

Document Name: Quality Policy and Objectives			
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Quality Policy

Rock West Composites is committed to deliver products and services that meet or exceed expectations, on-time, and at the best possible price to ensure customer satisfaction and company growth. Rock West Composites does this by promoting a culture of continuous improvement of the quality management system.

Quality Objectives

- Achieve 95% or greater on-time delivery of product.
- Achieve 98% or greater delivered quality product.
- Achieve 100% or greater sales actual versus plan.

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Objective	Resources	Responsible	Completion Date	Results Evaluation Technique
Achieve on-time delivery of 95% or greater of product	Program management and team	Senior Management	Ongoing, no completion date	Based on dollar value of shipment / milestones on-time divided by total dollar value of shipments / milestones
Achieve 98% or greater delivered quality product	Program management and team	Senior Management	Ongoing, no completion date	100 minus escaped sales dollar value divided by total sales dollar value
Achieve 100% or greater sales actual versus plan	Program Management and team, New Business Development	Segment Leaders	Ongoing, no completion date	Actual sales dollar value divided by planned sales dollar value

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Rev	Revision Author	Revision Notes	Date Released
NC	Alyson Bonomini	Original	2016-04-15
A	Alyson Bonomini	Updated metrics	2016-09-16
---	Alyson Bonomini	Removed revision level	2016-10-05
B	Alyson Bonomini	Added revision level back, added amendment log to end of document, updated metrics	2017-09-15
C	Alyson Bonomini	Revised QA objective for AS9100 audit to be a general maintain certification statement, updated POP matrix to remove reference to 2017, and updated responsibility for ensuring QA Rep has enough time to establish, implement, and maintain the QMS solely to the GM.	2018-04-23
D	Alyson Bonomini	Updated quality objectives to include strategic direction of the company. Removed objective for ongoing AS9100 certification. Updated POP Matrix to match AS9100D section 6.2.2.	2018-10-02
E	Alyson Bonomini	Amended prefix of the document number to "RWC" to incorporate the Tijuana site. Quality Policy has been re-worded so that San Diego, Tijuana, Utah, and Santa Barbara all share the same Quality Policy wording as stated in the Rock West Composites Employee Handbook.	2020-10-08
F	Alyson Bonomini	Amended verbiage for quality policy. Split out on-time delivery metric to be segment specific. Updated quality metric to be escape specific. Amended escape target value. Split out strategic direction metric to be segment specific. Updated results evaluation technique for on-time delivery, quality, and strategic direction.	2023-10-05
G	Alyson Bonomini	Amended on-time delivery and sales metrics.	2024-02-27
H	Alyson Bonomini	Consolidated on-time delivery metric to be one metric at 95% or greater. Amended quality metric to 98% quality delivered product including results evaluation technique. Amended strategic direction growth target from 97% to 100% or greater sales to plan.	2025-03-27