectiveness of our quality management system (QMS).

PCI aims to:

- **Performance** – Maintain a combined quality score of 95% or higher
- **Customer** – Maintain an on-time delivery score of 95% yearly
- **Innovation** – Maintain a minimum blended innovation score of 20% yearly

Approved by:

A handwritten signature in black ink, appearing to read 'Rob Paterson', is written over a horizontal line.

Rob Paterson  
Quality Management Representative  
October 15, 2019