



Quality Policy Statement

It is the policy of Major Inc. to deliver the right product (or service), on time, and in compliance with our customer's requirements. We are committed to gradually improving our management system's performance, and in satisfying applicable requirements, including statutory and regulatory.

Top Management is dedicated to maintaining a quality culture that is appropriate to our mission, vision, and values of our organization.

Quality Objectives

Major Inc. currently concentrates on three quality objectives:

Objective 1: On-Time Delivery

Demonstrate on-time delivery of 95% for all orders.

Objective 2: Product Quality

Demonstrate order accuracy and product quality at a level of 95% for all orders.

Objective 3: Customer Satisfaction

Maintain a customer satisfaction rate of 100% satisfied.



Approved: Dave Kuhn

Position: President

Signature:

Revision/Change History and Description

Revision	Date	Description	Initiated By	Approved By
N/A	2007	Initial Release	Jimmy Hamilton	Dave Kuhn
1	9/10/18	1. Changed revision level format from date to a number code. 2. Added Revision/Change History Block.	Jimmy Hamilton	Dave Kuhn
2	3/29/19	Updated Objective 1 to a two-part objective (target 1 for GE orders and target 2 for non-GE orders).	Jimmy Hamilton	Dave Kuhn
3	6/3/19	Revised Objective 1 back to a one-part objective. Also removed the metric from Objective 3.	Jimmy Hamilton	<i>David Kuhn</i>