

# Q UALITY POLICY



Our vision is to provide customer focused solutions that help minimize downtime and ensure optimal manufacturing efficiencies.

Our team is relentless in its pursuit of continual improvement which encompasses our products, services, processes, and training. We have implemented ISO 9001:2015 as our Quality Management System providing a framework for measuring and improving our performance.

We employ exacting measures to ensure our customers receive the highest level of service and products that exceed industry quality standards.

Internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees. This policy is posted on the Company Notice Board and can also be found in the staff handbook.

FSD's Managing Director is ultimately responsible for Quality, however, all departments within FSD contain their own "centers of excellence" and all employees have a responsibility to ensure that Quality is a permanent part of the FSD company culture. We adhere to all statutory and regulatory requirements.

**Dave Burgess**  
President & CEO

May 9th, 2021