



## **MillRon Marine**

### **Quality Policy**

It is our policy to provide services that comply with our customer expectations and requirements.

Using the ISO 9001:2015 Standard as a basis for our Quality Management System, our goals are to achieve customer satisfaction and requirements to continually improve the effectiveness of the management system.

For this quality policy to be successful, a company-wide commitment is required. Quality of products and services shall be achieved by the involvement of all MillRon Marine employees. Every employee shall be indoctrinated to the philosophy of this Quality Policy and Quality Management System.

### **Quality Objectives**

MillRon Marine Management shall regularly review Quality Management Systems for adequacy, and for its ability to meet our established quality objectives:

- Increased customer satisfaction through on-time delivery (measured in business days) of defect-free products and services and complaint-free performance based on customer feedback not less than 100%
- Development of reliable external suppliers' base, capable of defect-free products and services delivery to the company
- Increased employee proficiency and job satisfaction through awareness, training, and development programs
- Maximization of company profits through elimination of quality issues and related costs (annual Non-Conformance Costs less than 0.5% of sale price)

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